

AWD TRAINING

BPMN FOR AWD



Course Description

Business Process Modelling Notation (BPMN) provides a standardised practice to ensure consistent modelling of business processes throughout an organisation. DST Business Process Solutions have designed this training offering to enable delegates to maximise the use of AWD Process Design to build efficient processes using BPMN elements.

Course Content

Introduction

- ▶ BPMN background
- ▶ What is BPMN?
- ▶ Objectives of BPMN
- ▶ Versions and Tools
- ▶ Why use BPMN?
- ▶ BPMN within DST

BPMN Concepts

- ▶ Basic modelling elements
- ▶ Specialised elements
- ▶ Sample BPMN process
- ▶ Sources of information

Review

- ▶ BPMN Quiz
- ▶ Practical BPMN exercises

Modelling for AWD®

- ▶ Standards and best practices
- ▶ Process flow patterns
- ▶ How to model common AWD functionality
- ▶ Demonstrations of AWD¹⁰ Process Design

Target Audience

Business Analysts, System Administrators, Developers and Process Owners.

Prerequisites

There are no prerequisites for this training session.

Course Duration

1 day

Delivery Method

Classroom based, instructor-led training with practical BPMN exercises.

Certification

Attendees will receive a certificate of attendance.

Optional Add-ons

AWD¹⁰ Design Studio

Although BPMN experience is not an essential prerequisite for the AWD¹⁰ Design Studio training offering, the BPMN for AWD session does provide attendees with a head start on AWD¹⁰ process design functionality.

Costs and Location

Training courses will be held at one of our London training locations, and are priced per person. To arrange training at your offices or to book larger group sizes, please contact us for more information.

| Courses | Duration | Audience |
|--|----------|--|
| BPMN for AWD | 1 day | Business Analysts, System Administrators, Developers and Process Owners |
| AWD¹⁰ Admin and Design Studio | 5 days | Business Analysts, System Administrators, Developers and Process Owners |
| AWD¹⁰ Design Studio | 3 days | Business Analysts, System Administrators, Developers and Process Owners |
| AWD¹⁰ Advanced Design Studio | 1 day | Business Analysts, System Administrators and Developers |
| AWD¹⁰ Customisation Development | 2 days | Developers |
| AWD¹⁰ Capture - Inbound Email | ½ day | Business Analysts, System Administrators, Server Administrators and Developers |
| AWD¹⁰ Case Management | ½ day | End Users, Business Analysts |
| AWD¹⁰ Communications Design | 1 day | Business Analysts and System Administrators |
| AWD¹⁰ Communications Integration | ½ day | Business Analysts, Systems Administrators and Process Owners |
| AWD¹⁰ End User Train-the Trainer | 1 day | End User Trainers |
| AWD¹⁰ Support Analysis | 1 day | System Administrators and System Support Analysts |
| AWD¹⁰ Monitoring | ½ day | Team Leaders and Managers |
| AWD¹⁰ Report Writing | 1 day | Business Analysts and Developers |

Note: Classroom sizes will be kept at a number that ensures the trainees are provided with the required level of assistance during practical sessions.

About DST

DST Business Process Solutions, a wholly-owned subsidiary of DST Systems, Inc., is a trusted provider of technology-based service solutions to the world's best known insurance, retail and commercial banking, utilities and media communications organisations. AWD, our intelligent business process (BPM) and case management application, is used by over 400 clients to align people, technology and departments to execute effective operations. For over 20 years, our clients have used AWD to reduce cost, improve customer service, ensure compliance and improve overall operational efficiency. There are now over 250,000 AWD users within the DST family of organisations, partners and clients.

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