Introduction to
ABPMP’s Guide to the
Business Process Management
Common Body of Knowledge

BPM CBOK™

© 2008
BPM CBOK Status

• Version 1.0 – February 2008

• Version 1.1 – March 2008
  – Include Chapter 6 – Performance Measurement
  – IABPM discussion and contribution
  – Minor updates grammatical updates

• Version 2.0 – Target November 2008
  – Member feedback
  – Definitions / consistency
  – Expanded content
  – Some restructuring expected
BPM CBOK™
9 Knowledge Areas

Knowledge Areas

Business Process Management
- Process Modeling
- Process Analysis
- Process Design
- Process Transformation
- Process Performance Management

Business Process Management Technologies

Process Management Organization

Enterprise Process Management

ABPMP
ASSOCIATION OF BUSINESS PROCESS MANAGEMENT PROFESSIONALS
Organization of the Guide

• Section 1 – Fundamentals of BPM
• Section 2 – Critical BPM processes and skills
• Section 3 – Organizational and Enterprise Considerations
• Section 4 – Enabling Technologies
• Section 5 – References, BPM Community, Model Curriculum, Certification Program, BPM CBOK™ Maintenance, Contributors

Future - Glossery
Preface

- Emergence of BPM Professional
- Need for a professional discipline
- Background on ABPMP
- Standards of conduct
Chapter 1 - Introduction

• Purpose of the CBOK
• Maintenance / feedback of the CBOK
• Release notes
• Summary and organization of the chapters
Chapter 2 - BPM

• Core BPM concepts
• Key definitions
• Practicing BPM
• BPM Lifecycle
• Types of processes
• Types of activities
• BPM Critical Success Factors
• BPM Professional Space
Chapter 3 – Process Modeling

• Key Definitions
  – Diagramming vs. Modeling vs. Mapping
  – Process Attributes and Characteristics

• Purpose & Benefits of Modeling

• Modeling Standards and Notations

• Modeling Quality and Perspectives

• Approaches to modeling, Capturing Information

• Modeling Roles and Responsibilities

• Modeling Techniques and Tools

• Process Simulation
Chapter 4 – Process Analysis

• Purpose and Benefit of Process Analysis
• Analysis Roles and Responsibilities
• Process Analysis Activities
• Analysis Techniques
• Considerations (i.e., best practices)
Chapter 5 – Process Design

- Purpose and Benefits of Process Design
- Roles and Responsibilities
- Process Design Activities
- Principles of Process Design
- Designing for Compliance
- Business Rules (in a BPM context)
- Considerations and best practices
Chapter 6 – Process Performance Measurement

- Key Definitions
- Importance and Benefits of Process Performance Measurement
- Monitoring and Controlling Operations
- What to measure / How to measure
- Strategic Alignment
- Modeling and Simulation
- Decision Support
- Considerations
Chapter 7 – Process Transformation

- What is Process Transformation
- Process Improvement Methodologies
- Process Re-Design and Reengineering
- Implementation
- Organizational Change Management
- Sustaining the BPM Lifecycle
- Considerations and Best Practices
Chapter 8 – Process Organization

• The Process Oriented Enterprise

• Process Management Roles and Responsibilities

• Process Owner

• Organizational and Governance Structures

• Team Based Performance

• Considerations and Best Practices
Chapter 9 – Enterprise Process Management

• Key definitions
• Benefits and Requirements for Enterprise Process Management
• Process Frameworks
• Process Repository Management
• Process Maturity Levels
• From Planning to Action
• Considerations and Best Practices
Chapter 10 – BPM Technology

• Importance BPM Technology (for BPM practice)

• Advantages and Risks of Process Automation

• Types of BPM Technology
  – Modeling, Analysis, Design, Simulation
  – Execution and Control
  – Performance Management
  – Integrated Suites

• Standards

• Industry Trends

• Implementation considerations
Appendices

- Glossary
- References
- BPM Community
- BPM Model Curricula
- BPM Certification Program
- Guide to CBOK™ Maintenance
- Contributors
MODEL BPM CURRICULUM

