

Don't miss the first BPM Excellence Awards

BPM → congress

5th Annual

business process management

The Definitive Event For Modelling, Managing, Monitoring, And Optimising Your Business Process Strategy
2, 3, 4 and 5 September 2008, Gallagher Estate, Midrand, Johannesburg



Back by popular demand!
Live via satellite link:
BPM Guru Dr Michael Hammer!!

**Don't Miss The Executive Networking Exchange:
Bring Your Business Cards And Meet Other Business Process Executives, Face-To-Face**

BPM Africa 2008 is the foremost event for business process professionals on the continent. Our expert speakers will ensure that you take away valuable information on:

- Accelerating drivers of process change within your organisation
- Obstacles to linking processes to strategic objectives
- Using BPM to drive process innovation, agility and governance
- BPM best practices and how to use them to avoid implementation nightmares...
- Business Process mapping and modelling: from analysis to automation

Gain Essential Information And The Most Progressive Strategies From This Unsurpassed Line-Up Of Organisations:

- Hammer And Company Inc.
- Sasol
- Mail & Guardian
- Knotion
- Anglo Platinum
- Tshwane University Of Technology
- Eskom IM Business Architecture
- BPT Group
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- DST International
- triVector
- UNISA
- Nelson Mandela Metropolitan University
- Intalio, The Open Source BPMS Company
- Rethink Consulting
- IBM
- Ovations
- Ernst & Young
- Pétanque Business Specialists
- Metastorm
- Glacier

What Our Delegates Said About Last Year's Event!

"This is probably one of the best BPM conferences I have attended in South Africa"
Business Analyst, DBSA

"Thanks again for a brilliant congress!"
Business Improvement Manager, Kumba Resources

"Very good, will attend again"
SSO Business Architecture, SANDF

"Well organised and stimulating programme"
Senior Business Architect, SANDF

"A very informative conference, very good for picking up what else is happening in my environment. I would certainly recommend it!"
Business Analyst, DBSA

**9 Practical Pre And Post Conference Workshops
-See Inside For More Details!**

SPECIAL EARLY BIRD OFFER
You cannot afford to miss this conference. Be an early bird, book and pay before 04 July 2008 for a R 1 000 discount. Fill in the registration form and fax it back to us on 011 669 5069.

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Conference At A Glance

Day 1: Tuesday, 02 September 2008

07:30 Registration and Refreshments 08:30 Workshop Commences 10:30 Tea Break 13:00 Lunch 16:00 Workshop Ends
Lunch and refreshments will be served during breaks

I: PROCESSING BUSINESS PROCESS MANAGEMENT - Vickesh Dhookie, BPM Consultant, IQ Business Group

OR

II: TACKLING THE CHALLENGES OF DRIVING "PROCESS OWNERSHIP" IN LARGE ORGANISATIONS - John Hayden, Owner, John Hayden & Associates

Day 2: Wednesday, 03 September 2008

07:30 Registration and Coffee

08:30 **Opening Remarks from the Chair**
David Lyneham-Brown, CEO, BPT Group

08:45 **Transforming the organisation using BPM – a practical case study**
Garry Wilford, CIO, Glacier&
Hewan McCann, Development Manager, Glacier &

09:15 **EXECUTIVE NETWORK EXCHANGE:**
Exclusive One-To-One Networking Session

09:30 Morning Tea and Coffee

10:00 **Dynamic Business Process Management For Mission Critical Environments: A Case Study By Gasterra**
Martin Redington, Director of Product Management, Microgen

10:30 **Improving The Control Environment Using BPM**
Hennie Human, Director: Business Advisory Services, Ernst & Young
& Christina Wildt, Manager: Information Management and Analysis, Ernst & Young

11:00 **Aligning Business Process Management To Your Business Strategy**
Zukiswa Ncunyana, Strategy & Transformation Manager, Gauteng Shared Service Centre

11:30 **LESSONS LEARNT: Implementing Process Projects, Obtaining Input The Way Forward/ Beyond Modelling**
Phindi Mlotana, Business Process Manager, BPM Center of Excellence, Business Application Solution Centre, Eskom Holdings Limited

12:00 **SaaS, SOA and BPM – The Triplets From A Wise Businessman's Perspective**
Ignatious Thithi, Principal Consultant, Ovations

12:30 Lunch for Delegates and Speakers

13:30 **Understanding Business Process Management – The Role Of Technology To Enable It**
Jan Mentz, Senior Lecturer, Tshwane University Of Technology

14:00 **Setting Up The Business Case For SOA**
Manfred Hertenberger, Business Intelligence Domain Architect, SASOL

14:30 **ENTERPRISE DISCIPLINES. Where Does The BPM Discipline Fit In With The Other Disciplines Of Enterprise Architecture, SOA, Information Management And Governance?**
Craig Martin, Director, Knotion

15:00 **Understanding Business Process Management In A Work Environment To Determine How Best To Utilize Business Process Management In Your Organisation**
Vincent Maher, Strategist, Mail & Guardian

15:30 Afternoon Tea and Coffee

15:45 **Using The eTOM Framework As A Guideline For Your Business**
Ansie De Swart, Head: Process Office, Sentech

16:15 **Business Process Architecture: Aligning Process with Strategy**
Winton Myers, Managing Director Viewpoint Consulting

16:45 **In Search Of Business Process Maturity - The Nedbank Story**
Dr Tony Gardiner, Process Executive, Nedbank Group Technology and Support Services

17:15 **"Processes" vs. "Functions": Bridging the Business/IT Divide**
John Hayden, Owner, John Hayden & Associates

17:45 **The Do's And Don'ts Of Change Management**
Jamil Fisher, Process Champion, INVESTEC

18:15 Closing Remarks from Chair

18:30 Close of Day 2

Day 3: Thursday, 04 September 2008

07:30 Coffee

08:30 **Opening Remarks from the Chair**
David Lyneham-Brown, CEO, BPT Group

08:45 **Topic To Be Advised**
Salomon Erasmus, Vice President and Managing Director BMG South Africa

09:15 **Moving From IT Agility To Business Agility: Delivering Business Enabled SOA And A New Level Of People-Driven Operational Excellence With A Modern BPMS**
Hans Hantson, Business Development Manager, Ascentn EMEA

09:45 Morning Tea and Coffee

10:15 **Topic To Be Advised**
Sponsored By **PriceWaterHouseCoopers**

10:45 **Techniques For Aligning Business Processes And Enabling Service Oriented Architectures**
Mike Steyn, Director Solutions, triVector

11:15 **LESSONS LEARNT: Implementing Process Projects, Obtaining Input-The Way Forward/ Beyond Modelling**
Paulene Pirithi, Senior Business Analyst, Eskom IM Business Architecture

11:45 **Maximising business value by combining the attributes of SOA and BPM to create Composite Business Applications**
Jeff Rettinger, BPM Specialist, IBM

12:15 **The Act of Business Performance Management. The Journey from Theory to Practice to Planned Positive Results – How on earth does one do it?**
Rob Steyn, Head: Origination - Sales & Marketing, DST International

12:45 Lunch for Delegates and Speakers

13:45 **Problems And Solutions Associated With BPM Projects**
Richard Aldous, Senior Consultant, Rethink Management Consulting

14:15 **Case Study: Achieving Strategic Goals Differently - Does Strategy Follow Structure or Does Structure Follow Strategy?**
Michéle Booyen, Managing Director, Pétanque Business Specialists
Marietjie Lancaster, GE: Group Strategy, SA Post Office

14:45 **Back By Popular Demand Special Presentation By Live Satellite Link - Harnessing The Power OF Process**
Dr Hammer, President, Hammer And Company, INC

16:45 **Differentiating Between Business Processes And Determining Their Value In Order To Categorize Them Into Core And Non-Core Values**
Philip Venter, Group IT, Anglo Platinum

17:15 **BPM - An Audit Perspective On The Benefits Of Successfully Implementing BPM Within The Following Dimensions**
Liqat Azam, Senior Audit Manager, Eskom

17:45 **The Pragmatic Approach To BPM**
Andre Jordaan, Manager: Business Performance Improvement - BSS & HR, SANTAM

18:15 **Trust As An Important Ingredient For Change Management During Business Process Management**
Nakampe Mogale, Senior Manager Organisational Development, Gauteng Shared Service Centre

18:45 Closing Remarks from Chair

19:00 Close of Day 3

19:00 Excellence Awards Ceremony

EXCELLENCE AWARDS: Hosted by IQPC on the 4th of September 2008 at the Gallagher Estate, Midrand.

19:00 - 21:00

Don't miss this first class opportunity to network with your peers at this prestigious event whilst enjoying refreshments.

Day 4: Friday, 05 September 2008

POST CONFERENCE WORKSHOPS

You can choose between morning workshop A, B, C or D

08:00 Registration
09:00 Start of Session 1
10:30 Tea/Coffee Break
11:00 Session 2
12:30 Close of Workshop

Workshop A: Tackling The Challenges Of Driving "Process Ownership" In Large Organisations

Paulene Pirithi, Senior Business Analyst, ESKOM IM Business Architecture

OR

Workshop B: Managing BPM As An Integral Component Of A Centre Of Excellence; A Case Study At The Gauteng Shared Service Centre (GSSC)

Dr Morris Pereira, Senior Manager, Centre of Innovation (COI), Gauteng Shared Service Centre (GSSC)

OR

Workshop C: Business Process Model Warehouse

Prof Paula Kotze, Director: Center for Software Engineering, UNISA And
Dina Jacobs, CEO, triVector

OR

Workshop M: Unifying Strategy, Analysis And Execution With Metastorm Enterprise

Neil Berry, Director International Sales, Metastorm

Lunch 12:30 to 13:30

You can choose between afternoon workshop D, E or F

13:30 Registration
13:45 Start of Session 1
14:30 Tea/Coffee Break
15:00 Session 2
16:30 Close of Workshop

Workshop D: Integrating BPM And Six Sigma

Liqat Azam, Senior Audit Manager, Eskom

OR

Workshop E: Adopting Open Source To Deploy Process Driven Applications

Arnaud Blandin, Business Development Director, Intalio, The Open Source BPMS Company

OR

Workshop F: Critical Success Factors Of BPM In Emerging Economies

Darelle van Greunen, Lecturer – School of ICT, Nelson Mandela Metropolitan University

Dear Business Process Executive,

BPM can drive your competitive advantage ! Companies continue to benefit from using a process oriented approach to solving business issues, driving operational excellence, improving customer service delivery and gaining the competitive advantage.

If you are looking for a process solution or would like to take your processes to the next level, this congress is the only platform that will give you all the answers. One thing is for sure, whatever the nature of your Business, BPM is not just the flavour of the month but a business philosophy.

