

# DIGITAL TRANSFORMATION: PROCESSES

1 DAY

## COURSE SUMMARY

This course will examine business processes and how organizations are improving them through technology. It will explore the benefits of mapping them out and will look at why automating steps of a process could be helpful. The basic ideas of change management, Lean, and DevOps will also be explored, including how they relate to digital transformation.

## COURSE CONTENT

### UNDERSTANDING BUSINESS PROCESSES IN THE DIGITAL AGE

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- Define business processes and explain the concept of process mapping

### PROCESS OPTIMIZATION

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- Detail how business leaders can determine what processes can should be improved with technology

### PROCESS AUTOMATION

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- Go over the ways organizations are using automation and explain workflow engines

### CHANGE MANAGEMENT

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- See how the principles of change management can be applied to the digital transformation of business processes

### APPLYING LEAN METHODOLOGY TO DIGITAL TRANSFORMATION

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- Introduction to the Lean methodology and demonstration of its relevance to digital transformation and business process changes

### DEVOPS AND BUSINESS PROCESS TRANSFORMATION

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- Explaining the concept of DevOps and how an approach developed for software and IT fields can be useful to other businesses undergoing technological shifts

### CUSTOMER AND EMPLOYEE CENTRICITY

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- Highlight the importance of keeping both the customer and employee at the forefront of digital transformation
- Discuss strategies on how to achieve it