



Corporate & Shared Services Community

Getting Automation-Ready

TRAINING

A Hands-on Guide to Reworking
Processes for Optimised Workflow



Facilitated by
STEVE BARNES
Founder
The Process Expert

Online → 8 & 9 November 2022



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Corporation

A Hands-on Guide to Reworking Processes for Optimised Workflow

In June 2022, Gartner predicted that **by 2025, 95% of decisions that use data will be at least partially automated.**

Automation is also gaining momentum in the Australian Public sector with major agencies making significant technology investments in the space, as reported by Austender in 2021.

As these figures indicate, automation is a priority of all businesses, especially in the public sector for its potential to increase efficiency and improve services. However the biggest challenge for automation is broken processes and buggy systems. Like experts say, you can't automate a broken process!

This course is designed for corporate services professionals in the public sector who are in the midst of, or starting off their process automation journey. By focussing on the weakest links in automation, this course will teach you how to pre-empt and prevent failure. It will also provide you with the insights to fix your systems before automation. Our experienced trainer will provide insights to set your project up for success.

- How map your processes to identify bugs and flaws
- To automate or not to automate: Identifying the processes that are ripe for automation and those to avoid
- Shifting mindsets and engaging with your stakeholders to optimise uptake

Through an innovative mix of presentations, interactive group discussions and structured expert feedback, you will leave this course with actionable insights on documenting your business, creating a data warehouse, mapping your process, optimising workflows and gaining the buy-in of your stakeholders.

Not Just a Training Session

- **Understand how to pre-empt and prevent the hurdles of automation** through Business Process Improvement.
- **Set your automation journey up for success** by fixing the bugs in your process.
- **Learn from an expert trainer**, with an eye for process with over 3 decades of experience in both public and private sector.
- **Get the opportunity to learn and brainstorm with your public sector colleagues** from all over Australia and all levels of government.
- **Benchmark and troubleshoot your automation journey**

Learning Outcomes

- **Identifying Your Key Business Objects to Effectively Document Your Business**
- **Uncovering Your Business Dimensions to Set up a Business Dashboard**
- **Stakeholder Mapping and Engagement**
- **Optimising Uptake and Setting up Ongoing Feedback and Review**
- **Optimising Workflows and the Value for Automation**

Meet the Trainer



STEVE BARNES
Founder
The Process Expert

Steve Barnes is a technology and process improvement expert who has led and consulted on public and private sector projects for over three decades, including Suncorp, Telstra, UCB Australia and most recently Central Goldfields Shire Council. Steve has worked in large corporates, SMEs, micro-businesses and startups. He is passionate about business process improvement particularly its role in Economic Development roles for Local Government; improving customer service or product and service quality. In addition he also mentors crucial social ventures.

Steve's experience covers implementing CRM packages for Economic Development, Marketing & Sales, and Service Provision; BPMN 2.0 and Business Process Automation. At the Process Expert, Steve has developed an end-to-end framework to fix organisational bugs and drive efficiency for digitisation and automation.

In this concise course, Steve will tap into the Value Chain of Business Improvement that he has formulated at the Process Expert:

- **Document Your Business** - holistic business process, organisation and information modelling
- **Train Your Team** - get your team unified and productive using the latest diagrams and methods
- **Hit The Accelerator!** - it's time for business process improvement to give you real benefit
- **Unify The System** - business process automation and integration in the cloud!
- **Get Your Eagle Eyes** - business dashboards give you what you need to monitor your operations

Steve is a member of the Business Architecture Guild.

Preparation

This workshop is highly interactive with group activities and discussions throughout. Come prepared with some current challenges you face in your organisation.

To participate you'll need:

- A computer with camera and microphone
- Strong internet connection
- Quiet, well-lit space
- Current process, automation and services challenges that you face

Register Early & Save

Extra Early Bird	Early Bird	Standard Price
8 Passes Available	8 Passes Available	6 Passes Available
\$595 + GST	\$795 + GST	\$995 + GST
Save \$400	Save \$200	-

CLICK HERE TO REGISTER

*Group Discounts Available - Contact Registration at registrations@publicsectornetwork.co or Call on **(02) 9057 9070**

Module One – Documenting your Business

10:30am PSN Welcome

10:35am Training Overview, Objectives and Outcomes

10:45am Ice-breaker and Meet and Greet

11:00am Identifying the Business Objects in Your Applications and Data Warehouse

- Identifying the key Business Objects of your organisation
 - Citing the logical processes and functions in which these appear
 - Specifying the applications and technologies in which these are used
-

11:45am A Strategic Perspective on Creating a Data Warehouse and Dashboard that Works

- Defining Business Dimensions and how to identify these in your business
 - Understanding the implications of business dimensions on data warehousing
 - Visualising requirements for a Business Dashboard
-

12:30pm Lunch Break

Module Two – Planning and Optimising Workflows

1:00pm Exploring and Optimising Workflows

- How to draw a Value Chain for your organisation
 - Evaluating workflow in the value chain and identifying areas for improvement
 - Recognising the shortfall in Workflow vs System and Integration requirements
-

1:45pm **Break-out Group Activity:** Choose an area being explored in one of your organisations and draw a Workflow Diagram for that area, noting the information being worked on and any applications involved.

2:30pm Closing Remarks from the Trainer and End of Day 1

Module Three – Stakeholder Mapping and Engagement

10:30am Welcome and Recap

10:45am Information and Business Process Driven System Integration

- Recognising and applying information driven integration
 - Recognising and applying business process driven integration
 - Learning how to draw a basic BPMN diagram of an integration scenario
-

11:30am Shifting To a Process Mindset and Gaining Buy-in from your Stakeholders

- Understanding and articulating the value added by these improvements across divisions
 - Reviewing Organisational Design and blockages and brainstorming solutions
 - Presenting a brief case to management for business process improvement
-

12:15pm Lunch Break

Module Four – How to Scale

12:40pm A Roadmap to Scaling and Embedding Process Improvement Principles

- Building a strategy to embed your process improvement framework
 - How to incentivise and gain buy-in from your stakeholders
 - Socialising change for optimal uptake
 - Training your staff to optimise uptake and drive sustained change
-

1:30pm Break-out Group Activity: My Organisation, My Way

Plan the changes to your organisation and processes, relating back to strategic goals. Two people chosen by the instructor will have five minutes each to present their case to the larger group.

2:30pm Closing Remarks from Trainer and End of Day 2

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