The ALL NEW 5th Annual BPM Congress will bring you:

- More than 35 presentations from leading organisations
- Fresh new insights: this year's programme is jam-packed with new, in-depth BPM case studies on strategy
- 7 practical BPM master classes
- 1 pre-conference focus day with 2 workshops to choose from
- Networking opportunities with more than 150 BPM practitioners, experts, solutions providers and consultants
- PLUS!!!! Don't miss this year's special feature of South Africa's 1st BPM Excellence Awards

Don't miss this exclusive, knowledge-driven and information-packed conference. **Fill in the registration form at the back of this brochure and fax it back to us on 011 669 5069 and book your seat today!**

Kind Regards,

PS: This event brings you 5 days worth of practical learning - you cannot afford to miss it!

Jackie van der Westhuizen
Team Leader, IQPC South Africa

SPONSORSHIP AND EXHIBITION OPPORTUNITIES

Are you a solution provider or consultant with a service or product to offer to BPM Executives? If so, then this is the ideal meeting ground to bring your services to the attention of the right audience. So, if you are a solution provider then this unrivalled face-to-face access with these decision makers, who are actively looking to find solutions. Raise your profile in front of your ideal audience by partnering with us on this event. We have a variety of packages tailored to your needs. For partnership opportunities, please call 011 669 5000 or email: sponsorship@iqpc.co.za

HOTEL INFORMATION:



The Gallagher Estate in Midrand is situated about half way between Johannesburg and Pretoria. It is one of the best venues in the whole of Africa for holding an Exhibition and Forum and features exceptionally well-equipped exhibition halls with 8 metre ceilings and ducted underfloor services, as well as excellent conference facilities for the Forum.

The Gallagher Estate's halls will provide 28,000m² of gross indoor exhibition space, which represents around 18,000m² net. It is therefore anticipated that not all exhibitors' space requirements will be able to be met. Midrand is situated within easy reach of the northern suburbs of Johannesburg where South Africa's largest concentration of hotels can be found.

WHO SHOULD ATTEND?

COO's • CIO's • Business Analysts • Business Development Specialist • Business Development Architects • Business Systems Analysts • Business Process Owners: Strategy • Operations • Compliance Leaders • Quality Managers • Quality Officers • Human Resources & Change Management Executives • Process Analysts • Process Managers • Heads: Process Management • I.T.2 Architects • Operations Managers • Business Strategy Managers

Day 1: Tuesday, 02 September 2008 - Pre Conference Focus Day

07:30 Registration and Refreshments

08:30 Workshop Commences

10:30 Tea Break

13:00 Lunch

16:00 Workshop Ends

Lunch and refreshments will be served during breaks

I: PROCESSING BUSINESS PROCESS MANAGEMENT

The workshop will provide a history as to the origins of BPM and how it has evolved both from a technology and process aspect. The workshop will go on to describe the DAIM framework and how this forms the platform for an adaptive agile organisation which ultimately provides the enablement of a Predictive Organisation.

By attending this workshop you will:

- Gain an understanding of the components of BPM
- Understand the requirements of an adaptive agile organisation
- Be taken through a demonstration of a Business Process Management Suite (BPMS)
- Understand the benefits of BPM

At the end of the workshop you will be able to go back to your desk and:

- Know what BPM comprises of and what is required for a BPM project
- Know what is required from an organisational perspective for a BPM project to be successful
- Know the capabilities and features of BPMS
- Know what the tangible and intangible benefits will be with a BPM engagement

Vickesh Dhookie, BPM Consultant, **IQ Business Group**

About Your Workshop Leader:

The experience Vickesh has gained within the financial services industry has ranged from Application Developer, Team leader, Business/Process Analyst through to Project Manager and trainer. In terms of Business Process Management (BPM) Vickesh has successfully implemented a BPM program at Ethekwini Municipality which saw him modeling the entire Building Control and Land Use Management processes and then deploying BPM within the Consent Use division. A similar exercise was undertaken for Nedbank's Vehicle and Asset Finance Division however deployment was left to Nedbank's internal IT arm and FNB's International Banking division. Vickesh began his career as an application developer focusing on online shopping malls and online hotel reservations systems and then moved into the financial services sector focusing on Business Process Management and Document Management. Vickesh has consulted to a number of the major banks in South Africa, an insurance company, government and a mining company. While Vickesh initially started in the development space which has provided a firm foundation on which to build his process, business analysis and project management knowledge he has moved his focus to the Business Process Management and Enterprise Content Management space where he has worked with the likes of FileNet, Tibco/Staffware and Microsoft SharePoint portal.

"The conference was very interesting and I have gained a lot of knowledge on BPM"

Social Development, BSA

"It has been an exciting and learning experience with not a second of boredom"

Chief OD Practioner, Western Cape

"I thoroughly enjoyed the knowledge-sharing opportunities the congress has assisted and exposed me to. Well done and keep it up!"

Business Process Specialist, Multichoice

OR

II: TACKLING THE CHALLENGES OF DRIVING "PROCESS OWNERSHIP" IN LARGE ORGANISATIONS

Most large organisations are hierarchically structured and managed as functionally-specialist departments (vertical structures), whilst end-to-end business processes usually cross over departmental boundaries. This creates challenges in terms of driving the day-to-day management and optimisation of processes (horizontally). This workshop will focus on these challenges, and will explore practical, effective ways of overcoming them.

By attending this workshop you will:

- Understand the meaning of the term end-to-end process
- Determine how to build a "value chain" process model of your organisation—a very different picture from its organisation chart
- Clarify your understanding of the term "process ownership"
- Assessing your understanding of the roles that need to be performed within an organisation in supporting effective process ownership
- Establish the meaning of process "accountability" vs. "responsibility"
- Gain insight into the root causes of the difficulties that organisations face in driving end-to-end process ownership
- Explore practical ways of overcoming these challenges

At the end of the workshop you will be able to go back to your desk and:

- Start building a value chain picture for your organisation
- Identify the key end-to-end processes
- Establish the right organisational role players that will need to be made accountable and/or responsible for these end-to-end processes, and what they will need to do
- Get going with driving more effective process ownership for a selected "pilot" process in the organisation
- Be better prepared to meet the challenges of driving effective process ownership.

John Hayden, Owner, **John Hayden & Associates**

About Your Workshop Leader:



John Hayden is an experienced change consultant and a specialist in business-process organisational design and reengineering. He has personally led large-scale transformation projects and programmes in a number of industries, including banking, automotive and petro-chemicals. He started his career as an industrial engineer at a cement company, Anglo Alpha (now Holcim) and has held management-consulting

positions in Deloitte Consulting and IBM Consulting Group. Until the end of 2006, he worked for 9 years at Absa's head office, heading up the Group Change department, which ran most of the group's large, enterprise-wide projects and strategic programmes, and which also housed the group's enterprise project office and change competency centre. He was also the project leader for Absa's Process Optimisation Core Capability, driving the optimal management of processes across the group, including the driving of process-improvement projects, enhancing process capabilities, and driving a more process-centric culture. As part of this role, John served as the group's chief process "architect"; he developed a comprehensive process model for the group; and he personally trained over 500 people in business process mapping, analysis and redesign. Since January 2007, John has been managing his own business, focused on business-change enablement, including consulting, training and mentorship. He has a Masters in Industrial Engineering from Wits.

07:30 Registration and Coffee

08:30 Opening Remarks from the Chair
David Lyneham-Brown, CEO, BPT Group

08:45 **Transforming the organisation using BPM – a practical case study**

Glacier is one of the leading financial services and investment companies in South Africa and is a subsidiary of one of the largest South African life insurance companies - Sanlam Ltd. Hear how they leveraged Metastorm BPM to transform their company from a pure LISP to a broad-based Financial Services provider, improve their administration processes and ensure legislative compliance.

- Company and Project objectives (why BPM?)
- Choosing the right BPM Suite
- The Challenges Faced
- Hewan McCann (Development manager)
- What was achieved - Benefits and Results
- Lessons Learned

Garry Wilford, CIO, Glacier

Hewan McCann, Head of IT Solutions, Glacier



Garry has over 25 years varied experience in the South African financial services industry and three and a half years at executive level in the IT services industry. His background includes information systems strategy development and implementation, business process design and the creation and leadership of several new business ventures. He has also facilitated and led several organisational change initiatives. He has been CIO at Glacier for 4 years.



Hewan has been with the Sanlam group for over 20 years. He started as a developer and his career path led to him becoming a senior solutions architect focussing mainly on the investment sector. He has designed various distributed applications within the group. In 2003 he was appointed development manager at Innofin, now known as Glacier. During the past 5 years, he has been responsible for managing the design and delivery of core systems that have enabled the company to change to a broad based financial services provider.

09:15 **EXECUTIVE NETWORK EXCHANGE: Exclusive One-To-One Networking Session**

Meet, network and exchange business cards with fellow delegates and speakers in IQPC's exclusive, lively networking session. In this revolutionary, quick-fire format, you can meet every single delegate and exchange best practice and learning. Bring along your business cards, this will be exciting!

09:30 Morning Tea and Coffee

10:00 **Dynamic Business Process Management for Mission Critical Environments With a case study by GasTerra**

Martin Redington, Director of Product Management, Microgen



Martin Redington is Director of Product Management at Microgen and a member of the Operations Board. He has had a number of roles at Microgen including Director of Operations in the Banking division, where he was responsible for the delivery of some of the largest finance transformation projects within Financial Services (Insurance, Retail and Investment Banking). Martin typically sits on the client's project steering committee to lend them his experience and to further the delivery partnership that Microgen feels essential for successful projects. Prior to Microgen, Martin ran the consulting services at OST Business Rules that was acquired by Microgen in 2002. The product (OST Business Rules) was the forerunner to Microgen Aptitude and Martin was instrumental in the

design and business requirements for both products. Prior to that, Martin was Global Head of Finance IT for Greenwich NatWest (the Investment Banking division of NatWest Bank) where he used OST Business Rules to integrate Oracle Financials. Martin has had over twenty years of managing mission critical projects with tight deadlines and budgets, 12 years of which have been related to Business Rules and Business Process Management Suite technologies.

