

**COURSE OVERVIEW TM0363**  
**Business Process Management (BPM) 2 Intermediate**  
**(OMG-BPM 2) Exam Preparation Training**

**Course Title**

Business Process Management (BPM) 2 Intermediate: (OMG-BPM 2) Exam Preparation Training

**Course Date/Venue**

August 24-28, 2025/Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE

**Course Reference**

TM0363

**Course Duration/Credits**

Five days/3.0 CEUs/30 PDHs



**Course Description**



***This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using our state-of-the-art simulators.***



This course is designed to provide participants with a detailed and up-to-date overview of Business Process Management (BPM) 2. It covers the BPM and BPMN essentials and BPMN 2.0 process modeling elements; the event types and triggers, boundary events and their behaviors, interrupting versus non-interrupting events and event subprocesses; the activities and task types, gateways and flow control and best practices in BPMN 2.0 modeling; and the message flow and collaboration diagrams, data handling in BPMN, exception handling and compensation.



During this interactive course, participants will learn the process decomposition, sub-processes, modeling business rules, decision points and intermediate-level modeling scenarios; the operational excellence, metrics and performance, process simulation and optimization; the change management in BPM projects and compliance and governance; the BPMN 2.0 syntax and semantics and team-based BPM project assignment; and the process design and modeling project work as well as optimization and metrics project work.

### Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Get prepared for the next BPM 2 Intermediate Exam and have enough knowledge and skills to pass such exam in order to get the Business Process Management (BPM) 2 from The Object Management Group (OMG)
- Discuss BPM and BPMN essentials including BPMN 2.0 process modeling elements
- Identify event types and triggers, boundary events and their behaviors, interrupting versus non-interrupting events and event subprocesses
- Recognize activities and task types, gateways and flow control and best practices in BPMN 2.0 modeling
- Illustrate message flow and collaboration diagrams and carryout data handling in BPMN, exception handling and compensation
- Describe process decomposition and sub-processes, modeling business rules and decision points and intermediate-level modeling scenarios
- Align BPM with operational excellence and apply metrics and performance in BPM including process simulation and optimization
- Carryout change management in BPM projects covering stakeholder analysis and communication, managing resistance to change, change readiness assessments and embedding BPM in organizational culture
- Recognize compliance and governance in BPM covering modeling regulatory and compliance requirements, internal audits and control points, documentation and traceability and BPM governance frameworks
- Review BPMN 2.0 syntax and semantics, team-based BPM project assignment, process design and modeling project work as well as optimization and metrics project work

### Exclusive Smart Training Kit - H-STK®



*Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

### Who Should Attend

This course provides an overview of all significant aspects and considerations of business process management (BPM) 2 for business analysts, project managers, solution architects, business architects, consultants, enterprise architects and other technical staff.

### Exam Eligibility & Structure

Exam Candidates shall have the following minimum prerequisites:-

- Passing score on the BPM 2 Fundamental exam

### OMG-BPM 2 Certificate(s)

- (1) OMG-BPM 2 certificates will be issued to participants who have successfully passed the BPM 2 examination.



- (2) Official Transcript of Records will be provided to the successful delegates with the equivalent number of ANSI/IACET accredited Continuing Education Units (CEUs) earned during the course.

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**CEUs**

**Howard Technology Middle East**  
Continuing Professional Development (HTME-CPD)

**CEU Official Transcript of Records**

TOR Issuance Date: 14-Nov-24  
HTME No: 74881  
Participant Name: Waleed Al Habeeb

Program Ref.	Program Title	Program Date	No of Contact Hours	CEUs
TM0363	Business Process Management (BPM) 2 Intermediate (OMG-BPM 2) Exam Preparation Training	Nov 10-14, 2024	30	3.0

Total No. of CEUs Earned as of TOR Issuance Date: 3.0

**TRUE COPY**  
*Jaryl Castillo*  
Jaryl Castillo  
Academic Director

Howard Technology has been approved as an Accredited Provider by the International Association for Continuing Education and Training (IACET) 3501 Market Street, Suite 200, Alexandria, VA 22304, USA. In offering this approved program, Howard Technology has demonstrated that it complies with the ANSI/IACET 1-2018 Standard. Howard Technology is authorized to offer IACET CEUs for programs that qualify under the ANSI/IACET 1-2018 Standard.

