Gartner and BPMInstitute.org Partner to Bring BPM Certification to Gartner Business Process Management Summits

What

BPMInstitute.org's Certification Exam at Gartner Business Process Management Summits

Become a Certified Business Process Management Professional (CBPMP^{SM})

- Provides a way to measure and document the knowledge and skills required to be recognized as a competent BPM practitioner
- 150 Multiple choice questions
- 3 Hours to complete
- Valid for 3 years

Where

To be held following the Gartner Business Process Management Summit in Sydney on May 19-20. The CBPMP Exam will be held on May 21st from 8:30 AM to 11:30 AM.

How to Register

Gartner Business Process Management Summit attendees can register on the BPMInstitute.org website at the following website:

http://www.bpminstitute.org/certification/cbpmp-certficiation-exam-sydney-2014

Alternatively, attendees can register by calling (508) 475-0475 x15.

How much is the exam

Gartner Business Process Management Summit attendees receive an exclusive discount of 25% off the certification exam.

Exam Price is $500USD
Use code **BPMIAU** to save 25% for a total cost of $375USD

How do I Prepare for the Exam

- **Take the BPM Skills Self-Assessment**: http://www.bpminstitute.org/certification/bpm-skills-assessment

- **Review Study Materials**: http://www.bpminstitute.org/certification

Please note: You are NOT required to take training from BPMInstitute in order to take our BPM Certification Exam.

Who

Exam hosted by BPMInstitutte.org - BPMInstitute.org is the largest practitioner-led community of BPM professionals in the world, with over 60,000 members. Member services include training and certification, BPM events, a wide range of vendor-neutral BPM and related content, as well as face-to-face and online networking.

About CBPMP(SM) Exam

CBPMP certification supports the advancement of BPM professionals by providing a way to measure and document the knowledge and skills required to be recognized as a competent practitioner. CBPMP certification helps employers define job objectives, evaluate position candidates, assess employee performance and motivate employees to enhance their skills and knowledge. CBPMPs enhance their professional experience by obtaining recognition of their competency, and proving that they are professionally qualified to practice their profession.

The exam covers the elements of the BPM discipline which includes Concepts and Principles, Process Modeling, Process Improvement (Analysis & Design), Process Measurement, Process Technologies (BPMN, BPMS), BPM Governance and BPM Center of Excellence. CBPMPs are able to demonstrate the knowledge and skills to be productive members of a BPM team. These skills include building hierarchical process models, using tools to analyze and assess process performance, defining critical process metrics, using best practice principles to redesign processes, developing process improvement project plans, building a center of excellence and establishing process governance.

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Gartner Perspective on the Importance of BPM Certification

"BPM certification has the potential to add value in four different scenarios:

1. ***Hiring managers can use BPM certification*** *to gain a better understanding of the knowledge, experience and credibility of a candidate against an independent industry standard. This can help to determine if the candidate's BPM skills are a good fit for their organizations' skill requirements for BPM.*

2. ***BPM professionals or aspiring professionals can benefit from BPM certification*** *as independent validation of their competence and experience, which can improve career development and progression.*

3. ***BPM practitioners within organizations that already use BPM can use certification*** *to improve the existing skills and knowledge of both themselves and their teams.*

4. ***BPM practitioners who are looking to hire an external consultant*** *to support their BPM programs will find certification a useful evaluation of a consultant's real expertise.*
   However, this scenario depicts the desired state for BPM certification. At present, a number of organizations offer some kind of BPM training and certification, but there is no common agreed-on industry standard between them. The market for BPM certification is immature at present but is steadily growing."

- Gartner

The report "BPM Certification Is Currently a Work in Progress" can be found at: http://www.gartner.com/id=2052115

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CBPMP℠ Coverage Map

Area	Percentage
Business Process Management Concepts	**15%**

The background, history and concepts of BPM. BPM as a management discipline versus a methodology. The possible benefits obtained when practicing BPM. How it improves organizational performance and provides sustainable competitive advantage. Strategic investment based on aligning process performance to business strategy. The fundamental process concepts behind BPM.

Process Discovery and Modeling	**20%**

The approaches to use during process discovery including key principles, best practices, techniques, valuable tools, and questions to ask. The concepts and principles of hierarchical modeling. Identifying the value chains, value streams, end-to-end processes, sub-processes and activities. Defining business process architecture. Understanding industry reference models and process classification frameworks. The different ways to express process knowledge. Maps vs. models. The different diagram types, when to use each one and how to create each one. The best practices to follow to create and maintain sustainable process models. Modeling pitfalls and how to avoid them.