10:30 **Improving The Control Environment Using BPM**

- Aligning strategic objectives and controls by using BPM
- Using BPM to enhance the controls which mitigate risk in order to achieve strategic objectives
- Balancing control improvements with process efficiency and effectiveness
- Identifying process improvements while maintaining the control integrity

Hennie Human, Director: Business Advisory Services, Ernst & Young

&

Christina Wildt, Manager: Information Management and Analysis, Ernst & Young



Hennie Human is currently a Director within the Business Advisory Services at Ernst & Young and heading up the the Strategic and Tactical Enhancement Programme Team (STEP) responsible for improvement initiatives at the core of Transnet's 4 point turnaround Strategy. Hennie has led various process improvement and process reengineering initiatives and assisted clients with the development of 'future states' for key business and support functions. Before joining Ernst & Young Hennie managed a national division at CS Holdings offering consulting in Business Process Analysis, ICT Strategy and Business Intelligence. Hennie's portfolio is extensive and includes clients such as: Transnet; SARS; Postbank; Nedbank; Phillips Petroleum; Iomega Corporation; Bytes Technology Group; Oracle South Africa; CS Holdings. &



Christina is a business process specialist, with experience in process analysis, design, reengineering and implementation; working with many different organizations across a wide range of industries. As a Consultant with Ernst & Young, Christina has worked with many clients to address issues of operational and financial risk through the analysis and redesign of business processes and associated controls. She has specific experience in assisting clients with Sarbanes Oxley compliance. Previously, Christina worked for the IQ Business Group, where she was engaged in systems and BPM implementations. Her involvement included assessing functional requirements, design and implementation of operational processes. Christina has worked with many significant clients including Nedbank, SAA, SASSA, GSSC, SAB Miller and Transnet.

11:00 **Aligning Business Process Management To Your Business Strategy**

- Applying business process management alignment/integration in a diverse organisation – with multiple job functions
- Determining what process strategy can do for organisational performance – what are the costs and trade-offs?
- Establishing what tactical elements need to be included in your organisation's planning for process management
- Shifting your organisation from a functional view to a process view
- Learning how to translate your organisations vision into actions

Zukiswa Ncunanya, Strategy & Transformation Manager, Gauteng Shared Service Centre

11:30 **LESSONS LEARNT: Implementing Process Projects, Obtaining Input- The Way Forward/ Beyond Modelling**

Moving from a functionally-driven organisation to a process-centric one: aligning roles and responsibilities to the business processes to ensure end-end visibility

Phindi Mlotana, Business Process Manager, BPM Centre of Excellence, Business Application Solution Centre, **Eskom Holdings Limited**



Ms. Mlotana manages the Eskom BPM Centre of Excellence. She has been an Eskom Business/Data/Process Analyst for 5 years. She acts as a BPM custodian for all Corporate Divisions and oversees the documentation of the Eskom Enterprise Level and Corporate Value Chains. She participated as a corporate stream lead in the SAP Business Process Documentation project. Ms. Mlotana pitches ideas and projects at various levels of Eskom Management including MD level. She is responsible for marketing BPM in her organisation and she is responsible for influencing and drawing up SLA's between her BPM office and all Eskom Divisions. She makes provision for and manages BPM resources/ skills i.e. Process Analysts and Business Analyst to Eskom business

12:00 **SaaS, SOA and BPM – The Triplets From A Wise Businessman's Perspective**

This paper will look critically at the:

- Resurgence of BPM and its modern implementation using Service Oriented Architecture principles
- Issues of technology and software ownership
- The role that SOA plays through the facilitation of a Software as a Service (SaaS) business model.

Although there are many technical arguments that can be presented, the paper will look at the triplets from a perspective of the knowledge that a modern CIO should be considering.

Ignatious Thithi, Principal Consultant, **Ovations**



Ignatious Thithi is an Electrical and Process Control Engineering post-graduate from the University of Cape Town. Prior to joining the corporate world, he held a lecturing post at the same university for 4 semesters, teaching process control and control engineering in the newly created electro-mechanical engineering program. His education was supplemented by an MDP which he obtained from the University of Stellenbosch while working for Anglo American Corporation. His employment has largely been in the financial services sector where he has fulfilled the roles of a business and process analyst, been appointed as a technical development manager and led a technical innovation unit at one of the major local banks. He currently works for Ovations as a principal consultant. His areas of interest and speciality are largely in Enterprise Architecture and more specifically, Enterprise Process Management. In this capacity, he has consulted extensively to major local insurance and banking companies.

12:30 Lunch for Delegates and Speakers

13:30 **Understanding Business Process Management – The Role of Technology To Enable It**

- Improving the accuracy and efficiency of rote chores by selecting a suitable software package
- Illustrating how important technology is on business outcomes to determine the criteria it should meet
- Determining how BPM as both a management tool and the technology can support and encourage innovation
- Establishing the differences between people-processes and system-processes to ensure that you clearly define the functions of your technology
- Establishing how I.T. infrastructure enables BPM deployments

Jan Mentz, Senior Lecturer, **Tshwane University Of Technology**

14:00 **Setting Up The Business Case For SOA**

- Identifying SOA implications for business and I.T. department to determine how it will impact your organisation
- Measuring The Impact SOA has across your organisation to determine its effects
- Identifying success factors for implementing SOA projects
- Realising near-term business objectives of improving workflow and enhancing your existing processes through SOA

Dr. Manfred Hertenberger, Business Intelligence Domain Architect, **SASOL**



Dr. Manfred Hertenberger has been specialising in SAP technologies for the past 14 years. He has assisted with implementations of ERP systems both in South Africa and abroad. In recent years, his focus has shifted to the newer technologies and platforms provided by SAP. A strong focus is on business intelligence solutions, their successful implementation and fit into an organisation's strategy. Integration of both data and applications using middleware and portal technologies and the gradual shift towards SOA environments is another key area he is starting to support in the ever-complex world of enterprise architecture.

14:30 **Enterprise Disciplines. Where Does The BPM Discipline Fit In With The Other Disciplines Of Enterprise Architecture, SOA, Information Management And Governance?**

Craig Martin, Director, **Knotion**

15:00 **Understanding Business Process Management In A Work Environment To Determine How Best To Utilise Business Process Management In Your Organisation**

- Elaborating on Total Architecture to gain a better understanding of how to utilise it within your organisation
- Looking at Business Process Management from both of its perspectives i.e. the business administration side and the I.T. side

Vincent Maher, Strategist, **Mail & Guardian**

15:30 Afternoon Tea and Coffee

15:45 **Using The eTOM Framework As A Guideline For Your Business**

- Creating a Process Centred Framework environment within your company to assist in the elimination of redundant modelling and data collection efforts
- Using the Process Centred Framework and the MEGA tool, to provide a better viewing and communication platform for the relationships that exist between key components of your telecom business

Ansie De Swart, Head: Process Office, **Sentech**

Ansie de Swardt is a senior business analyst currently in a position of managing the Sentech Process Office full-time. She majored in Physics and Applied Mathematics at Pretoria University and completed an Honours degree in Physics. She holds an Education Diploma as well, and spent the first few years of her career mostly teaching science at high school and technikon level. She branched off to IT, starting in programming, DBA and systems engineering and went on through a wide range of disciplines in IT before making the change to BPM. The focus of her work in the last year was creating a business architecture based on the eTOM framework for her company as part of an Enterprise Architecture project. Ansie is a member of the BPT Group and the itSMF SA.

16:15 **Business Process Architecture: Aligning Process with Strategy**

This presentation proposes an enterprise-wide business process architecture model that defines the company's value chain and major business processes. Each major process is then detailed

using a business-friendly process modelling notation that provide clear visibility of the processes down to the specific activity level.

- What is business process architecture?
- Integrating strategy and process structure
- Relating process mapping projects to architecture
- Linking process measurement and ownership with architecture
- Using architecture to co-ordinate business process improvement initiatives
- Process architecture and compliance
- Formulating automation and execution strategy using architecture

Winton Myers, Managing Director, **Viewpoint Consulting**

Winton is the Managing Director of Viewpoint Training and Consulting. He specialises in business process mapping, modelling, design and simulation. His passion for his subject is evident in the many training courses and consulting assignments he has successfully conducted in Southern Africa, the Middle East and the United Kingdom. He has applied his knowledge to improving business processes in a variety of service, manufacturing, petroleum, logistics and government organisations.

16:30 In Search Of Business Process Maturity - The Nedbank Story

This session is about achieving a managed state (management practices) in order to establish standard (re-usable) processes, end-to-end processes and services that can be measured, predicted, and improved. It is about establishing a process culture and deals with the continuous improvement of processes through statistical process control.

- Studying the development of the Business Process Maturity Model
- Analysing the content of the model and how it is used
- Identifying the problems that drove its development
- Overcoming the challenges of 'process ownership' in large organisation

Dr Tony Gardiner, Process Executive, **Nedbank Group Technology and Support Services**



Tony Gardiner has over sixteen years of consulting and commercial experience in business process improvement at the strategic and operational levels. He is currently a Process Executive at Nedbank focusing on service modelling and business process maturity. Previously he worked as a management consultant leading business analysis teams, and business process re-engineering and organisational

development efforts across a wide variety of industries. At Nedbank he has led process integration efforts across the full retail process spectrum, as well as the re-engineering of the loans business processes. Most recently he has led the development of the Service Operations Capability Maturity Model, now the Business Process Maturity Model (recently adopted as an international standard by the OMG), and the development and institutionalisation of the supporting process solutions. He has a BSc (Zoology), BSc Hons., MBA and PhD from the University of Cape Town. Special achievements: authorship of the Business Process Maturity Model, and development of the BF Behavioural Competency model.

17:15 "Processes" vs. "Functions": Bridging the Business/I.T. Divide
I.T.-systems analysts talk about functions, function decomposition, functional analysis, use cases, data-flow diagrams, etc., whilst business uses the language of value streams, end-to-end processes, swim-lane process maps, business rules and business requirements definition. This presentation explores these differences, with a view towards ensuring a better understanding and alignment between the business and I.T. work-streams on a BPM project.

John Hayden, Owner, **John Hayden & Associates**



John Hayden is an experienced change consultant and a specialist in business-process & organisational design and reengineering. He has personally led large-scale transformation projects and programmes in a number of industries, including banking, automotive and petro-chemicals. He started his career as an industrial engineer at a cement company, Anglo Alpha (now Holcim) and has held management-consulting

positions in Deloitte Consulting and IBM Consulting Group. Until end 2006, he worked for 9 years at Absa's head office, heading up the Group Change department, which ran most of the group's large, enterprise-wide projects and strategic programmes, and which also housed the group's enterprise project office and change competency centre. He was also the project leader for Absa's Process Optimisation Core Capability, driving the optimal management of processes across the group, including the driving of process-improvement projects, enhancing process capabilities, and driving a more process-centric culture. As part of this role, John served as the group's chief process "architect"; he developed a comprehensive process model for the group; and he personally trained over 500 people in business process mapping, analysis and redesign. Since January 2007, John has been managing his own business, focused on business-change enablement, including consulting, training and mentorship. He has a Masters in Industrial Engineering from Wits.