Howard Technology's courses meet the professional certification and continuing education requirements for participants seeking continuing education credit. The CEU is an internationally accepted unit of measurement in qualified courses of continuing education.

Howard Technology is accredited by

BAC, IACET, ILMI, ISO 9001:2015, UKAS, TQM, BOHS


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### **Certificate Accreditations**

Haward's certificates are accredited by the following international accreditation organizations:

- 
British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

### **Accommodation**

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

### Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



**Mr. Mike Taylor**, PhD (on-going), MScLI, MBA, MBL, BSc, HDE, is a **Senior Management Consultant** with over **25 years** of extensive experience in the areas of **Business Process Management, Project Management, Risk Management, Leadership & Business Management, Human Resource Management, Planning, Budgeting & Cost Control, Business Development**, Innovation, Sales Strategy and Knowledge & Intangible **Asset Assessment Design** Major Gas & LNG, Gas & LNG Sales Contracts, Oi-Indexed Pricing, Data Quality Control, Basics of Natural Gas & LNG, Future of Gas & LNG Sales Contracts, Data Quality Assessment, Data Quality Planning, Data Quality Strategy Management, Data Modelling, Root Cause Analysis & Solution Development, Project Planning, Scheduling & Cost Control Professional, Project Scheduling & Cost Control, Facilitation & Leadership Skills, Coaching, Human Resource Development, Psychometric Testing, Career Development & Competence, Succession Planning, Self-Development & Empowerment, Personal Learning Needs Identification, Critical Success Factors (CSFs), Key Performance Indicators (KPIs), Productivity Creativity & Thinking Modes, Human Resource Scorecard Management, Career Laddering, Fast-Track Career Progression Application, Knowledge Management, Customer Management, Leadership Skills, Presentation Skills, Negotiation Skills, Decision Making Skills, Communication Skills, Emotional Intelligence, Performance Management, Contract Management, Quality Management, Commercial Strategy. Further, he is also well versed in **Organization Management & Business Consulting, Stakeholder & Supplier Evaluation, Data Collection & Information Gathering, Value & Supply Chain Management, Intellectual Property & Innovation Assessments, Logistics & Supply Chain Management, Budgeting & Cost Control and Marketing Management**. Mr. Taylor is the **Founder & CEO** of Mitakon Innovation Pty Ltd wherein he is responsible for the development of Executives & Senior Managers specializing in innovation, knowledge management and commercial negotiation as well as authored, implemented and executed a global 21<sup>st</sup> century facilitation and leadership methodology.

During his career life, Mr. Taylor has gained his practical and field experience through his various significant positions and dedication as the **Knowledge-Solutions Service Provider, Founder-Principal/CIO, Subject Matter Expert, Consulting Partner, Executive/Management Development Facilitator, Multinational/Corporate Senior Management Consultant, Senior Quality & Management Consultant, Executive Management Development/Facilitator, Business Consultant/Facilitator, Business & Quality Consultant/Coach, Client Director, Administration Manager, Quality Manager, International Sales & Business Development Executive, Regional Sales Manager, National Key Accounts Manager, Commercial Sales & Marketing Consultant, Admin Assistant, Sales & Marketing Representative, Key Note Speaker, Lecturer and Instructor/Trainer** for various international companies such as the Highland Group (Business Consulting), **Anglo American, BHP Billiton, Rio Tinto, DI Management Solutions (BPO), Master Deal Making Institute (MDMI), RMG/Contact Media & Communications, Paul Dinsdale Properties (PDP), Giant Leap Architects, Wise Capital Investments (HOD), Evolution® Advertising, Collaborative Xchange, Leatt Corporation, Dentsply SA, FMCG/Binzagr Company, Unilever, Kellogg's, BAT, Hershey's, CORO, Lilly Direct/Lennon Generics and Bausch & Lomb.**

Mr. Taylor has **Master** degrees in **Leadership & Innovation, Business Administration and Business Leadership** as well as a **Bachelor** degree in **Physical Education** and pursuing **PhD** in **Global Governance & Energy Policy**. Further, he is a **Certified Instructor/Trainer, Certified Internal Verifier/Trainer/Assessor** by the **Institute of Leadership & Management (ILM)** and a member of Incremental Advantage, Da Vinci Institute, Black Management Forum, Institute of Directors (IOD), World Future Society (WFS), Social Science Research Network, University of Kwazulu Natal (Alumnus), Anthropology & Archaeology Research Network and National Research Foundation (NRF). He has further delivered numerous trainings, courses, workshops, seminars and conferences globally.

### Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

### Training Fee

**US\$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

### Exam Fee

**US\$ 470** per Delegate + **VAT**.

### Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the workshop for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

#### **Day 1: Sunday, 24<sup>th</sup> of August 2025**

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	<b>PRE-TEST</b>
0830 – 0930	<b>BPM &amp; BPMN Essentials</b> Overview of BPM Lifecycle & Terminology • BPMN 2.0 Basic Elements & Types of Models • Roles & Responsibilities in BPM Projects • Objectives of the OMG BPM Certification
0930 – 0945	Break
0945 – 1030	<b>Understanding BPMN 2.0 Process Modeling Elements</b> Pools, Lanes & Participants • Flow Objects: Events, Activities, Gateways • Connecting Objects & Artifacts • Swimlane Logic & Inter-Organizational Modeling
1030 – 1130	<b>Events in BPMN 2.0 (Start, Intermediate, End)</b> Event Types & Triggers (Message, Timer, Error, etc.) • Boundary Events & their Behaviors • Interrupting versus Non-Interrupting Events • Event Subprocesses
1130 – 1215	<b>Activities &amp; Task Types</b> User Tasks, Service Tasks, Script Tasks • Manual & Receive Tasks • Looping, Multi-Instance & Compensation • Collapsed versus Expanded Subprocesses
1215 – 1230	Break

1230 – 1330	<b>Gateways &amp; Flow Control</b> Exclusive (XOR), Inclusive (OR) & Parallel (AND) Event-Based Gateways • Complex Gateways & Their Usage • Gateway Merging & Divergence
1330 – 1420	<b>Best Practices in BPMN 2.0 Modeling</b> Readability & Layout Standards • Naming Conventions for Clarity • Reusability & Modular Design • Common Modeling Mistakes to Avoid
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day One

**Day 2: Monday, 25<sup>th</sup> of August 2025**

0730 – 0830	<b>Message Flow &amp; Collaboration Diagrams</b> Differentiating between Sequence & Message Flows • Modeling Collaboration between Participants • Choreography versus Orchestration • Message Flow Events & Error Handling
0830 – 0930	<b>Data Handling in BPMN</b> Data Objects, Data Inputs/Outputs • Data Stores & Associations • Modeling Business Documents & Information Flow • Integration with External Systems
0930 – 0945	Break
0945 – 1100	<b>Exception Handling &amp; Compensation</b> Modeling Errors & Exception Flows • Boundary Error Events & Escalation • Compensation Events & Handling Patterns • Transaction Subprocesses
1100 – 1215	<b>Process Decomposition &amp; Sub-Processes</b> Collapsed versus Expanded Subprocesses • Event & Transaction Subprocesses • Call Activities & Global Tasks • Reuse Strategies for Complex Processes
1215 – 1230	Break
1230 – 1330	<b>Modeling Business Rules &amp; Decision Points</b> Decision Gateways & Modeling Conditions • Integration with DMN (Decision Model & Notation) • Rule Tasks & Business Rule Services • Case versus Process Modeling Scenarios
1330 – 1420	<b>Intermediate-Level Modeling Scenarios</b> Handling Parallel Approvals & Escalations • Modeling Service-Level Agreements (SLAs) • Task Deadlines & Escalations • End-to-End Business Process Examples
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two

**Day 3: Tuesday, 26<sup>th</sup> of August 2025**

0730 – 0830	<b>Hands-on BPMN Modeling Workshop</b> Use of BPMN Tools (Camunda, Signavio, Bizagi, etc.) • Modeling Real-World Business Scenarios • Review & Peer Critique of Models • Iterative Process Refinement
0830 – 0930	<b>Aligning BPM with Operational Excellence</b> Role of BPM in Lean & Six Sigma Initiatives • Identifying Waste & Process Bottlenecks • Linking KPIs to BPM Efforts • Using BPM for Continuous Improvement



