



Business Process Management Leveraging IT for Process Innovation

24 - 25 Nov. 08, J.W. Marriott, Mumbai • 26 - 27 Nov. 08, Hotel Radisson, New Delhi

Workshop Leaders:



Dr. Venky Shankararaman

- Practice Associate Professor and Associate Dean (Education) at the School of Information Systems, Singapore Management University, Singapore.
- Over 15 years experience in the IT industry in various capacities as researcher, academic faculty member and industry consultant.
- Published over fifty journal/conference papers.
- Co-author - Enterprise Architecture and Integration: Methods, Implementation and Technologies.



Mr. Randall E. Duran

- Chief Executive Officer of Catena Technologies Pte Ltd.
- He began his career in the Silicon Valley in the early 1990s as one of the founders of TIBCO Inc.,
- He is also an adjunct professor at the Singapore Management University.
- He was awarded master and bachelor degrees in Computer Science and Electrical Engineering by the Massachusetts Institute of Technology (M.I.T.).

Key Learning Outcomes

- Understand how to manage processes at different levels
- Recognize the benefits and challenges of BPM
- Understand the organization structure for BPM success
- Learn the different views of a business process model
- Gain insights on leading Business Process Management System Software
- Recognize the importance of process monitoring
- Understand the relationship between BPM and SOA
- Learn through real life case studies of BPM implementations



ANNIVERSARY CELEBRATIONS

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Why you should attend this event

Business processes are valuable corporate assets since they directly support the business strategies. Business processes, therefore, need to be managed and optimized just as any other business asset. Business Process Management (BPM) is the emerging discipline that addresses the various issues of how to manage business processes in an organization and it spans both management and technical domains. BPM focuses on the analysis of chains of activities involved in business processes and aims for increased reliability, flexibility and transparency in the management of business processes. Organizations need to manage processes at three levels, Enterprise, Process, and Technology.

At the Enterprise level, the concern is on the overall composition of the various business processes in the organization. For example:

- What are the different processes that are required to achieve the business strategies?
- How are these processes interrelated?

At the Process level, the concern is on each individual process in an organization. For example:

- How can a process be optimized to reduce turnaround time from four days to two days?
- What will be the impact on the process should the number of human resources be reduced by 5%?

At the Technology level, the concern is on the technologies that enable the automation of business processes. For example:

- How can applications be integrated to support process automation?
- How to monitor events of significance to the organization?
- How to model processes?

In this workshop, we will examine the concepts, practical challenges, tools, risks and rewards of BPM, and approaches to define, implement and manage BPM in an organization. The workshop will help you understand how to define a clear path for BPM within your organization.

Audience

This workshop is designed for cross industry professionals; this can include

- Business Analyst
- Business Domain Managers
- IT Director
- IT Architect
- IT Project Manager
- IT Operations Management, and other Senior IT professionals.

You will be equipped for defining and implementing enhanced business processes through effective utilization of IT for your organization. This course will blend examples, real world case studies, discussions, classroom exercises and lectures to help you understand the potential, as well as challenges, and approaches for implementing BPM in an organization.



COURSE OUTLINE

DAY 1

Session One: BPM Fundamentals

- BPR vs. BPM
- Defining BPM as three levels of management- enterprise, process and technology
- When to do BPM?- main drivers and triggers
- BPM organization- structure and roles
- Importance of Process Architecture
 - ◆ Industry standards- eTOM, SCOR, Rosetta Net, etc.
 - ◆ Best practices- SAP Solution maps
- Enterprise vs. Tactical BPM
- BPM at the Process Level
 - ◆ Overview of the activities

Session Two: Process Modelling

- Understanding the importance of the various models
 - ◆ Organization, Location, Collaboration, Workflow Models
- Standards, example BPMN

Session Three: Analysis and Simulation

- Process Analysis and Simulation
 - ◆ Method and Template for static analysis
 - ◆ Why, when and how of simulation

Session Four: Tools for Modelling and Simulation

- Requirements
- Evaluation

DAY 2

Session Five: Process Implementation

- Overview
- Business Process Management System (BPMS)
 - ◆ Overview
 - ◆ Architecture
 - ◆ Evaluation of different BPMSs

Session Six: BPM Real World Case Studies

- In- Depth Case Study- Financial Services
- Other Case Studies
 - ◆ Telecom
 - ◆ Manufacturing
 - ◆ Power Services
 - ◆ Pharmaceutical
 - ◆ FMCG
 - ◆ Automobile

Session Seven: Process Monitoring

- Overview
- Architecture
- Evaluation of tools for BAM
- Process Monitoring Case Study

Session Eight: Emerging Trends

- Synergy between SOA and BPM
- Next Generation Packaged Applications with BPM
 - ◆ Enterprise SOA with SAP
- Impact of SaaS on BPM



About Dr. Venky Shankararaman

Venky is currently a Practice Associate Professor and Associate Dean (Education) at the School of Information Systems, Singapore Management University, Singapore. His current areas of specialization include enterprise integration, service oriented architecture, business process management and enterprise architecture.

He has over 15 years experience in the IT industry in various capacities as researcher, academic faculty member and industry consultant.

Venky moved to Singapore to join the Institute of Systems Science, National University of Singapore, where he was responsible for designing and delivering professional courses to industry, for example Singapore Airlines, Hewlett Packard, Citibank and government, for example Infocomm Development Authority of Singapore, Ministry of Manpower, Defence Science and Technology Agency, in the areas of enterprise integration, enterprise architecture, technical architecture and intelligent systems.

Previously, Venky was a consultant with TIBCO Software Ltd., in London, where he was responsible for consulting, developing and delivering training courses on technical architecture, portal integration, enterprise application integration and B2B integration. Venky also worked as a faculty member at two Universities in the UK where he was actively involved in teaching and research in the areas of intelligent systems and distributed systems. During this period, he worked on a number of software projects in collaboration with companies such as British Telecommunications, IBM, Motorola and NCR. He also received a short term research fellowship from British Telecommunications Lab, England, for working in the area of software reuse.

Venky has a PhD from the University of Strathclyde, Scotland. He has published over fifty journal/conference papers.



About Mr. Randall E. Duran

Randall E. Duran is the Chief Executive Officer of Catena Technologies Pte Ltd. He is responsible for general management and strategic customer engagements. Catena Technologies advises financial services firms on banking and financial markets solutions. Randall's focus is on applying new technologies to innovate banking processes. Randall is also an adjunct professor at the Singapore Management University teaching graduate courses on banking solutions and architecture.

Prior to founding Catena Technologies in 2002, Randall was the Vice President of Enterprise Solutions for Reuters PLC. In this capacity, he managed a team of consultants across Asia Pacific, who worked with banks, brokerages, and stock exchanges to create efficient and streamlined trading systems.

Randall began his career in the Silicon Valley in the early 1990s as one of the founders of TIBCO Inc., a pioneer in the field of middleware messaging technology. During his eight years at TIBCO, he worked with investment banks such as Salomon Brothers, Goldman Sachs, Nomura Research, and HSBC in New York and London, developing high-speed data distribution technology that supported the world's largest trading floors.

Randall was awarded master and bachelor degrees in Computer Science and Electrical Engineering by the Massachusetts Institute of Technology (M.I.T).