17:45 The Do's And Don'ts Of Change Management

- Initiating change management strategies to improve your BPM Implementation – Where to start?
- Highlighting the key benefits of moving to a more strategic process-centred methodology
- Outlining how the business management focus is shifting to people change
- Enhancing human activity – not eliminating it – to create a truly effective change process in a knowledge economy
- Moving from a "built-to-last" approach to designing processes that are built to change
- Building your change management plan through organisational change management
- Providing the practical realities of successful transformation

Jamil Fisher, Process Champion, **INVESTEC**



Jamil Fisher has a Diploma in Business Analysis, Diploma in Business Leadership Development and a Higher Certificate in Retirement Funding. He is a Licentiate of the Institute for Insurance of South Africa. He has extensive experience in the Financial Services environment, having worked in Asset Management, Unit Trust, Retail Banking and Employee Benefit

Administration. He is currently a Project Manager at Investec Asset Management responsible for managing the Back Office system and business process transition project; the project entails moving all system functions off the legacy system to a new platform. His responsibility is to ensure that the business processes, data and all process touchpoints are clearly defined, and are in terms of the service model. This includes effective communication of the system and business changes to the user community. His previous roles have been as consultant at Siemens Business Services, senior business analyst at Old Mutual Unit Trust, 20Twenty, Ixchange (now Front Range) and Old Mutual Employee Benefits. In 1994, he was one of the recipients of the Old Mutual Chairmans Award for process improvement.

18:15 Closing Remarks from Chair

18:30 Close of Day 2

07:30 Coffee

08:30 Opening Remarks from the Chair
David Lyneham-Brown, CEO, BPT Group

08:45 **Topic To Be Advised**
Salomon Erasmus, Vice President and Managing Director, BMG South Africa



As Founder and Managing Director of BMG South Africa, Salomon Erasmus is responsible for BMG's operations throughout Africa and the Middle East. He is focused on developing and providing the best Six Sigma process improvement training, deployment methods and techniques in this region by establishing BMG as the leading performance excellence provider. Under his direction, BMG South Africa has grown to become the largest Lean and Six Sigma training and consulting firm in South Africa. In addition to managing BMG South Africa, Salomon remains heavily involved with key clients as an executive coach. His involvement varies from Executive Overviews and Strategic Planning Sessions to Champion, Black and Green Belt Training. As one of BMG South Africa's Master Black Belts, Salomon is also focused on the development of BMG's Black Belt and Master Black Belt courses. His guidance during Six Sigma deployments is considered by clients, to be a critical and valuable experience. He takes great pride in ensuring that the clients are successful when deploying Lean and Six Sigma.

09:15 **Moving From I.T. Agility To Business Agility: Delivering Business Enabled SOA And A New Level Of People-Driven Operational Excellence With A Modern BPMS**

- The People-Ready Modern BPMS
- Visual SOA-Oriented Process Design
- Meta-Driven BPM Framework
- AgilePoint, Think Big, Start Small and Scale Fast

Hans Hantson, Business Development Manager, Ascentn EMEA



Hans Hantson is the Business Development Manager at Ascentn EMEA. His primary role is managing strategic customers and accounts partners. Hans has more than 18 years of I.T. experience and business development experience. He has held both technical and management roles in I.T. operations, software development, and worked previously for global companies like Toyota Motor Marketing Europe and EMEA-based companies (Spector Photo Group, DigiPoint NV, etc). Over the past year he started several new divisions related to e-business and information for other I.T. companies. Prior to joining Ascentn in 2006, Hans was a partner of Ascentn, where he started a BPM-based solution offering.

09:45 Morning Tea and Coffee

10:15 **Topic To Be Advised**
Sponsored By PriceWaterHouseCoopers

10:45 **Techniques For Aligning Business Processes And Enabling Service Oriented Architecture**
Service oriented architecture is a key enabler of automated business processes. Aligning the services with the business processes in an architecturally sound manner is however the challenge. This presentation will discuss some of the techniques that have been applied to do so, some of the challenges that have been experienced and suggest some possible solutions to these challenges.
Mike Steyn, Director Solutions, triVector

Mike Steyn has more than 20 years of I.T. experience, most of it focused on Enterprise Architecture and Business Process Management. He was appointed chief architect for a large government organisation in 1995,



after which he undertook a number of architecture and BPM consulting assignments. In 2001 he and three partners started a company focusing on business process management and enterprise architecture management services. As a principle consultant he was involved in various enterprise architecture consulting projects. These ranged from the establishment of EA capabilities for organisations, maturing existing architecture capabilities and driving application integration architectures using EAI technologies. He is involved in a project assisting a large organisation to establish a BPM and EA capability.

11:15 **LESSONS LEARNT: Implementing Process Projects, Obtaining Input- The Way Forward/ Beyond Modelling**

This presentation will focus on moving from a functionally-driven organisation to a process-centric one: aligning roles and responsibilities to the business processes to ensure end-end visibility
Paulene Pirithi, Senior Business Analyst, Eskom IM Business Architecture



Paulene Pirithi holds a B.Com (Management and Marketing), B.Com(Hon) General Management, Eskom – Distribution. She is the Senior Advisor: Business Analyst. Identification and implementation of Continuous Business Improvement initiatives. Paulene manages the Business process engineering/reengineering, implementation and innovation and Business process/Value chain integration, performance analysis and reporting. She is responsible for Business process training development and facilitation for Project management at Eskom (Business Process Management and Continuous Business Improvement). She is a member of the Computer Society of South Africa.

11:45 **Maximising business value by combining the attributes of SOA and BPM to create Composite Business Applications**

- Faster time to market
- Lower cost of change
- A platform for delivering composite business applications
- Solutions for repurposing/reuse of applications
- Improve business process design and implementation using SOA metadata
- Governance model and performance management
- Improved time to market for multi-channel architecture

Jeff Rettinger BPM Specialist, IBM

Jeff Rettinger is a World Wide BPM Specialist within IBM Software Group, WebSphere Business Services Fabric. In this capacity he provides insight into the current and future state of BPM enabled by SOA core technologies and the evolution of these technologies to support the development of Service Oriented Business Applications. He brings over 20-years of experience in consulting, emerging technologies, and SOA/BPM. He began his career in information systems at the IBM TJ Watson Research Center. During the past decade he has successfully built and managed sales organizations, consulting teams, and industry-specific business units for technology companies. Jeff has also held executive positions in leading enterprise integration and BPM firms. Prior to joining IBM in August 2006 Jeff was Regional Sales Director for Webify Solutions.

12:15 **The Act of Business Performance Management. The Journey From Theory To Practice To Planned Positive Results – How on earth does one do it?**

- Next generation Business Intelligence
- Effective use of existing resources and their realignment / redeployment
- Driving business strategy down and across – from intent to execution
- Actionable metrics

- Is the Cause and Effect relationship the most appropriate business phenomenon as regards BPM analysis?
- The age old "cart before the horse" problem – technology and it's place in the BPM Landscape
- Are we spending too much unnecessary money on BPM?
- Running by the numbers – the only way? Is there place for instinct? If so, is this where competitive edge could be?
- Sticking to frameworks – risk mitigation, or just plain laziness?

Rob Steyn, Head: Origination - Sales & Marketing,
DST International



Rob has had over 21 years of hands-on experience both in business and the IT industry. Having headed up several large IT units, two in listed corporates; Rob has been at the coalface of the developing technological landscape in South Africa. A practitioner of the school of thought that IT is an enabler, Rob has developed a passion for ensuring that IT delivers on its promise. A

strong believer in Business Performance Management as a philosophy as opposed to a technology or methodology, Rob prefers to challenge the gap that exists between the business cases that BPM promises against the final outcomes of these initiatives; and to find out how to avoid them in the future. Although Rob currently heads up the Marketing, Sales and Relationship Management (Africa) unit for DST International South Africa; he insists that his experience in the field of professional consulting has enabled him to remain technology agnostic in his approach and his advice to his customers.

12:45 Lunch for Delegates and Speakers

13:45 Problems And Solutions Associated With BPM Projects

This session will discuss BPM project related problems with regards to:

- People
- Process
- Technology

Richard Aldous, Senior Consultant, **Rethink Management Consulting**



Richard Aldous is a Senior Consultant with Rethink Management Consulting. Richard has over 10 years pf consulting experience, some of which has been international. Richard's experience is mainly in the areas of Manufacturing, Financial Services and Management Consulting. Richard has a BTech in Mechanical Engineering and a BComm in Financial

Management. Richard started his career in the FMCG manufacturing environment as a project engineer specialising in maintenance based projects. He continued his engineering career in the UK working in pharmaceutical manufacturing, specialising in reliability centered maintenance and 6Sigma based process optimisation projects. After completing his BComm in Financial Management, Richard continued his career in the financial services sector where his skills were used in Marketing, Home Loans and Insurance based business process optimisation projects, including document management and workflow solutions. Richard has recently been streamlining and optimising business processes for a utility company as well as introducing SAP workflow technology to the organisation.

14:15 Case Study: Achieving Strategic Goals Differently - Does Strategy Follow Structure or Does Structure Follow Strategy?

- The business need: the area that process mapping helped to solve
- How process mapping was applied to achieve outcomes by using VizPro®

- Key learnings: challenges and how these were overcome
- Comments from workshop participants

Michéle Booyesen, Process Architect And Managing Director,
Pétanque Business Specialists
Marietjie Lancaster, GE: Group Strategy, **SA Post Office**



Dr Michéle Booyesen is an economist. President and Managing Director of Pétanque Business Specialists based in Cape Town, South Africa where she heads a team of business professionals who provides services as a Strategy Delivery Office for large corporate as well as medium to small businesses. Trained in principles of economics and the law, Michéle has applied

her ability to make difficult or complex matters easier to understand, distilling information into who, what, when and how throughout her career. Michéle completed a Bachelor of Commerce Law degree at the University of the Free State, South Africa in 1982, followed by an Honours degree in Economics in 1987 at the University of South Africa, a Masters in Commerce (Development Economics) at the University of the Free State in 1998 and a Ph.D in Commerce (Development and Business Economics) in 1992 at the University of Johannesburg, South Africa. During 2007 she obtained her NQF Assessor accreditation, followed by a Moderator accreditation in Jan 2008. During February 2008 Michéle passed her PMI exam and was awarded PMP status by the Project Management Institute, USA.

