



| YOUR BPM PARTNER |

PNMsoft Training Programme

Training Offering - Overview

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1 About PNMsoft

Since PNMsoft's foundation in 1996 by experts in human workflow processes, we have focused on developing Business Process Management (BPM) and Workflow Automation solutions that are specially oriented towards business users.

From the start, we have applied our expertise and experience in BPM and BPI to build long-standing relationships with our customers and partners. Our products are complete projects, not shelfware, with the emphasis on reducing risk and enhancing incremental improvement. To this end, our activities extend far beyond the software itself, covering critical issues such as the speed of implementation, customisation, risk reduction and fast ROI.

We believe that BPM can lead to greater business efficiencies and increased revenues when it involves everyone. Consequently we have developed the SEQUENCE family of BPM products for rapid, easy and effectively deployment across the entire business environment. A key factor in this philosophy has been our close integration with Microsoft and its products. Liaising frequently with Microsoft developers, we have ensured that new BPM users – from every culture and background - can leverage their Windows experience to rapidly become skilful in applying our BPM tools without the need for coding or programming.

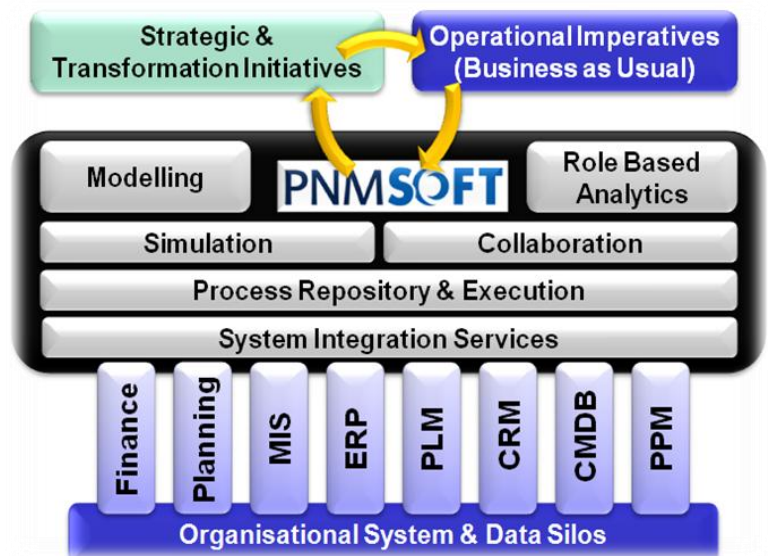
Our growing penetration within world markets is testimony to this successful approach. Business users gain numerous advantages by using our automation technology and benefiting from our strong service orientation. They save over 60% in process development time, cut their administrative costs in half and gain greater control within their challenging multi-national business environments.

2 About SEQUENCE

SEQUENCE is a BPM platform for workflow development, based on the Microsoft .NET Framework and SQL Server.

SEQUENCE provides a user friendly designer, simple step wizards and a web based interface that enable developers to develop workflow applications.

Additionally, SEQUENCE can work as a “behind the scenes” workflow engine that integrates into external software including Microsoft’s SharePoint, BizTalk and Microsoft Office, integrates into external application through dynamic web services and connect to external databases.



3 The PNMsoft Training Programme

Proper training is vital to the success of any project as much as the capabilities of the tools themselves. Accordingly, PNMsoft has developed a sliding scale of training options, geared towards exposing customers and business partners to the wide range of SEQUENCE capabilities, and to help them utilize this flexible and powerful tool professionally. PNMsoft's experienced instructors conduct training and practice sessions.

This guide explains the current courses that make up the PNMsoft training programme. It summarises the courses, the syllabus for each and recommended audience that would benefit by attending.

Training courses can be adapted to meet organisational needs in order to ensure that the investment in both platform and training will provide the maximum return.

3.1 Available Courses

There are five training courses that target different audiences. The table below identifies the various courses, audience and duration.

<u>Course</u>	<u>Audience</u>	<u>Duration</u>
BPM Fundamentals	Business Analysts, Business Architects, Senior Stakeholders and Project Managers	2 days
SEQUENCE Technical Training	Workflow Developers	4 days
SEQUENCE Administration	System Administrators	1 day
SEQUENCE Business	Presales and Sales	1 day
SEQUENCE Overview	Customers	1 day

3.2 Audiences and Training Groups

PNMsoft recognize that for BPM project to be successful various stakeholders need to be educated and given the appropriate skills. We recommend that where possible the audience attending a specific course be the same e.g. for a detailed technical course only technical staff attend.

