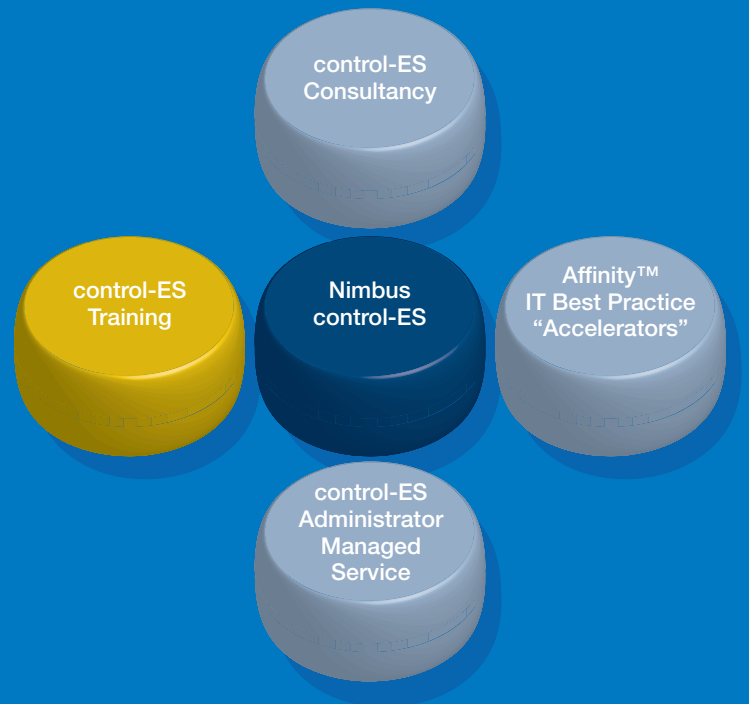


Investing in the right process management tool is often a major step for an organisation. In common with most initiatives, realising the anticipated benefits is often the most difficult part.

As a Nimbus Certified Partner, we work with our clients to optimise their investment in control-ES through our core control-ES service and training packages. These ensure our clients have both the ongoing capability to manage their process assets and the knowledge to leverage the unique features of control-ES.



Introduction to Process Mapping in control-ES

Course Overview

This course covers the essentials of process management in control-ES including the full process management lifecycle – from process capture to deployment.

Who should attend?

The course is designed for:

- anyone who will be required to author or amend process maps in control-ES
- anyone who will be required to use control-ES to perform analysis or extract information

Duration and Format

- 2-day instructor-led classroom training with hands-on exercises
- All delegates will be provided with full course materials for future reference

Pre-Requisites

Previous knowledge of control-ES or process management is not required. However, we recommend that students first attend the control-ES Collaborative User course to familiarise themselves with the product.

Course Objectives

On completion of the course delegates will be able to:

- Create and maintain process maps in control-ES
- Create e-learning storyboards
- Use the change management features to submit process maps for review and approval
- Promote process maps and deploy to the user community

Course Contents*

- What is a Process?
- Key Principles of Process Mapping
- Creating Process Maps
- Adding Features
- Linking Maps together
- Formatting & Verifying
- Storyboards
- Advanced Attachments
- Approval & Release

* Course contents and exercises can be customised to ensure relevance and fit to standards of client

control-ES Collaborative User Training

Course Overview

One of the most powerful and effective components of control-ES is the web-based Collaborative User. This drives processes, collateral, metrics and training to end-users, determined by their role in the organisation. To realise the maximum value from its rich functionality an organisation should ensure its users are fully trained.

Arturian offers a 2-hour, interactive course to provide an overview of control-ES from the end-user perspective.

Who should attend?

This course is designed for anyone required to provide feedback, approve or acknowledge changes to process through the control-ES Collaborative User portal or 'MyPage'.

Duration and Format

The 2-hour instructor-led training includes interactive exercises and can be conducted in a classroom or on-line. All delegates will be provided with full course materials and a desk-aid for future reference.

Pre-Requisites

No previous knowledge of control-ES is required.

Course Objectives

On completion of the course delegates will be able to:

- understand control-ES, its application and benefits
- navigate process maps, access collateral and find content through the various methods available in control-ES
- participate in collaborative reviews, submit feedback and request changes to process diagrams and documents

Course Contents

- control-ES Overview
- Key Principles and Concepts
- 'MyPage' – your personalised view of the organisation
 - Favourites
 - MyTopics
 - MyRoles
 - Action Tracker
- Navigating Process Maps
- Finding Information
- Storyboards
- Customising 'MyPage'
- Collaboration and Change Management:
 - Submitting Feedback
 - Accessing Existing Feedback
 - Reviews & Acknowledgements
 - Lifecycle of a Process Map



Further Information

If you would like to discuss further please contact us at info@arturian.com or call on +44 (0)1932 268655

Arturian: Process in Perspective

Arturian specialises in putting process in perspective. Viewing business processes in perspective reveals their strengths, capability and connections. Arturian provides that perspective – giving a panoramic view of business and IT processes. Our approach enables the implementation and adoption of processes that are sustainable, well defined, and repeatable. Arturian combines extensive world-class business process experience with best practice skills and tools to deliver measurable business advantage to our clients.



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