14:45 BACK BY POPULAR DEMAND SPECIAL PRESENTATION BY LIVE SATELLITE LINK - Harnessing The Power OF Process

Dr Hammer, President, **Hammer And Company Inc.**

Tea and Coffee to be served during presentation



Dr. Hammer is the author of four books, including the international best-seller "Reengineering the Corporation", the most important business book of the 1990s. His latest book is "The Agenda: What Every Business Must Do to Dominate the Decade". His articles have appeared in periodicals from Harvard Business Review to The Economist, and his work has been featured in every major business publication. An

engineer by training, Dr. Hammer focuses on the operational nuts and bolts of business; his work is relentlessly pragmatic and immediately relevant. Dr. Hammer was formerly a professor of computer science at the Massachusetts Institute of Technology, and he is a founder and director of several high technology companies. He was named by Time Magazine to its first list of America's twenty-five most influential individuals.

What our past delegates have said about Hammer!

"His passion for BPM energises his audience and fuels commitment to process"

Business Analyst, University of Pretoria

"Dr Michael Hammer was incredible"

Management Advisor, Spoornet

"Dr Hammer was mind-changing, excellent"

Manager BPM, Spoornet

"Dr Hammer was absolutely excellent. The highlight of the day. The video conference link was done professionally – thank you and to the team that did it. Excellent conference"

Deputy Director BPM, SANDF

16:45 Differentiating Between Business Processes And Determining Their Value In Order To Categorise Them Into Core And Non-Core Values

- Linking needs to the executing processes and providing better visibility into the process to allow you to measure the improvement on your business
- Considering how each of the processes will address and accommodate business goals and organisational regulations to establish which would be better suited to your organisation
- Reviewing each process in terms of its offering to information systems architecture and workflow management when selecting the business process for your organisation

Philip Venter, Group IT, **Anglo Platinum**



Philip Venter is an experienced enterprise architect who is currently responsible for sustaining the Enterprise Architecture initiative within Anglo Platinum. He started his career as an engineer and moved into Information Technology. With his engineering background he was involved in process control and communications engineering. He migrated to the business applications environment in a system analyst and design role. Business intelligence is also an area that he worked in for a while, designing and managing the deployment of business intelligence solutions. With this background in solutions architecture he consulted to a number of companies in the transport, manufacturing, power utilities, IT and mining industries. His current focus at Anglo Platinum is to ensure that the business architecture initiatives deliver value to the business, as well as to enable Application Portfolio Management through Enterprise Architecture.

17:15 BPM - An Audit Perspective On The Benefits Of Successfully Implementing BPM Within The Following Dimensions:

- Mandate
- Strategy
- People
- Process
- Systems

Liqat Azam, Senior Audit Manager, **Eskom**



Liqat has the following qualifications: AGA from the South African Institute of Chartered Accountants, Certified Process Manager from BPMG (UK), a Postgraduate Specialist Diploma In Auditing from RAU, a Certificate in Theory of Accountancy (CTA) and BCompt (Honours) from the University Of Natal (Durban), a Certificate in Innovation Management from DA VINCI. He is a Six Sigma Practitioner, SAP

Business Analyst and a Certified Practitioner from Neuro Linguistic Programming (USA). Mr. Azam is the Senior Audit Manager at Eskom Holdings (Ltd). He is responsible for Assurance and Consulting in the areas of risk management, governance, controls and business process management Business Process Management (Aligning Strategy, People, Process and Systems) in Corporate Audit ISO9001. He is a Senior SAP Advisor and business analyst and as such is required to identify and co-ordinate initiatives and projects associated with enhancement, improvement and upgrade of the SAP system. He is responsible for performing statutory audits, providing accounting and taxation services to the public and private sector

17:45 The Pragmatic Approach To BPM

- The use of BPM as a communication and standardisation tool
- The use of BPM to assist in measuring performance
- Our thinking, frustrations, successes and lessons learned

Andre Jordaan, Manager: Business Performance Improvement - BSS & HR, **SANTAM**

18:15 Trust As An Important Ingredient For Change Management During Business Process Management

- Determining why a trusting environment is important for business process management
- Establishing how trust can be developed during business process re-engineering
- Identifying what consequences to expect when trust is violated in business process management
- Finding ways to restore trust
- Measuring the leadership impact on trust

Nakampe Mogale, Senior Manager Organisational Development, **Gauteng Shared Service Centre**



Nakampe Mogale is a Senior Manager: Organisational Development for the GSSC. He obtained his B Admin Honors (Industrial and Organisational Psychology) from University of South Africa and holds a Project Management Certificate from RAU. He started his career at Unisa where he was also an Organisational Development Consultant on a part-time basis for own and other consulting companies. He moved

to City Power Johannesburg where he worked as Human Resources Generalist and was later promoted to Human Resources Planning Manager. In 2004 he left to Denel where he was an Executive Manager: Human Resources for Denel Personnel Solutions until he resigned in December 2005. He has among others consulting, human resources generalist and tertiary tutoring experience. He also published and presented papers in conferences, seminars and workshops. He is currently completing his Masters in Public Administration (MPA) through Unisa title of a dissertation "Integration of organisation development functions for Gauteng Provincial Government". Nakampe is a registered Chartered HR Practitioner (Generalist Category) with SABPP.

18:45 Closing Remarks from Chair

19:00 Close of Day 3

IQPC CORDIALLY INVITES YOU TO THE IQPC BPM EXCELLENCE AWARDS & COCKTAIL FUNCTION

19:00 - 21:00

Hosted by IQPC on the 4th of September 2008 at the Gallagher Estate, Midrand.

The Business Process Excellence Awards seeks to honour the most exceptional project teams that are involved in the Business Process Management space today.

In order to recognise people or teams who are excelling in this area, for the FIRST time, IQPC's popular BPM Congress will recognise individuals, teams and companies involved in successful BPM Process Management.

To nominate your BPM Awards nominee, log on to www.bpmcongress.com

Day 4: Friday, 05 September 2008 - Post Conference Workshops

IQPC workshops offer you the unique opportunity to spend dedicated time with an industry expert. In these sessions, you will be joined by a group of your peers for interactive, practical learning sessions.

SESSION 1:

You can choose between morning workshop A, B, C or M

08:00 Registration 09:00 Start of Session 1 10:30 Tea/Coffee Break 11:00 Session 2 12:30 Close of Workshop

WORKSHOP A: TACKLING THE CHALLENGES OF DRIVING "PROCESS OWNERSHIP" IN STATE OWNED ENTERPRISES

Most large organisations are hierarchically structured and managed as functionally-specialist departments (vertical structures), whilst end-to-end business processes usually cross over departmental boundaries. This creates challenges in terms of driving the day-to-day management and optimisation of processes (horizontally). This workshop will focus on these challenges, and will explore practical, effective ways of overcoming them.

By attending this workshop you will:

- Understand the meaning of the term end-to-end process
- Determine how to build a "value chain" process model of your organisation—a very different picture from its organisation chart
- Clarifying your understanding of the term "process ownership"
- Identifying your understanding of the roles that need to be performed within an organisation in supporting effective process ownership
- Defining the meaning of process "accountability" vs. "responsibility"
- Gaining insight into the root causes of the difficulties that organisations face in driving end-to-end process ownership
- Exploring practical ways of overcoming these challenges

At the end of the workshop you will be able to go back to your desk and:

- start building a value chain picture for your organisation
- identify the key end-to-end processes

- identify the right organisational role players that will need to be made accountable and/or responsible for these end-to-end processes, and what they will need to do
- get going with driving more effective process ownership for a selected "pilot" process in the organisation
- be better prepared to meet the challenges of driving effective process ownership.

Paulene Pirithi, Senior Business Analyst, **ESKOM IM Business Architecture**



Paulene Pirithi holds a B.Com (Management and Marketing), B.Com(Hon) General Management, Eskom – Distribution. She is the Senior Advisor: Business Analyst. Identification and implementation of Continuous Business Improvement initiatives. Paulene manages the Business process engineering/reengineering, implementation and innovation and Business process/Value chain integration, performance analysis and reporting. She is responsible for Business process training development and facilitation for Project management (Business process management and Continuous Business Improvement at Eskom). She is a member of the Computer Society of South Africa.

OR

WORKSHOP B: MANAGING BPM AS AN INTEGRAL COMPONENT OF A CENTRE OF EXCELLENCE; A CASE STUDY AT THE GAUTENG SHARED SERVICES CENTRE (GSSC)

Can BPM be efficient on its own? – the real contribution of BPM

- Integrating BPM with other (supporting) components
- Does BPM require standardised software?
- Does your organisation culture support BPM
- Is BPM driving innovation or vice versa?
- Will BPM take your organisation to the next level?

Dr Morris Pereira, Senior Manager, Centre of Innovation (COI), **Gauteng Shared Service Centre (GSSC)**



Morris established the Market Research Unit for The Procurement Business Unit in the GSSC and after four years established the COI. He acts as the custodian for BPM, Quality Assurance, Knowledge Management and research & development as components of the innovation drive at the GSSC. Before joining the public sector, Morris gained valuable experience in the steel manufacturing environment as a Business Analyst, Statistician and Commodity Manager.

OR

WORKSHOP C: A PRACTICAL FRAMEWORK FOR A BUSINESS PROCESS MODEL WAREHOUSE

Business process management includes the definition of business process models, contributing to the definition of the business architecture, one of the enterprise architecture domains. One of the roles of the enterprise architecture is bridging the gap between business and information management. Challenges include incomplete business process models, the limited availability of business process representatives to gather requirements, and business process models that are difficult to understand. This workshop provides a framework for a business process model warehouse – with the objective to address the challenges to successfully bridge the gap between business and information management.

The workshop covers in a practical way:

- A discussion of the challenges and the role of the business process model warehouse framework to address these challenges
- The introduction to various business process reference models as potential accelerators and to ensure more comprehensive definition of business process models
- A method to integrate various business process reference models into a single repository to enhance the understanding by business and to enable vertical integration from business requirements to information technology enablement
- Flexible visualisation of business process models, similar to the slice-and-dice concept of a data warehouse, to enhance the understanding of the business process models by business

Prof Paula Kotzé, Director: Center for Software Engineering, **UNISA**

Paula Kotzé is Professor in the School of Computing and Director of the Centre for Software Engineering at the University of South Africa (Unisa). She has over 28 years experience in research, development and teaching. She is the author of over 70 peer-reviewed journal and conference articles and is regular speaker at conferences and other events. She has a multi-disciplinary background in computer science, information systems, industrial psychology and education and holds a PhD



in Human-Computer Interaction from the University of York (UK). She is well-recognized on a national and international level for her research and development work in the field of computing in its wider context. She is currently Vice-President at Large and Vice-President of Education of ACM SIGCHI and the Chairperson of IFIP Working Group 13.1. She specializes in issues related to enterprise engineering within the cross-domain of human factors engineering, software engineering and business engineering.

