



# Business Process Redesign

**Register Today in PACE!**

**February 25, 2013**

We are pleased to offer the **Business Process Redesign** course.

**Business Process Redesign** is a new instructor-led course created to provide an introduction to business process redesign for HR Professionals and Budget Planning Professionals. The course will focus on understanding the concepts behind business process redesign, when it is appropriate to consider business process redesign and how to team with Agency and Department business leads to collaborate on business process redesign. This course is applicable for those involved with both large-scale redesign efforts and small-scale process improvements.

## **Learning Objectives**

Upon completion of this course, participants should be able to:

- Define business process redesign and its benefits
- Document As-Is process models
- Design To-Be process models
- Assess the benefits of implementing the To-Be process
- Identify the tasks involved in planning for a business process redesign workshop
- Prepare for a business process redesign workshop
- Implement strategies to overcome business process redesign challenges

## **Registration Instructions**

To register for this course, please visit [PACE \(www.PACE.state.ma.us\)](http://www.PACE.state.ma.us). Search the Course Catalog using the keyword "**redesign**".

## **Target Audience**

The target audience is HR Professionals and Budget Planning Professionals.

## **Reasonable Accommodations**

*"Satisfaction of the unique needs related to a person's medical, physical, mental, or developmental condition or disability."*

Employees registering for a course in need of a reasonable accommodation should request your Department Training Liaison Officer (DTLO) contact HRD Training and Learning Development at **617-878-9827** at least **two weeks** before the course start date to coordinate reasonable accommodation requests.

**Inclement Weather Policy**

If a public school in the city or town where class is being held is cancelled, then the class is cancelled and will be rescheduled.

Please call the MassHR 24 hour hotline, (617) 878-9878, if you have any questions about class cancellations due to inclement weather. Class cancellation information will be posted on the hotline by 3:00 PM of the previous day when known.

**Note:** To learn more about the MassHR Workforce Enhancement Program, please visit our [website](http://www.mass.gov/MassHR/WEP). ([www.mass.gov/MassHR/WEP](http://www.mass.gov/MassHR/WEP)).