BPM Training

Business Process Data Analytics
26-29 June 2018 or 19-22 November 2018

Discover what your data says about your business processes with this 4-day public course offered by QUT's BPM Discipline.

The BPM Challenge

In today's competitive business environment, improving business operations to gain competitive advantage is at the top of the agenda for senior executives. Business Process Management (BPM) is a discipline that applies innovative approaches to address challenges in managing business processes by providing time- and cost-saving tools and techniques that systematically document, automate, and optimise processes.

Wide-spread use of process automation technology has made available an abundance of process data, allowing evidence-based insights about an organisation's processes to be conducted. Through these analyses, we can gain invaluable data-driven insights about the way in which processes are being executed in reality, including identification of their pain points, leading to effective and well-targeted process improvement initiatives.

Our Offering

This 4-day course covers main process data analysis techniques that are effective for extracting useful insights about your business processes. This course starts with an introduction to the concept of BPM and its lifecycle with a focus on the process monitoring and controlling phase. The course will then introduce the concept of process data analysis (process mining) and explain in detail the different types of process mining techniques including process discovery, conformance checking, performance analysis, and resource analysis.

Participants will have the opportunity to conduct hands-on practice with a number of process mining tools to apply the theoretical knowledge learned throughout the course. Finally, this course will cover challenges and pitfalls faced by process data analysts, including data quality issues, stakeholders and end-user engagement, and the danger of naïve interpretation of analysis results.

CONTENT AT A GLANCE

Day 1
- Introduction to BPM and BPM lifecycle
- Process mining overview
- Event log preparation
- Introduction to process data analysis tools

Day 2
- Process discovery
- Conformance checking
- Hands-on practice

Day 3
- Resource analysis
- Performance analysis
- Hands-on practice

Day 4
- Process mining methodology
- Quality of process data
- Case study

Audience

This course addresses the needs of individuals who want to strengthen and improve their business process data analysis skills for the purpose of improving their business processes. The course is relevant to business personnel involved in process analysis projects, process improvement projects, and executives involved in BPM and strategic development projects.

Our Trainers

QUT's BPM Discipline, among the top five BPM training providers in the world according to Forrester Research (BPM Training and Certification Programs, Q2 2012), features experienced instructors with relevant academic and professional expertise. Extensive research publications, a rich international network and the continuous involvement in relevant R&D activities ensure that our BPM training remains cutting-edge yet at the reach of organisations of different sizes.

Course, Costs and Certification

Business Process Data Analytics is offered as a 4-day workshop (9:00am to 5:00pm each day).

The course fee of $3,200 per person plus GST includes catering, all course material, additional readings and comprehensive feedback. 25% discount applies to current QUT students and staff; 15% discount applies to QUT alumni; group discounts are also available.

Participants will receive a "Certificate of Attendance" documenting their participation in the course.

A "Certificate of Attainment" with a pathway to QUT award courses is also available if the participant passes a QUT-internal exam and a project-based assessment.

Recipients of the Certificate of Attainment who satisfy additional QUT entry requirements for an award course will be granted Advanced Standing for the equivalent award unit. Please visit https://www.qut.edu.au/study/study-areas/information-technology-courses for the latest information on the entry requirements. There is a 3-year time-frame from completion in which to gain the Advanced Standing.

The assessment option attracts an additional fee of $1,000 plus GST. No discounts apply to assessment fees. You can apply to sit for the assessments after you have completed one of our courses by contacting us directly.

This course complements our other BPM courses: Strategic BPM, Business Process Modelling with BPMN and Improvement, and Lean Six Sigma Green Belt. Find out more about all our BPM courses, certification pathway, and registration at http://bpm-training.com or contact us directly.

Contact

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What our Clients say about our courses

"As the director who undertook the course I personally recommend it and will be spreading the methodology through the Financial Services area I manage as well as the rest of our company."

"Much more enjoying and challenging of preconceptions than I anticipated."

"The organisation of the seminar from registration to finish was excellent."

"Excellent relevance to today's market's needs."

"Pitched at correct intellectual level; real life examples; humour; tasks in the case study and constructive feedback on the day and afterwards."

"The groundwork to develop this course to match our needs was well orchestrated and paid off. The professionalism of all presenters was refreshing."

"The scenarios were really useful and I thought there was a good balance between theory and practical exercises."

"Course content interesting and relevant to my role. Excellent presentation of course materials …."

"Best training course I've attended. …I'm looking forward to learning more."

"Thank you for taking us through the course. Looking forward to getting involved in projects to reach certification."

"The real life scenarios were most valuable."