And

Dina Jacobs, CEO, **triVector**



Dina Jacobs is finalising her Master of Science in Information Systems at UNISA. The focus of her studies, together with Prof Paula Kotzé, is the definition of a 'Business Process Model Warehouse Framework'. In the late 1980s Dina was introduced to Software Development Life Cycle Methodologies and it was extended to include Enterprise Architecture and Business Process Re-engineering methods in the 1990s. Since 1997 she had the opportunity to apply these principles as Business Process Management (BPM) consultant. She attended ARIS for SAP courses at IDS Scheer in Germany and worked together with HRW Consulting (Germany) and Xelocity (New Zealand) to ensure that she is up to date with the latest developments of BPM in the SAP and Supply Chain environments. As part of various projects she had the opportunity to use multiple business process reference models. She is CEO and Senior Consultant of triVector, specialising in business process management engagements.

OR

WORKSHOP M: UNIFYING STRATEGY, ANALYSIS AND EXECUTION WITH METASTORM ENTERPRISE

Neil Berry, Director International Sales, **Metastorm**

Neil Berry joined Metastorm, in Jan 2004 and is responsible for developing sales outside the USA. Prior to joining Metastorm, Berry was Vice President Sales, at eLoyalty Corp (NASDAQ:ELOY) a leading, global CRM solutions/services company. Previously he was Director, EMEA Channels at Interwoven (NASDAQ:IWOV) and Senior Director, Northern Europe & Africa at Apropos Technology Corp (NASDAQ:APRS), a leading eCRM company, where he co-founded the EMEA operations and set up distribution channels across the regions. Berry brings over 20 years of



executive Alliance and Channel development experience to Metastorm working for US based technology companies in Europe. He has also spent a significant portion of his career in the CRM Market, with a high profile in this industry, having launched many CRM solutions into the South African marketplace over the last 10 years, as well as published many articles and being a regular speaker at ebusiness conferences in South Africa and globally.

SESSION 2:

Lunch 12:30 to 13:30

You can choose between afternoon workshop D, E or F

13:30 Registration 13:45 Start of Session 1 14:30 Tea/Coffee Break 15:00 Session 2 16:30 Close of Workshop

WORKSHOP D: INTEGRATING BPM AND SIX SIGMA

The workshop will focus on the following aspects of BPM & Six Sigma:

- Background and Purpose
- Definition and Overview
- Application and Integration

Liqat Azam, Senior Audit Manager, **Eskom**

Mr. Azam has the following qualifications AGA from the South African Institute of Chartered Accountants, Certified Process Manager from BPMG (UK), a Postgraduate Specialist Diploma In Auditing from RAU, a Certificate in Theory of Accountancy (CTA) and BCompt (Honours) from the University Of Natal (Durban), a Certificate in Innovation Management from DA VINCI. He is a Six Sigma Practitioner, SAP Business Analyst and a Certified Practitioner from Neuro Linguistic Programming (USA). Mr. Azam is the Senior Audit Manager at Eskom Holdings (Ltd). He is



responsible for Assurance and Consulting in the areas of risk management, governance, controls and business process management Business Process Management (Aligning Strategy, People, Process and Systems) in Corporate Audit ISO9001 Project Manager and Continuous Improvement. He is a Senior SAP Advisor and business analyst and as such is required to identify and co-ordinate initiatives and projects associated with enhancement, improvement and upgrade of the SAP system, Finance and Management Accounting Manager Deloitte & Touche: Senior Audit Advisor, Performing statutory audits, providing accounting and taxation services to public and private sector

OR

WORKSHOP E: ADOPTING OPEN SOURCE TO DEPLOY PROCESS DRIVEN APPLICATIONS

Learn what sort of projects you can deliver thanks to BPM technology. In this presentation, you will go through real life use cases using the Intalio|BPMS which is based on open source projects:

- What is the impact of open source in a BPM project?
- How can you monitor all the cows and pigs of a country to ensure better traceability?
- Learn how you can create web based applications on-demand which requires 100000 processes ready to be instantiated at any second
- See how you can better ensure compliance in the Financial sector
- Learn how you can extend your ERP application thanks to BPM

Arnaud Blandin, Business Development Director, Intalio, **The Open Source BPMS Company**



Arnaud Blandin acts as Business Development Director for Intalio Inc where he is responsible for managing Intalio operations in EMEA and APAC. Prior to that date, Arnaud introduced Intalio|BPMS in EMEA and established a solid network of partners which resulted in securing over 150 customers. In his first days at Intalio Arnaud managed the first BPM implementations based on the Intalio offering both in Europe and in the US. He also participated to the EMEA sales campaign that leads him to build a strong network of Intalio partners. Arnaud holds a Master of Science in Mathematics and Computer Science from the ENSEEIHT, a renowned French top Engineering school located in Toulouse.

OR

WORKSHOP F: CRITICAL SUCCESS FACTORS OF BPM IN EMERGING ECONOMIES

This workshop will discuss the results of a study to determine the critical success factors on the successful implementation of Business Process Management in South African organisations. Part of the workshop will include determining whether software vendors face varied customer requirements across industries and across countries. Key points to be covered are:

- A discussion of the various processes in different industries
- A discussion of the processes that deal with people, management, policies and other interactions
- A discussion to determine whether the cultural differences should have a major effect on process implementations in developing countries
- A discussion to determine whether BPM requirements are similar across industries and geographical areas

Darelle van Greunen, Lecturer – School of ICT, **Nelson Mandela Metropolitan University**

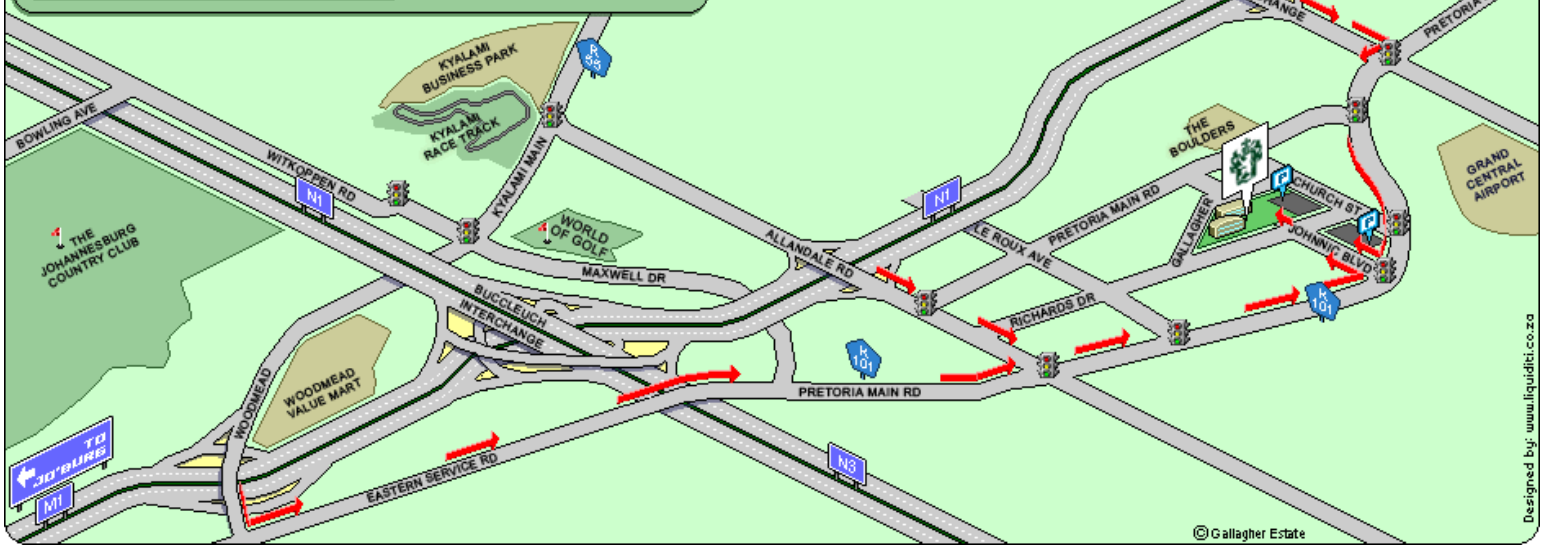
Darelle is a lecturer in User Interface Design and Usability Evaluation at the School of ICT at the Nelson Mandela Metropolitan University in Port Elizabeth. She is



also contracted as Senior Researcher for SAP CEC Research Pretoria. Darelle has researched a variety of IT systems but particularly focused on the users of southern Africa. Her outreach activities are varied and extensive. She serves as the Chairperson of the South African Human Computer Interaction Special Interest Group, the co-ordinator of World Usability Day in South Africa, Chair of the Gauteng chapter of the Computer Society of South Africa, a member of the Computer Society of South Executive Council as well as on the Council of the South African Institute of Computer Scientists and Information Technologists. She has received rewards for her research amongst other Best Research Paper in 2005 at the annual scientific research conference, the Emerging Researcher of the Year Award in the Faculty of Engineering, the Built Environment and Information Technology at the NMMU in 2006 and then in 2007, she was awarded the Top Achiever Award by the National Research Foundation. Her research focuses mainly on User Interface Design, cultural issues that impact on interaction design and then ensuring that applications are usable

GALLAGHER
estate

address: 19 Richards Drive
Midrand
tel: +27 (0) 11 266 3000



MEET THE MEMBERS OF OUR BPM ADVISORY BOARD

John Hayden, Owner, John Hayden & Associates



John Hayden is an experienced change consultant and a specialist in business-process & organisational design and reengineering. He has personally led large-scale transformation projects and programmes in a number of industries, including banking, automotive and petro-chemicals. He started his career as an industrial engineer at a cement company, Anglo Alpha (now Holcim) and has held management-consulting positions in Deloitte Consulting and IBM Consulting Group. Until end 2006, he worked for 9 years at Absa's head office, heading up the Group Change department, which ran most of the group's large, enterprise-wide projects and strategic programmes, and which also housed the group's enterprise project office and change competency centre. He was also the project leader for Absa's Process Optimisation Core Capability, driving the optimal management of processes across the group, including the driving of process-improvement projects, enhancing process capabilities, and driving a more process-centric culture. As part of this role, John served as the group's chief process "architect"; he developed a comprehensive process model for the group; and he personally trained over 500 people in business process mapping, analysis and redesign. Since January 2007, John has been managing his own business, focused on business-change enablement, including consulting, training and mentorship. He has a Masters in Industrial Engineering from Wits.

