

COURSE OUTLINE

ENGAGE Process Suite

(Duration: 2 Days)

Course Objectives

This interactive training course provides delegates with a solid understanding of the features and functions of ENGAGE Lean Process Modeler and the companion Viewer, Tables and administration applications. The course structure ensures that delegates not only learn the features but understand how these can be successfully applied on their own projects. The hands-on sessions include realistic scenarios which encourage delegates to consolidate their understanding.

A final workshop exercise will get the group to work together to build and improve a process.

Prerequisites

An understanding of business process mapping would be of benefit. It would also be helpful to have experience of using Office 2007/10 applications.

Course Outline

DAY ONE

Business Process Mapping

- Introduction to business process mapping
- Process mapping guidelines

The Viewer

- View Modeler files
- Navigate in the Lean Process Modeler application environment
- Provide feedback to process owners

Create a Project

- Add models roles and processes to structure a project
- Build processes step by step using default icon sets
- Use BPMN and functional icon sets

Add Supporting Information

- Assign roles to process steps
- Add notes, inputs and outputs
- Add descriptions
- Add URLs to live webpages

Branches, Subprocesses and Parallel Streams

- Add and manage branching choices
- Add and manage subprocesses
- Add parallel processes
- Link to processes in the current project
- Add additional entry points to a process

Views

- Switch between swimlanes and value streams

- Modelling, Evaluation, Simulation and Custom Views

Working with Data

- Display data on your process diagram as values, graphics and in a table
- Adjust data threshold display colours
- Choose time formats
- Select additional measures
- Create custom quantitative and qualitative measures

Evaluation

- Evaluate the process to determine costs and lead time
- Consider additional calculations
- Study processing time V's service time
- Change thresholds of colours
- Show measures above the models

Simulation

- Simulate a process
- Optimise a process by adjusting human resource capacity

ASIS v TOBE

- Compare two processes 'side-by-side'
- Compare two processes in a table

Process Output and Help

- Export to Word, PDF, PowerPoint and Excel for printing and distribution
- Publish to the Viewer
- On-line Help

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DAY TWO

Managing Projects

- Managing project user rights
- Restricting access to project elements
- Review and report on people and groups who can view, edit and manage a project

Managing Versions and Publications

- Create and access process versions
- Use ENGAGE Publisher to manage publishing and sharing projects

Lean Process Modeler Tables

- Understand how Tables helps users to access and share consistent information
- Add role tables
- Add document tables
- Import role and document tables from CSV files
- Add new icon sets to make processes reflect your industry or organisation
- Create new table types to create new swimlane views

Recovering Files

- Recover Lean Process Modeler files after a system crash

Administration

- Understand how user accounts are managed
- Access the Repository Manager
- Add new users
- Create groups to manage access rights and add users to these groups
- Copy authorisation rights
- Delete groups
- Delete users
- Reset user passwords
- View and terminate Lean Process Modeler and Viewer sessions

Workshop

The course will finish with a workshop exercise that will capture, develop and distribute models using ENGAGE tools. These can be built on developments in the airline industry or the delegates own workplace.

For further information

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