It is our experience that in some situations where a mixed audience attends a specialist course that is not totally appropriate for them they may find themselves being bored or asking inappropriate questions. This may result in other attendees being distracted or held back and therefore detract from the value that they can obtain.

We recommend that as a solution, training be into sessions and “excuse” the non-relevant audiences from that session. The following tables explain how the various modules relate to specific audiences.

3.2.1 Course: BPM Fundamentals

<u>Course Module</u>	<u>Business Analyst</u>	<u>Business Architect Senior Stakeholder</u>	<u>Project Manager</u>	<u>Developer</u>	<u>Administrator</u>
The Automation Journey	Y	Y	Y	Y	
Product Demo	Y	Y	Y	Y	
BPM Overview	Y	Y	Y	Y	
BPM Lifecycle	Y	Y	Y	Y	
Product Demo – Change Request	Y	optional	optional	optional	
Modelling Overview	optional				
Hands On Labs – Expense Claim	Y				
BPM Project Implementation	Y		Y	Y	

3.2.2 Course: SEQUENCE Technical Training

Day 1

<u>Course Module</u>	<u>Business Analyst</u>	<u>Business Architect Senior Stakeholder</u>	<u>Project Manager</u>	<u>Developer</u>	<u>Administrator</u>
Introduction	Y	Y	Y	Y	Y
Product demonstration (demo)	Y	Y	Y	Y	Y
Product overview	Y	Y	Y	Y	Y
Hands-On (Building a workflow)	Y	Y	Y	Y	Y
Emails and notifications	Y			Y	
Form controls	Y			Y	
Business rules	Y			Y	
Permissions	Y			Y	
Best Practices	Y		Y	Y	
Q & A	Y			Y	

Day 2

<u>Course Module</u>	<u>Business Analyst</u>	<u>Business Architect Senior Stakeholder</u>	<u>Project Manager</u>	<u>Developer</u>	<u>Administrator</u>
Interfaces Overview	Y		Y	Y	
Web Services integration				Y	
SharePoint integration				Y	
Stored Procedures				Y	
Database Listener				Y	
Server Activities				Y	
Monitoring and reporting				Y	

<u>Course Module</u>	<u>Business Analyst</u>	<u>Business Architect Senior Stakeholder</u>	<u>Project Manager</u>	<u>Developer</u>	<u>Administrator</u>
Q & A				Y	

Day 3

<u>Course Module</u>	<u>Business Analyst</u>	<u>Business Architect Senior Stakeholder</u>	<u>Project Manager</u>	<u>Developer</u>	<u>Administrator</u>
Administration overview	Y			Y	Y
Administration tables				Y	Y
Architecture	Y		Y	Y	Y
Advanced features				Y	
Deployment	Y			Y	Y
Designing a workflow	Y	Y		Y	Y
Q & A				Y	Y

Day 4

<u>Course Module</u>	<u>Business Analyst</u>	<u>Business Architect Senior Stakeholder</u>	<u>Project Manager</u>	<u>Developer</u>	<u>Administrator</u>
Design Overview			Y	Y	
Creating the workflow				Y	
Summary			Y	Y	

3.2.3 Course: SEQUENCE Administrators

System administrators rarely have the time to be able to remove themselves from their hectic day-to-day work and sit in a one-day training course. An alternative is to request that they participate in certain sessions of the SEQUENCE technical training (day 3) or have a specific session that just covers the modules listed below.

<u>Course Module</u>
Installation
Product Demo
Admin Overview
Admin Tables
Architecture

3.2.4 Course: SEQUENCE Business

We recommend that Sales and Presales training should be kept separate from the technical and BPM training. This training is covered in a separate sales training document. Please feel free to contact us for further information.

3.2.5 Course: SEQUENCE Overview

The agenda and timeframe for this training is identical to the first day of the technical training. This course targets anyone (specifically customers) that needs a solid understanding of SEQUENCE, but doesn't have an immediate workflow to build.

This training gives a good overview of the product and functionality, a demo of the runtime scenario, a hands-on session building a workflow and an overview of the BPM Fundamentals.

4 Course Outlines

4.1 BPM Fundamentals Course

4.1.1 Day One – BPM Concepts

The focus of day one is to introduce the attendees to BPM concepts, theory and best practice. Areas discussed include the BPM Lifecycle (Design, Execute, Monitor, and Optimize) as well as the benefits of BPM and process automation. During the Modelling Overview session, trainees will learn the basics of how to model a process.