Appendix C
The BPM Curriculum v1.0

- Recommended course of study
- Target for undergraduate and graduate academic programs
- 5 Core Courses
- 3 Electives
- 1 Capstone
- Internship/Project
Program Overview
BS-BPM, MBPM
MBA Concentration

Introduction To BPM

Process Analysis

Implementing Process Management

Business Process Performance Management

Business Process Strategy

4 Courses
How to Get Yours Today!

• Currently the Guide to the BPM CBOK™ is only available to ABPMP Members
  – Initial 30 day feedback period

• The next release will be public and available through Amazon’s Books-On-Demand service for $50

• But wait, there’s more...
Start at WWW.ABPMP.ORG
Current version allows printing during feedback period
Online Feedback Form

The Guide to BPM CBOK Feedback Form

FORM INSTRUCTIONS

Thank you for taking the time to submit your comments on the ABPMP Guide to the BPM CBOK™ v. 1.

1. A submission ID will automatically be generated and sent to you for future reference.
2. Please select the Knowledge Area your comments apply to from the drop-down list.
3. You may also enter the specific section ID, e.g., Section 3.2 or Section 2.1.2. This is the area in the Guide to the BPM CBOK related to your comment.
4. If your feedback applies to more than one section or to the document as a whole, please provide additional location information at the beginning of the Comments section, e.g., Paragraph 3, line 5—this guidance will be helpful in processing your submission.
5. Enter your feedback in the Comments area of the form.
6. Click the SUBMIT button to complete this process.
7. You will receive an e-mail confirming receipt of your submission. We will contact you if any additional information or clarification is required.

Thank you for taking the time to participate in the CBOK™ Continuous Improvement program.

First Name *

Fifty

Last Name *

Weather

Email *

F$nowman@GreatWhiteFish.ca

Knowledge Area

Introduction

Type of Change

Change in text, definition

Specific Reference

0th 1.2

Please include links to any external documents you would like us to view or reference in regards to consideration to your feedback.

Comments

The use of the term "consequences" seems to imply a rather limited view of the full range of capabilities of consequences. I think you need to either qualify your use or find a different term to make your point.

May we contact you for more information if needed?

Yes
BPM Certification

Certified Business Process Professional
CBPP™
Certification Program Parameters

• Experience
  – 4 years / 7,500 hours
  – Some credit for other certification
  – Credits cannot exceed 2 years / 3,750 hours total for Professional - - - less experience, 2 years / 3,750 hrs. for Associate

• Experience Substitution Credits
  – Formal Education
    • BS/BA 1 year / 1,500 hours
    • Advanced degree 1 year / 1,000 hrs
  – Other Professional Certification (PMI, IIBA, etc.)
    • 500 hours per current certification
  – Credits for Training Program/Certification
    • 1:1 for PDU/CEU hours
Certification Program

Parameters

• Examination
  – Single initial exam
  – Possible specialization exams in future
  – Professional must pass at cut score in all sections

• Sign ABPMP Code of Ethics

• Re-certification/Continuing Education
  – 120 hours of professional development activities per 3 year cycle

• Associate Certificate (ABPP)
  – less experience, 2 years/3,750 hrs. (can use credits)
  – lower cut score – e.g., 50% in all areas
Certification - considerations

- ABPMP Membership Requirements ??
- Initial vs. Continuing Educational Requirements ??
- No peer or oral review/project requirement for now
- No Grandfathering
- We need to address how to support academics who may not have the experiential qualifications as stated, e.g., substitute research and case studies or teaching x sections of related courses... tbd
ABPMP Education Committee

- BPM CBOK™ 2008
- CBPP™ 2008
- PEEP™ 2008
- BPM Model Curriculum ™ 2008
Education Sub-Committees

- CBOK™ Maintenance
- Certification
- Registered (or Endorsed) Training Provider
- BPM Curriculum (currently inactive)
Call for Volunteers

- WE NEED YOU!!!
- Volunteers needed for:
  - Certification Program Development
  - CBOK Maintenance
  - Endorsed Education Provider Program
Schedule