0930 – 0945	Break
0945 – 1100	<b>Metrics &amp; Performance in BPM</b> Defining Performance Indicators (KPIs, SLAS) • Measuring Process Efficiency & Effectiveness • Time, Cost & Quality Metrics • BPM Dashboards & Analytics Tools
1100 – 1215	<b>Process Simulation &amp; Optimization</b> Basics of Process Simulation Tools • Modeling What-If Scenarios • Bottleneck Analysis • Process Redesign Techniques
1215 – 1230	Break
1230 – 1330	<b>Change Management in BPM Projects</b> Stakeholder Analysis & Communication • Managing Resistance to Change • Change Readiness Assessments • Embedding BPM in Organizational Culture
1330 – 1420	<b>Compliance &amp; Governance in BPM</b> Modeling Regulatory & Compliance Requirements • Internal Audits & Control Points • Documentation & Traceability • BPM Governance Frameworks
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Three

**Day 4: Wednesday, 27<sup>th</sup> of August 2025**

0730 – 0830	<b>Understanding the OMG BPM 2 Intermediate Exam</b> Exam Structure & Question Formats • Domains & Knowledge Areas Covered • Scoring & Pass Criteria • Tips for Exam Success
0830 – 0930	<b>Review of BPMN 2.0 Syntax &amp; Semantics</b> Clarification of Modeling Semantics • Commonly Tested Elements & Exceptions • Advanced Flow Semantics • Differences Between BPMN 1.X & 2.0
0930 – 0945	Break
0945 – 1100	<b>Mock Exam Session 1 – Process Modeling</b> Timed Exam Questions on Modeling • Review & Discussion of Correct Answers • Common Traps & Misconceptions • Lessons Learned
1100 – 1215	<b>Mock Exam Session 2 – Concepts &amp; Notation</b> Multiple-Choice & Scenario-Based Questions • Group Discussion & Peer Feedback • Clarification of Challenging Topics • Score Tracking & Self-Assessment
1215 – 1230	Break
1230 – 1330	<b>Case Study: End-to-End BPM Project</b> Process Identification & Scoping • Modeling, Analysis & Simulation • KPI Assignment & Optimization Plan • Lessons Learned & Documentation
1330 – 1420	<b>Exam Readiness Review</b> Final Q&A & Clarification • Last-Minute Exam Tips • Common Pitfalls to Avoid • Confidence-Building & Exam Strategy
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Four



**Day 5: Thursday, 28<sup>th</sup> of August 2025**

0730 – 0830	<b>Team-Based BPM Project Assignment</b> <i>Team Formation &amp; Project Brief • Real-World Scenario Modeling • Use of Collaborative Modeling Tools • Roles &amp; Task Assignment</i>
0830 – 0930	<b>Project Work – Process Design &amp; Modeling</b> <i>Process Mapping &amp; Structure • Incorporation of Events, Gateways &amp; Subprocesses • Data &amp; Message Flow Modeling • Validation &amp; Peer Review</i>
0930 – 0945	Break
0945 – 1030	<b>Project Work – Optimization &amp; Metrics</b> <i>Identifying Inefficiencies • Defining Performance Metrics • Applying Simulation &amp; Analytics • Final Process Design</i>
1030 – 1215	<b>Presentation of Group Projects</b> <i>Team Presentations of BPM Models • Justification of Decisions &amp; Modeling Logic • Feedback from Facilitator &amp; Peers • Grading Based on BPMN 2.0 Quality &amp; Clarity</i>
1215 – 1230	Break
1230 – 1345	<b>Final Knowledge Assessment</b> <i>Certification-Style Test (Graded Internally) • Mix of Objective, Scenario-Based &amp; Modeling Questions • Review of Answers &amp; Discussion • Identification of Personal Improvement Areas</i>
1345 – 1400	<b>Course Conclusion</b> <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course</i>
1400 – 1415	<b>POST-TEST</b>
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch &amp; End of Course</i>

### **MOCK Exam**

Upon the completion of the course, participants have to sit for a MOCK Examination similar to the exam of the Certification Body through Haward's Portal. Each participant will be given a username and password to log in Haward's Portal for the MOCK Exam during the 30 days following the course completion. Each participant has only one trial for the MOCK exam within this 30-day examination window. Hence, you have to prepare yourself very well before starting your MOCK exam as this exam is a simulation to the one of the Certification Body.

### **Practical Sessions**

This practical and highly-interactive course includes real-life case studies and exercises:-



### **Course Coordinator**

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