



DESIGNING BUSINESS PROCESS ARCHITECTURE

Two-Day Course

ABOUT THE COURSE

Business Process Architecture identifies and systematically defines the set of major business processes of an organization at the value chain level and establishes clear criteria for selecting specific processes for improvement.

Process architecture is the link between strategy and the practical design of critical processes that achieve business goals and objectives. It aligns strategy with operational work.

This course provides a two-phase method for business process architecture design:

- The design of the Process Portfolio and Process Architecture Landscape diagram
- The selection of processes for improvement using suitable criteria for defining process priorities.

VIRTUAL COURSE PRESENTATION

- Presented live from our virtual studio using Zoom video conferencing
- Our experienced instructors are Association of Business Process Management Professionals (ABPMP) Registered Training Providers
- You will see, hear and be able to talk to our instructors as well as ask questions and participate in discussions
- Attend the course at your home or office – all you need is a computer and an internet connection
- The course includes a practical exam, and upon passing it, you will receive a Certificate of Competency.

DATE: 02-03 December 2026

VENUE: Viewpoint Virtual Studio

TIMES: 09:00-15:00 SAST

FEES: ZAR 9,890.00 per delegate including VAT

REGISTRATION: Return registration form to
cathym@viewpoint.co.za

ENQUIRIES:

Tel: 087 135 2507 or 083 226 1588

WHO SHOULD ATTEND

This course is designed for business managers, business analysts, process owners, operations managers, technology professionals and anyone responsible for improving business performance through effective strategy alignment.

COURSE ACCREDITATION

This course is aligned with the **Guide to the Business Process Management Common Body of Knowledge (BPM CBOK®) v4.0**.

COURSE CONTENT

- What is process architecture and why does it matter?
- Using the Strategy Choice Cascade to define the elements of business strategy
- Identifying strategic goals and objectives
- Identifying core, support and management processes
- Identifying process relationships
- Designing the Business Process Portfolio
- Designing the Process Architecture Landscape diagram
- How to decompose the process hierarchy
- Structuring the architecture levels
- Balancing standardization with flexibility
- Using process reference models
- Identifying process performance measures
- Prioritize the process portfolio
- Selecting processes for improvement
- Communicating the process improvement roadmap

Case study examples are given throughout the course. You will work with real process scenarios, learn from actual industry implementations and develop practical skills you can apply immediately in your organization.

REGISTRATION FORM

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To register, please complete this form and return it to cathym@viewpoint.co.za

We wish to register the following delegates:

Course date: _____

DELEGATE 1:

First Names: _____ Preferred Name: _____

Surname: _____

Cell: _____ Email: _____

Position in Company: _____

DELEGATE 2:

First Names: _____ Preferred Name: _____

Surname: _____

Cell: _____ Email: _____

Position in Company: _____

COMPANY

Name of Company: _____

Company VAT Number: _____

Invoicing Address: _____

Contact Person: _____ Tel: _____

Email: _____ Cell: _____