



# Business Process Data Analytics

Elevate your business skillset to distil powerful, data-driven insights and improve business processes.

Over four days, this course discusses the primary process data analysis techniques for extracting powerful business process insights. Beginning with an introduction to the concepts and lifecycle of Business Process Management (BPM), focusing on the process monitoring and controlling phases. You will examine the underlying methodology and methods of this process lifecycle, paying particular attention to process analysis and redesign. Next, the course ventures into process data analysis (process mining), explaining in detail the different types of process mining techniques, including process discovery, conformance checking, performance analysis, and resource analysis.



Duration: 4 Days



Certificate of Completion



Cost: From \$2808

## Apply Now

Web: [QUT.edu.au/QUTeX](http://QUT.edu.au/QUTeX)

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Email: [qutex@qut.edu.au](mailto:qutex@qut.edu.au)

Blog: [blogs.qut.edu.au/qutex](http://blogs.qut.edu.au/qutex)

### Evolve with QUTeX

The course skills participants in both data-driven and design-time analysis techniques, enabling them to extract compelling insights about the behaviours and performances of their business processes.

### Who should participate?

This course is for anyone looking to strengthen their data analysis of business processes and subsequently improve these processes in the workplace. It is especially relevant for executives involved in BPM and business professionals working with process analysis, improvement, and strategic development projects.

### Core concepts

On course completion participants will be skilled in:

- Performing design-time process analysis, including verifying the behavioural correctness of process models, planning the required processes to meet estimated demands, and estimating process performance given the available resources.
- Automatically discovering the process models of business processes from data using various tools and techniques.
- Detecting and locating process deviations.
- Extracting processes performance information.
- Comparing process behaviours.
- An awareness and appreciation of various data quality issues and their impacts on data-driven analysis results.

### Your expert facilitator

**Professor Moe Thandar Wynn** is the discipline Leader of Business Process Management Discipline (BPM) within the Science and Engineering Faculty at Queensland University of Technology. She is also the Academic Director, Corporate Programs and Engagement for the School of Information Systems and the course coordinator of the Graduate Certificate in Business Process Management.

Prof Wynn completed her PhD in workflow management on the topic of process automation in 2007. Since then, Moe has carried out applied BPM research delivering outcomes for Australian partners in insurance, health, retail, transport, mining, and utilities sectors. Her ongoing research work focuses in the specific areas of BPM, namely data quality, process analytics, robotic process automation. Moe has published over 70 peer-reviewed papers including 26 journal articles (Google h-index: 23, citations: 2500+). She co-designed the curriculum for the Graduate Certificate in BPM and co-developed and delivered continuing professional education courses.

### Cost

Standard registration	\$3,120 (GST included)
Early Bird registration	\$2,808 (GST included)
QUT staff and alumni (25% discount)	\$2,340 (GST included)
Group registration* (5 or more)	10% discount per person

\*For group registrations, please contact QUTeX. For larger groups of 6 or more, course dates can be scheduled to meet your organisation's needs. Please email [qutex@qut.edu.au](mailto:qutex@qut.edu.au) for more information.