Fanus Coetzee, Project Leader: Transformation Project, Santam



Fanus obtained a degree in Industrial Engineering in 1993 from the University of Pretoria. After spending some time in corporate employment in consumer products manufacturing industry, he joined PricewaterhouseCooper's Management Consulting. During his time with PWC he worked on strategic change projects across several industries varying from Industrial, to Retail, Pharmaceutical, Governmental and finally Financial services. He decided to leave the consulting industry and pursued a career in the Short Term Insurance Industry in an in-house consulting and strategic support role. Fanus is now the head of the Insurance Services Support Division of Santam. He is currently also heading up a strategic transformation programme within Santam. Fanus has over 10 years experience in strategic change projects.

Jamil Fisher, Process Champion, INVESTEC



Jamil Fisher has a Diploma in Business Analysis, Diploma in Business Leadership Development and a Higher Certificate in Retirement Funding. He is a Licentiate of the Institute for Insurance of South Africa. He has extensive experience in the Financial Services environment, having worked in Asset Management, Unit Trust, Retail Banking and Employee Benefit Administration. He is currently a Project Manager at Investec Asset Management responsible for managing the Back Office system and business process transition project; the project entails moving all system functions off the legacy system to a new platform. His responsibility is to ensure that the business processes, data and all process touch points is clearly defined, and in terms of the service model. This includes effective communication of the system and business

Paul Finnigan, Continuous Improvement Manager: Emissions Technologies, ArvinMeritor



Paul Finnigan is the Continuous Improvement Manager of EMCON Technologies SA and first came into contact with Lean Manufacturing in the automotive industry in the UK in 1991. He was subsequently involved in leading lean implementations with TPM and Error Proofing programs through the early nineties at various manufacturing plants, learning much from Toyota UK Operations. During the nineties Paul was responsible for Employee Involvement and Continuous Improvement training, workshops, audits and interventions in UK, Germany, Spain, Italy, Holland and France. He was project leader in mapping out a JIT site for supporting a major motor vehicle OEM during the late nineties and here first implemented a workable kanban system. He is a seasoned manager with over 18 years experience in manufacturing spanning the successful implementation of lean in several manufacturing sites. Paul first came to South Africa on secondment in 1999 with ArvinMeritor and worked for this company and Gabriel SA in Cape Town in various roles as Continuous Improvement Manager, Logistics Manager and Quality Manager. He became a permanent resident of South Africa in 2000 and resides in Cape Town, where he is currently leading the Lean Transformation at EMCON Technologies SA. Paul enjoys working within challenging environments and passionately believes in the relentless pursuit of excellence through people involvement and problem solving. He is a certified Corporate NS-NLP Coach, Six Sigma Certified and Lean Certified and is also a member of the SA Quality Institute and a member of SAPICS.



With a focus on enterprise visibility, optimization, and agility, Metastorm offers market-leading software for Enterprise Architecture (EA), Business Process Analysis (BPA) and Business Process Management (BPM). As an integrated product portfolio, Metastorm Enterprise™ allows organizations to improve business results by

unifying strategy, analysis and execution. Metastorm is bringing together these critical disciplines to enable an understanding of enterprise architecture and strategy, accurate impact and opportunity assessment, effective process execution, and accelerated value realization for organizations worldwide. Metastorm ProVision® provides a comprehensive suite of modeling tools for both enterprise architects and business analysts. Key enterprise assets – including systems, data, resources, processes, products, and suppliers – and their inter-dependencies can be modeled, shared, and refined in a standalone or collaborative environment.

Metastorm ProVisionBPA provides robust business process analysis and enterprise modeling capabilities to define critical business processes and associated dependencies, facilitate requirements analysis, simulate multiple scenarios, and optimize processes and related enterprise assets against strategic objectives using Six Sigma, SCOR, ITIL, or other optimization frameworks. Metastorm BPM® is a highly scalable, enterprise BPM suite designed to support automation, deployment, integration, analysis, monitoring, and improvement of both human and system-based processes within and across organizations.

Each solution in the Metastorm Enterprise portfolio can operate standalone or in combination, and Metastorm's Common Interchange Format (CIF) and support for industry standards facilitates interoperability with other technologies. Combined these applications provide enterprise visibility and agility – allowing both business and IT users to assess the impact of key decisions, identify new opportunities for improvement, and improve overall performance for strategic advantage.



Ovations is a business transformation solutions provider that helps organisations maximise organisational efficiencies and realize improved business results. We do this through a combination of consulting services, product implementations, re-

usable solution sets, support, maintenance and training. We have a unique understanding of the ways that people, processes and technology intersect to create business value. Unlike most consulting firms, we offer an integrated solution that aligns people, processes and technology with business strategy. Ovations consultants are capable of working both in advisory and execution roles, from strategy through to implementation.

We can also support solutions post implementation.

We are partners who are not just along for the ride, but who shape the journey based on real experience rather than untested theoretical knowledge. This is why we are able to offer our clients less risk, yet more reward.

Our key discipline areas are performance and process improvement, people capital management, solutions architecture and integration and solution support and outsourcing.



Founded in 1974 and listed on the LSE (MCGN) since 1983, Microgen is an established leader in the delivery of software, solutions, consultancy, and BPO services. The Group implements bespoke applications and product software and multi-channel billing solutions for the world's largest financial institutions, multi-national corporations and public sector organisations.

The Group's portfolio of proven products and solutions, many of which are based on its flagship Microgen Aptitude technology, enables the intelligent application of technology in a range of sectors including banking, asset & wealth management, energy & utilities and commerce.

Microgen Aptitude is a single integrated environment that is used for Business Process Management, Business Rules, Integration, Web Forms and Services Orchestration, using one common language, interface and data model.

The Group has offices in Fleet, London and Welwyn Garden City in the UK, and international offices in the United States, South Africa, Poland, Cayman and Guernsey.



Viewpoint Training and Consulting cc is a specialised Business Process Management services company.

Viewpoint provides practical training courses, BPM consulting and process modelling support using the knowledge transfer approach. These services help companies build process capability and innovate their business processes for optimisation, agility and cost reduction.

For more information visit www.viewpoint.co.za or contact Cathy Tel: (011) 463-1162 Email: cathym@viewpoint.co.za



The IQ Business Group combines strategic, operational and technical expertise with proven, methodologies and approaches to make businesses more efficient. We pride ourselves in our experience, effectively aligning people, technology and processes.

We deliver solutions to the financial services, employee benefits, healthcare, government and telecommunications industries utilising a full range of skill sets including project management, process engineering, business analysis, risk management, accounting services, software development and technology expertise. Set apart by our pragmatic delivery terms, our success is attributed to our ability to evolve and align value propositions with industry dynamics. IQ directs intellectual muscle at the business process and technology layers to unlock value for clients



triVector – Value Delivered through Expertise

triVector has an established reputation in South Africa's specialised business process management market. Formerly known as CPI Services, it has built up a wealth of experience in business analysis and design, enterprise architecture enablement and establishing BPM capabilities. By leveraging its specialist team's wealth of expertise and product knowledge triVector delivers solutions that create value for its corporate customers. Experience in applying enterprise architecture frameworks and principles ensures that the solutions the firm implements are well integrated from strategy to process, and across the enabling domains of application, data, technology and organisation. triVector's values of integrity, collaboration, learning and growth, and sharing in success have, during the past six years, delivered sustainable solutions that meet clients' expectations.



Rethink is an independent Business and IT consultancy that specializes in Performance Improvement and Business Process Management. Rethink's experience in the BPM field extends to over 15 years, having a long track record in process

improvement, analysis and documentation, as well as process automation via workflow and related BPM technologies.

Rethink views BPM as a management strategy that aims to achieve continuous alignment of business processes with corporate strategy. Process efficiency and performance are key drivers in such a strategy. Rethink is able to assist clients across a range of industries to implement BPM, whether they make use of BPM related technologies or not. Lean and Six Sigma are key methodologies used to achieve process efficiency and performance as part of Rethink's BPM approach.



Being a competitive and innovative ICT Company, since 2003, Dake Solutions [Dake] has emerged to become one of the industries' most preferred Software Development and Consulting Company. The team is a committed group of people with over 50 years of experience, who's individual

and group focus is to fully understand the needs and aspirations of the client and to succeed through the client success. Dake does not offer one-size-fits all, kind of solutions; each client is carefully analyzed and understood. Dake puts itself in the heart and soul of the client and then design and tailor make solutions that always move the client to the next level. In information technology terms, a solution may consist of many parts – hardware, software, platforms, databases, applications and people with skills.

Dake services portfolio highlights the versatile market areas that it works within in order to help its clients get the best possible IT solutions for their business needs. No matter how big or small an organisation, the solution to their business challenges is unlikely to be met by one vendor or with one product set alone.

The business of information management is a highly competitive one, with vendors creating new market segments and innovative products at a very fast pace. An important challenge to organisations is to know which products will bring the utmost benefit to the organisation, this defines the arena that Dake intends to occupy and support its clients.



PricewaterhouseCoopers provides industry-focused assurance, tax and advisory

services for public and private clients in four areas:

- Corporate accountability.
- Risk management.
- Structuring and mergers and acquisitions
- Performance and process improvement

We use our international network (more than 146 000 people in 150 countries), experience, industry knowledge and business understanding to build trust and create value for clients – we call this Connected Thinking.

ABOUT OUR SPONSORS:



BMG's focus is to help clients increase shareholder value by developing high-performance teams, improving profitability and accelerating growth. We do this by engaging organizations in a business transformation process that moves them through the critical stages of change. Some of the specific methodologies we teach and transfer as part of any tailored solution include: Strategic Planning, Change Leadership, Lean, Six Sigma, Design, Innovation, and Supply Chain Management.

We also have a robust set of e-Learning and technology solutions that enhance the success of any performance excellence initiative. Most importantly, BMG's approach is to ensure that clients insource these capabilities so they can drive and sustain performance gains over the long run.



Our BUSINESS ADVISORY SERVICES - Tightly integrated with the risk and assurance offerings, and global reach and experience of other practices within Ernst & Young, we differentiate ourselves through four characteristics:

Valued Relationships - Our consultants have a deep understanding of what drives value in our clients, and are committed to mutually-beneficial, long-term relationships.

Team Chemistry - Great people are fundamental to our business. We aspire to have the best people in our industry and offer them better development opportunities than our competitors. How our people work with our clients - their positive experience of EY - will drive our business.

Real Insight - We are dedicated to creating real insight for our clients. Our world-class methods & tools and unrivalled knowledge of our clients' industries allow us to bring innovative and actionable insights to their most complex problems.

Sustainable Improvement - We care passionately that our project work with clients creates a lasting improvement in their performance which endures after the project stops.

