



Business Process Improvement Online Course

This course will be valuable for motivated IT practitioners who wish to undertake postgraduate study.

Course content

Business Process Improvement is an important competency of an IT professional. This course applies the proven methodologies of Lean and Six Sigma to an IT organisation. It also covers the related best practices including ITIL, OSI/IEC 20000 and CMMI.

The subject includes the following topics:

- Introduction to Lean Six Sigma
- Introduction to service quality
- How to define a business improvement problem
- Measuring, analysing, improving and controlling business processes
- Realising the benefits of business process improvement.

Learning outcomes

- Understand and apply the principles behind Lean and Six Sigma and ITIL Continual Service Improvement methodologies.
- Develop a business case to promote a change program vision.
- Prioritise initiatives to maximise business operation improvements.
- Analyse business processes systematically.
- Establish requirements for the implementation of a business process change, including evaluating the financial, cultural, technological, organisational and environmental factors.
- Identify the changes required in the process, organisational roles and responsibilities, and scope or nature of service delivery as a result of implementing this process improvement.

Who should attend

Motivated IT practitioners who wish to undertake postgraduate study to increase their knowledge and career opportunities.

SFIA alignment

Follow	Assist	Apply	Enable	Ensure/ Advise	Initiate/ Influence	Set Strategy
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This subject is aligned to SFIA Level 5 business process improvement skill, and benefits management skill.

Course duration

The subject is delivered online, and runs for 13 weeks.

Time commitment

8-10 hours per week

CPD hours

25 hours (maximum allowable for one activity)

Subject fees

- Members \$1500 inc gst
- Non-members \$1800 inc gst

Future study options

Completion of the CPe Program (four Virtual College units, 3 core units from the following – Risk Management: Professionalism and Compliance; Business, Strategy & IT; and New Technology Alignment, plus one elective unit) will reduce the experience requirement of CP certification by 1.5 years.

Enrolment

To enrol, contact ACS Education
 Freecall 1800 671 003 or email education@acs.org.au