Process Improvement (Analysis & Design)	**15%**

The concepts and principles of process analysis and design. Ways to identify which process to improve first. Quantitative vs. qualitative analysis. Characteristics of a well-designed process. Running an improvement team. The specific methods available to use during process analysis and design. Differentiating one method from another. The different tools, techniques and best practices to obtain analytical insight and optimal design.

Process Measurement	**15%**

The concepts and principles of process measurement. Examples of process performance measures. How to validate measurement data. How to manage by measurement. How to define a tops-down measurement system. Defining organizational, process and activity level measures. Measurement techniques, tools, worksheets and diagrams. How different methods approach process measurement. Understanding how different methods define specific metrics.

Business Process Technologies	**20%**

The capabilities of modeling tools and support for different notations. The capabilities of a standalone process modeling tool versus an enterprise modeling tool. The capabilities and use of process simulation. The concepts, design and capabilities of BPMN. Best practices for modeling with BPMN. The concepts, design and functional capabilities of a BPMS. Creating analytical and executable models.

Process-oriented Enterprise	**15%**

The concepts and principles of a process-oriented enterprise. Ways to assess an organization's readiness for Enterprise BPM. Creating a roadmap for adopting BPM. The concepts and models of process governance - both conceptual models and structural models.   The concepts, structures and functions of a Center of Excellence.

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Books

The BPM practitioners who wrote the questions for the CBPMP[SM] examination according to the Coverage Map used a number of textbooks as information sources. These textbooks are listed here.

- Burlton, Roger; Business Process Management: Profiting From Process; SAMS, 2001.
- Davenport, John; Process Innovation: Reengineering Work Through Information Technology; Harvard Business School Press; 1992.
- Franz and Kirchner; Value-Driven Business Process Management; McGraw-Hill; 2012.
- George, Rowlands, Price, and Maxey; The Lean Six Sigma Pocket Toolbook; McGraw-Hill; 2005.
- Harmon, Paul; Business Process Change: A Manager's Guide to Improving, Redesigning, and Automating Processes; Morgan Kaufmann Publishers; 2003.
- Harmon, Paul; Business Process Change, 2nd Edition; Morgan Kaufmann Publishers; 2007.
- Jeston and Nelis; Business Process Management: Practical Guidelines to Successful Implementations; Routledge, 2011.
- Keyte and Locher; The Complete Lean Enterprise: Value Stream Mapping; Productivity Press; 2004.
- Madison, Dan; Process Mapping, Process Improvement, and Process Management; PatonPress; 2005.
- Pyzdek and Keller; The Six Sigma Handbook, Third Edition; McGraw-Hill; 2009.
- Rummler and Brache; Improving Performance: How to Manage the White Space in the Organization Chart; Jossey-Bass; 1995.
- Sharp and McDermott; Workflow Modeling: Tools for Process Improvement and Application Development 2nd Edition; Artech House, 2009.
- Silver, Bruce; BPMN Method & Style, 2nd Edition; Cody-Cassidy Press; 2011.
- Smith and Fingar; Business Process Management: The Third Wave; Meghan-Kiffer Press; 2003.
- Spanyi, Andrew; Business Process Management is a Team Sport – Play It to Win!; Anclote Press, 2003.
- Spanyi, Andrew; More for Less: The Power of Process Management; Meghan-Kiffer Press, 2005.

Papers

- Fingar, Peter; *Systems Thinking: The "Core" Core Competency for BPM*, BPTrends, September 2005
- Rosemann, Michael; *Potential Pitfalls of Process Modeling - Part A*, Business Process Management Journal, Vol. 12 No. 2, 2006, pp. 249-254
- Rosemann, Michael; *Potential Pitfalls of Process Modeling - Part B*, Business Process Management Journal, Vol. 12 No. 3, 2006, pp. 377-384
- Silver, Bruce; *Three Levels of Process Modeling with BPMN*, BPMS Watch, April 2008.
- Madison, Daniel J.; *Becoming A Process-Focused Organization*, BPM Institute, 2007.
- Verner, Laury; *The Challenge of Process Discovery*, BPTrends, May 2004.

OMG Specifications

- **Business Process Maturity Model Specification, V1.0**
- *Business Process Modeling Notation (BPMN), V1.1*
- **Business Process Modeling Notation (BPMN), V2.0**

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Industry Frameworks

BPM Practitioners should be aware of these frameworks.

- **APQC Process Classification Framework**
  http://www.apqc.org
- **Supply Chain Council's Supply-Chain Operations Reference model (SCOR), v9.0**
  http://supply-chain.org
- **Introduction to the Value Reference Model (VRM)**
  http://www.value-chain.org/en/cms/1960/

For more information or questions about the CBPMP^{SM} Certification Program, please contact
certification@bpminstitute.org or call (508) 475-0475 x15.