09:00 – 09:30 Course Intro & Overview
10:00 – 10:30 The Automation Journey
10:30 – 11:00 Product Demo
11:00 – 12:00 BPM Overview
12:00 – 13:00 Lunch
13:00 – 14:00 BPM Lifecycle
14:00 – 14:30 Product Demo
14:30 – 16:00 Modelling Overview
16:00 – 16:30 VPC setup for Hands On Labs
16:30 – 17:00 Wrap up

4.1.2 Day Two – Hands On

Gaining hands on experience with SEQUENCE is very important and the day is devoted to ensuring trainees can design, build and execute a business process. In addition to the product skills, best practice guidelines will be shared to help trainees ensure that they can identify business problems that can be solved using the SEQUENCE platform.

09:00 – 09:30 Intro & Review
09:30 – 12:00 Hands On Labs
12:00 – 13:00 Lunch
13:00 – 15:00 Hands On Labs
15:00 – 16:00 BPM Project Implementation
16:00 – 17:00 General Discussion & Wrap Up

4.2 SEQUENCE Technical Training Course

4.2.1 Day One - Building a workflow

This course introduces the SEQUENCE BPM platform and is an overview of SEQUENCE and Business Process Management. It will explain how to build and run an initial workflow, show SEQUENCE's main functionality and enable developers to build their first workflow, letting them get their "hands on" experience.

09:30-10:00	Introduction
10:00-11:00	Product demonstration (demo)
11:00-11:30	Product overview
11:30-12:30	Hands-On (Building a workflow)
12:30-13:00	Lunch
13:00-14:00	BPM Lifecycle
14:00-15:00	Methodology and best practices
15:00-16:00	Form controls
16:00-16:30	Emails and notifications
16:30-17:00	Business rules
17:00-17:30	Q & A

4.2.2 Day Two - SEQUENCE Interfaces

This course explains how external applications can connect to and from SEQUENCE. This day is dedicated to SEQUENCE's API's and using SEQUENCE's interfaces, web services and connecting to external systems, databases and SharePoint.

09:30-10:00	Interfaces Overview
10:00-11:00	Web Services integration
11:00-12:30	SharePoint integration
12:30-13:00	Lunch
13:00-13:30	Stored Procedures
13:30-14:00	Database Listener
14:00-16:00	Server Activities
16:00-17:00	Monitoring and reporting
17:00-17:30	Q & A

4.2.3 Day Three - SEQUENCE Administration

Administration features and capabilities are explained during this session. Trainees will be shown the Administration tables, the organization structure, monitoring and reporting, assigning permissions to a workflow, workflow deployment and other actions needed to be done by the system administrator.

09:30-10:30	Administration overview
10:30-11:30	Administration tables
11:30-12:30	Architecture
12:30-13:00	Lunch
13:00-15:00	Advanced features
15:00-16:00	Deployment
16:00-17:00	Designing a workflow
17:00-17:30	Q & A

4.2.4 Day Four - Hands On

Having completed all the theory, practical experience is delivered by letting the developers build a complete workflow by themselves. This day will leave the developers confident that they can build future workflows by themselves with little outside help. This day will be utilized to share best practice, tips and tricks, debugging, how to overcome typical development problems and troubleshooting.

09:00-09:30	Design overview
09:30-12:30	Creating the workflow
12:30-13:00	Lunch
13:00-16:30	Creating the workflow
16:30-17:30	Summary

5 General Prerequisites

5.1 Knowledge & Skills

Training courses that are targeted towards business users gaining product experience only requires a basic computer skills and how to utilise a web browser. The theoretical aspects do not require any understanding of BPM.

Technical courses are more detailed in terms of subject matter and skills and therefore will require trainees participating in the full course, to have basic knowledge in the following fields:

- SQL Server Database (writing a stored procedure)
- Web Services (Building a web service)
- Javascript (basic syntax)

5.2 Training Facilities

Training typically takes place on site with a customer or partner and therefore training facilities will be required and need to be supplied by the customer or partner.

Theory based courses do not require trainees to have access to the product and therefore not desktops or laptops are required.

Technical training however will require that the trainees need to have a desktop or ideally a laptop to complete all hands on labs and related exercises.

6 Further Information & Contact Details

For further information and clarification feel free to contact your dedicated Account Manager or our training department. We would be happy to discuss and issues and advise you on the appropriate courses suitable for your requirements.

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