Business Advisory Services provides independent, objective and high value business advice to clients, focused on improving the effectiveness of the finance function, programme assurance and business performance improvement. The ultimate is to create measurable increases in shareholder value and service from the top down, creating confidence for our clients. We focus on understanding our client's needs while building key relationships which enable us to deliver both tactical and operational service excellence.



Ascentn AgilePoint pioneered .NET-based BPMS and delivered an SOA-aligned, model-driven, meta-data framework architecture to enable any organization to practice 'adaptable' and 'explicit' process management. This advancement truly empowers business users with process visibility and process-based innovation at both design-time and run-time within an IT governed ecosystem. Ascentn's 'Think Big, Start Small, Scale Fast' is a practical approach that delivers on the value proposition of SOA, BPM and composite applications with minimal cost, complexity and code.

From financial services, manufacturing, communications through healthcare, companies are turning to AgilePoint to drive process excellence, reduce costs and improve business agility. Ascentn's solutions drive the BPM initiatives of many leading global organizations including Siemens, Vandemoortele, Euphony, Athlon Car Lease, Chinatrust, Cellcom, Elbit Systems, Daisy Brand and most recently, for the world's largest computer maker. Ascentn has offices in North America, Asia Pacific (Taiwan, China, Japan) and EMEA (Belgium and Spain).

Ascentn AgilePoint positioned in the Visionaries Quadrant of the Magic Quadrant for Business Process Management Suites.



For over 30 years, DST International (DSTi) has concentrated on the services around, and development of, asset management, work management and billing systems. We are delighted to be able to say that our solutions are used by over 700 of the most prestigious names in the industry, in 55 countries worldwide.

DST International works with clients around the world to develop their requirements and vision into sophisticated software solutions within the areas of investment management, financial planning, customer management and business process management. Solutions range from full-scale software implementation to DSTi acting as an Application Service Provider, and managing the solution on behalf of clients. From its headquarters in South West London, UK and through an extensive global network of offices, over 1700 staff provides consultancy, development, account management and customer support around the clock.

Over 700 clients, ranging from single-site installations to some of the largest global institutions with operations in every financial centre, rely on DSTi every day to help them run their businesses more effectively.



Pétanque Business Specialists improves business performance through planning, process architecture and project delivery. VizPro®, our flagship process architecture tools and technique, defines what needs to be done

by whom and how. Interactive work-sessions with role-players ensure collaborative process definition, bring about transparency, define roles and ensure buy-in. Action lists developed during the sessions become change drivers to achieve improved performance, implement organisational structures and improved practices.

The strength of VizPro® is the application of user-friendly, easy to use and understand "wow" storyboard visuals, the format of our work-session and the relationships we build with client stakeholders, at each level of the enterprise. We deliver strategic goals through optimised processes, and actionable projects and plans.

Pétanque is proud to associate with a number of blue chip corporate and parastatal enterprises in a number of industries. www.petanque-c.com



IBM South & Central Africa is the leading IT services and solutions company that operates in at least 20 countries in the SubSaharan Africa region. IBM is also an innovation company, serving the needs of enterprises and institutions worldwide.

The Company seeks to deliver clients success by enabling their own capacity to innovate, so that they may differentiate their organizations to create unique competitive advantage. To help its clients achieve growth, productivity, efficiency, and the realization of greater value through innovation, the Company draws upon the world's systems, software and services capabilities to turn enterprises of all sizes, in every major industry, into on demand businesses. An on demand business is an enterprise that is integrated end-to-end, and, with its business ecosystems of partners, suppliers and clients, is able to manage that extended network dynamically to address new opportunities, respond to changes in demand or threats to its business, enhance flexibility, speed execution and ultimately achieve profitable growth.

As the Innovator's Innovator, IBM looks set to partner companies and governments in the continent, which holds enormous opportunity for economic growth, and contribute in positioning Africa as a major player in the global economy.

ABOUT OUR MEDIA PARTNERS:



In less than 10 years, ITWeb has grown from a small online pioneer to a technology-focused publishing house that dominates its sector. Along the way it survived the dotcom boom and bust, multiple waves of scepticism around the viability of online media, and numerous competitors and

pretenders to the throne. As the technology industry has matured, so has the company. It is a stable, profitable media house with a long and growing list of happy advertisers. Today ITWeb publishes three titles, a series of annual publications and owns related businesses within its chosen space. It is the most trusted voice in local technology publishing and the first port of call for an audience that ranges from technology professionals to CEOs. More importantly for the advertising industry, it offers various platforms to reach all the major players in the information and communications technology sector, non-consumer buyers of such technologies and tens of thousands of business decision-makers who also have high levels of disposable income. Since its launch in 1996, ITWeb has seen many companies in the technology space consistently use one or more of its vehicles for advertising and its renewal rates are among the highest in the country.



www.bptg.org

SUPPORTED BY:



The Society offers a channel through which members can help solve the social and technical problems of computing. Furthermore increasingly government looks to the society for advice on computing

matters and this input can only come from individual members.

- Professional Recognition
- Business Opportunities
- Career Advancement
- Networking
- Media Distribution
- Seminars and Workshops
- Reduced Entrance Fees
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- Awards
- International Recognition
- Expert Opinions
- Top Expo's and Conferences

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E-mail info@iqpc.co.za
or registration@iqpc.co.za

TERMS AND CONDITIONS

Accepted applications to attend the IQPC conference or training course ("Event") are in every case subject to these terms and conditions:

Payment Terms - Payment is due in full upon completion and return of the registration form. Due to limited conference space we advise early registration and payment by credit card to avoid disappointment. Admission to the conference will be refused if payment has not been received.

Views of Speakers at any Conference or Training Course - are their own and do not necessarily reflect the views of IQPC, its employees, agents or contractors.

Delegate Substitutions - Provided the fee has been paid in full, within the time frame as per our terms and conditions, substitutions at no extra charge can be made up to 10 working days, before the start of the Event. (Send notification for any such changes in writing for the attention of the Customer Services Director at customerservices@iqpc.co.za).

Delegate Cancellations - must be received by IQPC in writing and must be addressed to the Customer Services Director at customerservices@iqpc.co.za.

- cancellations received 10 working days before Event start-date, entitle the canceling delegate to a full credit of amounts (credit to attend future event - not refund monies) paid to date of cancellation which may only be redeemed against the cost of any future IQPC Event, within one year from date of such cancellation;

- any cancellations received less than 10 working days before the Event start-date, do not entitle the canceling delegate to any refund or credit note and the full fee must be paid;

- non attendance without written cancellation, the Customer Services Director at customerservices@iqpc.co.za, is treated as a cancellation with no entitlement to any refund or credit.

Speaker Changes - Occasionally it is necessary for reasons beyond our control to alter the content and timing of the program or the identity of the speakers.

- If IQPC cancels an Event, delegate payments at the date of cancellation will be credited to a future IQPC Event (such credit is available for up to one year from the date of cancellation). If IQPC postpones an Event, delegate payments at the postponement date will be credited towards the rescheduled Event. If the delegate is unable to attend the rescheduled Event, the delegate will receive a full credit of amounts paid up to the date of postponement which may only be redeemed against the cost of any future IQPC Event (and such credit will be available for one year from the date of postponement).

No cash refunds whatsoever are available for cancellations or postponements.

Indemnity - IQPC is absolved from and indemnified against any loss or damage as a result of substitution, alteration or cancellation/postponement of an Event arising from any cause whatsoever, including, without limitation, any fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of the Event impracticable or impossible. A "fortuitous event" includes, but is not limited to, war, fire, flood, riot, industrial action, extreme weather or other emergency.

Warranty of Authority - The signatory warrants that he/she has the authority to sign this Application and agrees to be personally liable to IQPC for payments falling due pursuant thereto should such warranty be breached.

Group Bookings and Discounts:

Register 4 delegates simultaneously and receive an additional 5th delegate place absolutely FREE!



International Quality & Productivity Centre

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CONFERENCE FEE STRUCTURE

CORPORATES

	BOOK AND PAY BEFORE 4 July 2008	STANDARD
2 Day Conf Only	R9499 + VAT	R9999 + VAT
2 Day Conf + Pre Con Focus Day	R12999 + VAT	R13999+ VAT
2 Day Conf + Pre Con Focus Day + 1 x 1/2 Day Workshop	R15499 + VAT	R16499+ VAT
2 Day Conf + Pre Con Focus Day + 2 x 1/2 Day Workshop	R17999 + VAT	R18999 + VAT
2 Day Conf + 1 x 1/2 Day workshop	R11499 + VAT	R12499 + VAT
2 Day Conf + 2 x 1/2 Day workshop	R13999 + VAT	R14999 + VAT
Pre Conf Day only	R4499 + VAT	R4999 + VAT
Workshop only	R2499 + VAT	R2999 + VAT

SOLUTIONS PROVIDERS

	BOOK AND PAY BEFORE 4 July 2008	STANDARD
2 Day Conf Only	R9999 + VAT	R10999 + VAT
2 Day Conf + Pre Con Focus Day	R14999 + VAT	R15999+ VAT
2 Day Conf + Pre Con Focus Day + 1 x 1/2 Day Workshop	R17999 + VAT	R18999 + VAT
2 Day Conf + Pre Con Focus Day + 2 x 1/2 Day Workshop	R20999 + VAT	R21999 + VAT
2 Day Conf + 1 x 1/2 Day workshop	R13499 + VAT	R14499 + VAT
2 Day Conf + 2 x 1/2 Day workshop	R16999 + VAT	R17999 + VAT
Pre Conf Day only	R4999 + VAT	R5999 + VAT
Workshop only	R3499 + VAT	R3999 + VAT

APPLICATION FOR REGISTRATION AND ACCEPTANCE OF TERMS AND CONDITIONS

I acknowledge that I have read, understood and accept the programme and Terms and Conditions (including Payment Terms) and hereby apply for registration on behalf of myself (if a single delegate) or on behalf of the undermentioned organisation which I am duly authorised to represent.

Name: _____

Name of Organisation: _____

Job Title (Specific): _____

Email: _____

Date: _____

Signature: _____

(Where organisation sends delegate/s and is responsible for payment of conference/course fee*)

TO SECURE YOUR PLACE AT THIS COURSE - PLEASE COMPLETE THE FOLLOWING:

Company Name		VAT #			
Postal Address					
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Where did you hear about this event? E-mail <input type="checkbox"/> Post <input type="checkbox"/> Fax <input type="checkbox"/> Internet <input type="checkbox"/> Magazine <input type="checkbox"/> other _____					
	Title	Delegate Name	Designation	E-mail	Cell #
1					
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