Corporate & Shared Services Community

Business Transformation Toolkit for Specialists to Drive Modernisation

TRAINING

Tools and Frameworks to make sense if disparate systems, process and information

Facilitated by
STEVE BARNES
Founder
The Process Expert

Online → 23 & 30 March 2023

PUBLIC SECTOR NETWORK

Certified B Corporation

Government agencies are stepping up their efforts towards modernisation

The amount of money that government agencies are spending on software is up 16.9% from 2021 and is set to hit AUD162.2 billion. For those of you in the public sector, this will come as no surprise. The aftermath of the pandemic has accelerated the drive to modernise products and services.

For public sector unit leaders and project managers tasked with modernisation; whether it's end-of-life shifts, new integrations to expand functionality, or fixing technical debt – business transformation is complex and difficult at best.

Especially for subject matter experts who have to pivot to project managing business transformation initiatives; navigating the world of process mapping, documentation and stakeholder engagement is especially challenging.

This course has been developed for public sector executives who are beginning their modernisation journey (or have recently been assigned to the team!) to help you navigate the world of business transformation, understand the pros and cons of different frameworks and tools, process improvement strategy and discern the right questions to ask as you begin your journey to optimise future results.

Why Attend

- Understand how to pre-empt and prevent the hurdles of business transformation

- Set your modernisation 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 business transformation journey

Learning Outcomes

- **Learn how to identify** the best process mapping tool and framework (or combination) to evaluate your organisation

- **Gain insights** on your stakeholders: Stakeholder mapping and

- **Uncover the pros and cons** of different transformation tools and frameworks

- **Understand what questions you need to ask** when documenting key business objects

- **How to practically start applying these in your own organisation**

Who Should Attend

Systems Analysis

Business Analysis

Process Improvement, Continuous Improvement

Project Managers

Business Transformation

From Local, State and Federal Government

Meet the **Trainer**

STEVE BARNES
Founder
The Process Expert

Steve Barnes is a technology and process improvement expert and business analyst 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 addition, Steve published a whitepaper describing web services before they appeared and he also worked with the first full business process engine, training in Silicon Valley.

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

Register Early & Save

Extra Early Bird	Early Bird	Standard Price
Register by 13th Jan	Register by 24th Feb	Register by 22nd Mar
$795 + GST	$995 + GST	$1195 + 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 – An Introduction to Process Mapping Frameworks

10:00am **PSN Welcome**

10:15am **Process Mindsets and Key Business Definitions**
- The difference between process vs. function
- Understanding the key terms in business transformation and process improvement
- Exploring your organisational value map
- Adopting Process thinking and improvement mindsets: What are the questions that you need to ask?
- Gaining a business model language

11:10am **An Introduction to Business Improvement Methodologies**
- An overview of popular methodolgies, including BPNM, Lean Six Sigma, OOBE, CMMI, APQC
- Unpacking the pros and cons for each of those frameworks
- Criteria to evaluate the best framework (or combination) for you

11:50am **Lunch**

Module Two – Business Objects and Data Warehousing

12:20pm **What are the Business Dimensions in your Organisation**
- What are Business Dimensions
- Its implications on data warehousing and business transformation tools
- Cite Business Dimensions for your transformation project

1:05pm **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

1:55pm **Breakout Group Activity: Getting Started on Process Mapping**
Using the learning from today, start mapping the process and/or function that you are transformation and/or modernising. Once this is done cite business dimensions.

2:25pm **Closing Remarks**

2:30pm **End of Day 1**

Module Three – Stakeholder Mapping and Engagement

10:00am   **Welcome and Recap**

10:15am   **Who are your Stakeholders**
- Frameworks and tools to map-out your stakeholders
- Recognizing value across divisions, departments and functions
- Interaction Value Mapping
- Silos and Stakeholder Management

11:10am   **Exploring Organisational Design and Blockages**
- Uncovering the common problems of organisations
- What are the biggest blockages in your line-of-work and/or project
- Understanding Silos and matrix management

12:00pm   **Lunch**

Module Four – Process Mapping Tools

12:30pm   **An Agnostic Overview of Tools that You can Use in Your Journey**
- Tapping into the world of open-source technology
- Setting up a dashboard to visualise and track transformation
- Addressing data, technical and usage needs

1:15pm   **Change Management and Engagement**
- Optimising your organisation for process efficiency
- Socialising change through documentation
- Planning change

1:45pm   **Breakout Group Activity: Kicking Off A Process Improvement Project**

Using the lessons learned in the previous sessions, start mapping a dashboard for your business transformation project.

2:15pm   **Closing Remarks from the Trainer**

2:30pm   **End of Day 2**

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