

# Establishing Business Process Governance & Centers of Excellence

**This course builds a comprehensive understanding of how to establish process governance with a focus on the emerging roles of process owner, process council, and the process office.**

This course provides a robust approach to developing BPM Governance. It enables actionable insight into the role of governance which helps develop results in both process improvement and management and it lists the key pitfalls to avoid. The course is a hands-on, exercise-based approach to governance at both the organizational and project level. It identifies the different roles in process governance and has specific insight into the role of the process owner.

As organizations evolve their BPM practices from simple process improvement towards process management, a more transparent and effective governance process is necessary.

This course builds a comprehensive understanding of how to establish BPM governance with a focus on the emerging roles of process owner, process council, and the process office. It instructs participants on how to define and implement process governance. It provides examples of how to think about the standards and practices of process governance as well as models about how to build process governance into your organizational structure.

This course develops the essential elements that are needed to successfully justify, launch and to then evolve a BPM Center of Excellence (CoE) or process office in an organization. It will describe the mission and charter for a CoE and present examples of how some organizations have successfully established a CoE.

## WHO SHOULD ATTEND:

- Executive Process Owners
- Business Analysts
- Business Process Analysts
- Business Process Managers
- Project Managers
- Business Architects
- Global Process Owners
- Line of Business Managers and Supervisors

## COURSE OUTLINE:

- Introduction
- Process Management Principles
- Process Governance
  - Key components
  - Success factors
  - Governance responsibilities
- Process Governance Models and Structures
  - Management and Leadership
  - Structures and Practices
- Process Ownership
- Centers of Excellence
  - What & Why
  - Success factors
  - Pitfalls
  - Sample CoE Charters
- Summary

## RECOMMENDED PREREQUISITES:

- BPM 101
- PROCESS MODELING, ANALYSIS AND DESIGN
- PROCESS MEASUREMENT AND METRICS

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*“Great course, real-life examples and tools that can be implemented right away!”*

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