• Feb 2008- Release BPM CBOK™ version 1.0
  – Free download for members
  – Initial release printable
• June / July 2008 – Public Version Available
  – Amazon Print On Demand
• June 2008 – Release CBPP™ Program Details
  – Qualifications
• July 2008 Release Registered / Endorsed Training Provider Details
  – Qualifications, Fees, Etc.
• Sept 2008 – Beta test CBPP™ exam
• Dec 2008 – Begin CBPP™ Program
Questions / Comments

Please Contact

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• Brett Champlin, Certification Sub-Committee Chair
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ABPMP

Background
Who we are

The Association of Business Process Management Professionals is a non-profit, vendor independent professional organization dedicated to the advancement of business process management concepts and its practices. ABPMP is practitioner-oriented and practitioner-led.
Our Mission

• The mission of ABPMP is to engage in activities that promote the practice of business process management, to develop a Common Body of Knowledge in this field, and to contribute to the advancement and skill development of professionals who work in this discipline.

• ABPMP produces educational and networking events for continuing education and sharing of best practices, new ideas, and experiences of its members and professional colleagues.
What are we doing?

• Developing New Chapters
• Developing a Common Body of Knowledge for BPM (draft release March 2007)
• Developing Model Curricula for BPM
• Developing Training Endorsement Program
• Developing Professional Certification Program
• Developing Seminars
• Developing links with Academia
Active Chapters

- Atlanta
- Birmingham, AL
- Chicago
- Denver
- Metro New York
- Mexico
- Philadelphia
- Portland, OR
- Tampa Bay
- Washington DC

Forming Chapters

- Boston
- Charlotte, SC
- Dallas
- Phoenix
- Saint Louis
- San Diego
- San Francisco
- Seattle
International

- Australia
- Canada
  - Toronto
  - Vancouver
- Dubai
- Europe
  - (Austria, France, Germany) – IABPM
- Hong Kong
- Mexico
- Portugal
Potential Interest

**US**
- Birmingham
- Charlotte
- Cincinnati
- Houston
- Kansas City
- Memphis
- Omaha
- Phoenix

**International**
- Brazil
- Panama
- Paris
- Dubai*
- South Africa
- China
- Minneapolis
- Montreal
- Quebec
- Saudi Arabia
- Taiwan
- Toronto
- Vancouver
- Vienna
Academic Affiliations

Bentley College (Massachusetts, US)
- BPM courses in MBA, MSIT, and MSHFID programs

Boston University (Massachusetts, US)
- Business Process Management (BPM) Professional Certificate Programs

Bradford University (UK)
- MSc in Total Quality and Performance Management

Brighton University (UK)
- MSc Business Process Management

Franklin University (Ohio, US)
- BS Process Management

George Mason University (Virginia, US)
- Office of Continuing Professional Education
- Process Management Certificate Programs

Georgia State University (Georgia, US)
- BPM courses in MBA and doctoral programs
- Center for Process Innovation

Indiana University (Indiana, US)
- BS in BPM

Queensland University of Technology (Brisbane, Australia)
- BPM Research Group

Stevens Institute of Technology (New Jersey, US)
- MSIS with concentration in Business Process Management and Service Innovation

Technische Universität Eindhoven (Eindhoven University of Technology, NL)
- BPM Research Group

University of Chicago (Illinois, US)
Certificate program in "Process Management and Improvement"

University of Florida
- Certificate program in Process Management

University of Illinois (Illinois, US)
Doctoral Program in Process Management

University of Münster (Germany)

Walden University (online, US)
MBA with BPM Specialization

Widener University (Philadelphia, US)
Center of Business Process Excellence
- Certificate Program in Business Process Excellence
Relationships & Affiliations

- Collaborations
  - Babson College Institute for Process Management
  - BPM Institute
  - BPMG
  - BP Trends
  - CAM-I
  - IIBA
  - PMI

- Board of Advisors
  - Roger Burlton
  - Peter Fingar
  - Paul Harmon

- Conference Discounts
  - BrainStorm Group
  - DCI
  - Gartner
  - IQPC
  - IIR

- Training Discounts
  - Attaining Edge
  - BrainStorm Group
  - BPM Institute
  - Sentient Point
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