

COMMENTS FROM PREVIOUS ATTENDEES:
"A good format with good content and very well
informed speakers. Excellent Organisation."
Principal Consultant, Netstore Plc

BPM in Practice

Ensuring Successful Implementation

A Butler Group Master Class

03 February 2009 • Leeds Marriott Hotel
12 February 2009 • Beaumont House, Old Windsor
23 April 2009 • Park Plaza Victoria Hotel, London

Speakers include: Butler Group's Practice Director and Senior Analysts, Invited Case-Study Speakers, and Industry Experts.

NEW FOR 2009

Every delegate will receive a related RESEARCH PACK including Reports, Technology Audits and Journal Articles.

Benefits of attending

- 100% independent content (industry sponsorship of these events is not permitted).
- Provides access to Butler Group's many years of cross-industry expertise in many major technology and strategy areas.
- Information sharing between groups is key and our smaller audiences facilitate greater networking opportunities.

Event Format

Formal Presentations

Butler Group's BPM Practice Director and Senior Research Analysts present the latest research and analysis on BPM in Practice. This enables you to gain a perspective on how the topic under discussion will impact your organisation.

Questions & Answers

You have opportunity to comment on and ask questions about the material covered at the end of each presentation, often leading to lively debate.

Case Studies

We invite carefully selected senior executives from end-user organisations, or independent domain experts, to share with you their practical experiences in developing the strategy or technology under discussion.

Networking

An important part of the Master Class is the opportunity for you to network with your peers, and to exchange thoughts and experiences on the topic under discussion. This takes place both during group discussions and on a one-to-one or one-to-few basis during breaks.

Benefits

Delegates will be able to use the Master Class to see how the different elements of BPM fit together, and how they can be best used to ensure a successful implementation.

The BPM Master Class is about how organisations can take BPM and mould it to their own purpose, and how they can promote BPM within their organisations as both a method of creating a more flexible operating environment and also a cost-saving exercise.

Key Themes

- How organisations can overcome the barriers to process discovery.
- Ensuring the right modelling tools for the right people are put in place.
- Making analysis of processes relevant to process improvement.
- How both internal and external data/information can be used within processes.
- Why process simulation has to take into account impact analysis across the organisation.
- How application functionality can be reflected within abstracted processes.

Agenda

09:30-10:00 Registration

10:00-10:45 Process Discovery and Modelling

This session looks at what should be the opening phase of a successful BPM implementation. Discovering and modelling processes is all about understanding the flow of processes that exist within applications and how they interact with the human element of processes. Activities that take place are dependent on numerous elements and these need to be captured correctly. Process discovery and modelling is about having the right tools and the right people to carry out an accurate capture and representation of the processes.

10:45-11:30 Process Simulation and Testing

One of the primary purposes of BPM is to make the operational environment more adaptive and more cost efficient. This is done by modifying processes, but should only be carried out after controlled simulation and testing of the process to be modified. This goes far beyond the idea that a single process exists in isolation. Simulation and testing has to look at the impact of change across the whole of the organisation.

11:30-11:50 Coffee Break

11:50-12:35 Process Execution

BPM deals with the runtime environment and deploying BPM is primarily a technical issue. Yet, if organisations are going to become more adaptive by deploying BPM, then there needs to be a deployment methodology that decreases the time to deployment whilst still maintaining proper governance and controls. The execution environment also has to take into account the way that deployable rules will operate within that environment.

12:35-13:35 Lunch

13:35-14:20 Process Monitoring

In the early days of BPM, the idea behind process monitoring was to ensure the smooth running of the process. Whilst at one level this is still the case, good processing monitoring demands a deeper level of understanding. It has to reflect the state of the underlying infrastructure alongside external events that might be affecting the health of the process.

14:20-15:05 Process Optimisation

This is where BPM is seen to 'earn its money'. Making processes leaner, meaner, and more fit for purpose has to be the ultimate aim of BPM, yet it is not simply a matter of reducing execution time for any given process instance, it is about ensuring a level of consistency across all the processes.

15:05-15:25 Afternoon Tea

15:25-16:10 Ensuring a Successful Implementation

This final session considers how all the above elements fit together into an iterative process, but also how BPM itself fits into a larger organisational and technological framework. BPM can become the platform of the future, but only if all aspects of the touch points such as data management, governance, and service management are brought into the picture.

16:10-16:30 Q & A

Overview

Most organisations now view BPM as an essential part of an overall strategy that touches both the IT function and the operational imperative. Many such organisations have implemented pilot projects or carried out proof-of-concept schemes to see where BPM will fit into their operating environments. These organisations are now faced with the task of ensuring large-scale implementations are carried out successfully, and this Master Class focuses on the different elements of a total BPM solution:

- Process Discovery and Modelling.
- Process Simulation and Testing.
- Process Execution.
- Process Monitoring.
- Process Optimisation.

Finally bringing all these elements together into the larger implementation picture to ensure the best possible path for successful deployment.

BPM has often been called the common language that will help reduce the divide between IT and the organisation, and whilst this is true, it will only happen if the correct implementation steps are taken, and the organisation as a whole understands the totality of the concept. BPM is about the underlying technology, but it is also about the people who aid the smooth running of the processes both through the organisation and across organisational

boundaries. BPM is where technology and people really come together, and this Master Class aims to show where the divide can be narrowed even further.

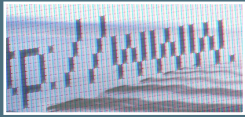
One of the issues that Butler Group sees within BPM implementations, and a possible problem moving forward, is in not keeping the perceived separate elements of BPM in step – ensuring a level of continuity. Organisations see the different elements of BPM as being most useful for their specific requirements, but if these are allowed to get too far out of phase then the benefits will not be maximised. Thus, for example, too much concern with Process Optimisation can be counter-productive if the modelling environment is not also fully formed. BPM is iterative in nature and there should be no breaks in the circular model.

This disparate view of BPM, or too heavy a focus on one aspect, will ultimately lead to a less than optimum implementation and the benefits will be reduced.

It is with these benefits that many organisations have trouble. There is much talk in the BPM space about agility and flexibility; about using BPM to become more responsive to external conditions. These benefits are realisable with strong implementation, but BPM goes deeper than that. BPM when operated correctly can bring valuable levels of cost savings to an organisation; it can highlight areas of weakness within the operational nature of the organisation; and it can demonstrate the viability of alternative methods to provide operational excellence.

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"Overall a really good event – I will try
and attend others."
Assistance Development & Support Manager, Leeds City Council

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- 03 February 2009 • Leeds
- 23 April 2009 • London
- 12 February 2009 • Old Windsor

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