

Business Process Management (OCEB 2™)

1. Business Objectives, Goals (8%)

- Business fundamentals
- Strategy
- Planning and goal-setting
- Project management
- Marketing
- Staffing
- Finance

2. Business Process Fundamentals and Concepts (11%)

- Identifying business processes
- Characteristics of processes
- As-is process vs. to-be process
- Levels of business process modelling
- Tying business processes to objectives and goals

3. Business Process Management Fundamentals and Concepts (10%)

- Functional vs. process-centric enterprise organization
- Styles of process management
- Advancements in process management
- Stakeholders' responsibilities and roles
- Enabling tools of process management

4. Business Motivation Modeling (16%)

- Business vision
- Goals, objectives
- Means and ends
- Mission
- Strategies, tactics
- Aspects of business modelling

5. Business Process Modeling Concepts (24%)

- BPMN Basics
- Definition, work and use of all the BPMN elements enclosed in the descriptive and analytic conformance subclasses
- Activities;
- Grouping elements of a model

6. Business Process Modeling Skills (16%)

- The brief scenario bestowed either as a BPMN diagram or in sentences
- BPMN elements mentioned in the analytic and descriptive conformance subclasses

7. Process Quality, Metrics Frameworks and Governance (15%)

- Awareness of an array of industry frameworks
- APQC Process Classification Framework
- SCOR
- Value Chain Reference Model
- Business Process Maturity Model (BPMM)
- Six Sigma, Balanced Scorecard
- COBIT
- Sarbanes-Oxley