Introduction to Business Process Modeling and Notation

"BPMN"

ProcessMaker

Enabling ChangeMakers to build and automate complex, enterprise-level processes in order to make every second count.

Agenda

PROCESSMAKER.COM

Introductions

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ProcessMaker

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PROCESSMAKER

Who We Are

To deliver on our ...

MISSION

Empower ChangeMakers to simplify the way custom business processes are built and run.

To be true to our ...

VISION

There is always a better way.

To serve our ...

PURPOSE

Make Every Second Count.

Enabling ChangeMakers to build and automate complex, enterprise-level processes in order to make every second count.

PROCESSMAKER.COM

ProcessMaker At-A-Glance

Founder led software company focused on automating mission critical business processes

2000
Founded

2011
1st Major University Deploys

1,000,000 open source users

2013

2019
OEM Offering Launched

260+ Universities using ProcessMaker

2020

2021
ProcessMaker raises $45 Million to continue investing in Process Automation

2022

Higher Education Product Management New Feature and Capability Exploration

PROCESSMAKER.COM

Users Love Us

Leader WINTER 2022

Leader Enterprise WINTER 2022

Leader Mid-Market WINTER 2022

Leader Small Business WINTER 2022

High Performer WINTER 2022

High Performer Enterprise WINTER 2022

High Performer Mid-Market WINTER 2022

High Performer Small Business WINTER 2022

Momentum Leader WINTER 2022

Easiest To Do Business With Small Business WINTER 2022

//CODiE// 2020 SIIA CODiE AWARDS

Gartner peerinsights ★★★★★

Gartner Market Guide for Intelligent Business Process Management Suites, 2020

CUNY THE CITY UNIVERSITY OF NEW YORK

BMCC BOROUGH OF MANHATTAN COMMUNITY COLLEGE

TCC TULSA COMMUNITY COLLEGE

CUNY SCHOOL OF LAW

LEHMAN COLLEGE

TVCC TRINITY VALLEY COMMUNITY COLLEGE

ANTIOCH UNIVERSITY

ALABAMA CRIMSON TIDE

BIOLA UNIVERSITY

CARNEGIE MELLON UNIVERSITY PITTSBURGH PENNSYLVANIA 1900

CLEMSON UNIVERSITY

GUILFORD COLLEGE

ellucian

UC RIVERSIDE UNIVERSITY OF CALIFORNIA

TEXAS TECH UNIVERSITY

TROY UNIVERSITY

5

ProcessMaker®
Workflow Simplified

PLATINUM PARTNER

ProcessMaker

ProcessMaker is the workflow and BPM software that powers Ellucian Workflow. Spend less time doing paperwork and bureaucratic tasks and more time helping students. A powerful routing and approvals engine and modern design means faster delivery of integrated workflows and an improved constituent experience, making the entire institution more efficient.

Visit partner website

PARTNER TYPE

Technology

PARTNER CATEGORY

Technology Platform

What is a Business Process?

Gartner defines business process as an event-driven, end-to-end processing path that starts with a customer request and ends with a result for the customer. Business processes often cross department and even organizational boundaries.

What are some business processes that you perform every day?

Transfer Credit Evaluation

Event Management

Grade, Major, Class Schedule Changes

Travel & Expense

HR Onboarding/Offboarding

User Account Requests

Maintenance Requests

Explore 150+ higher education processes that have been improved by process management

Where is the institutional knowledge of these processes?

Often times, business processes are buried in people's heads, as well as in manuals, rules, laws, and worksheets.

These inevitably get created and exist in any business, generally without enough governance around their long-term maintenance.

What is Business Process Management?

The practice of codifying, optimizing, and continuously improving operations or processes – especially of the sort that would otherwise be thought of as ad hoc solutions or the type of "institutional IQ" that walks out the door when people leave.
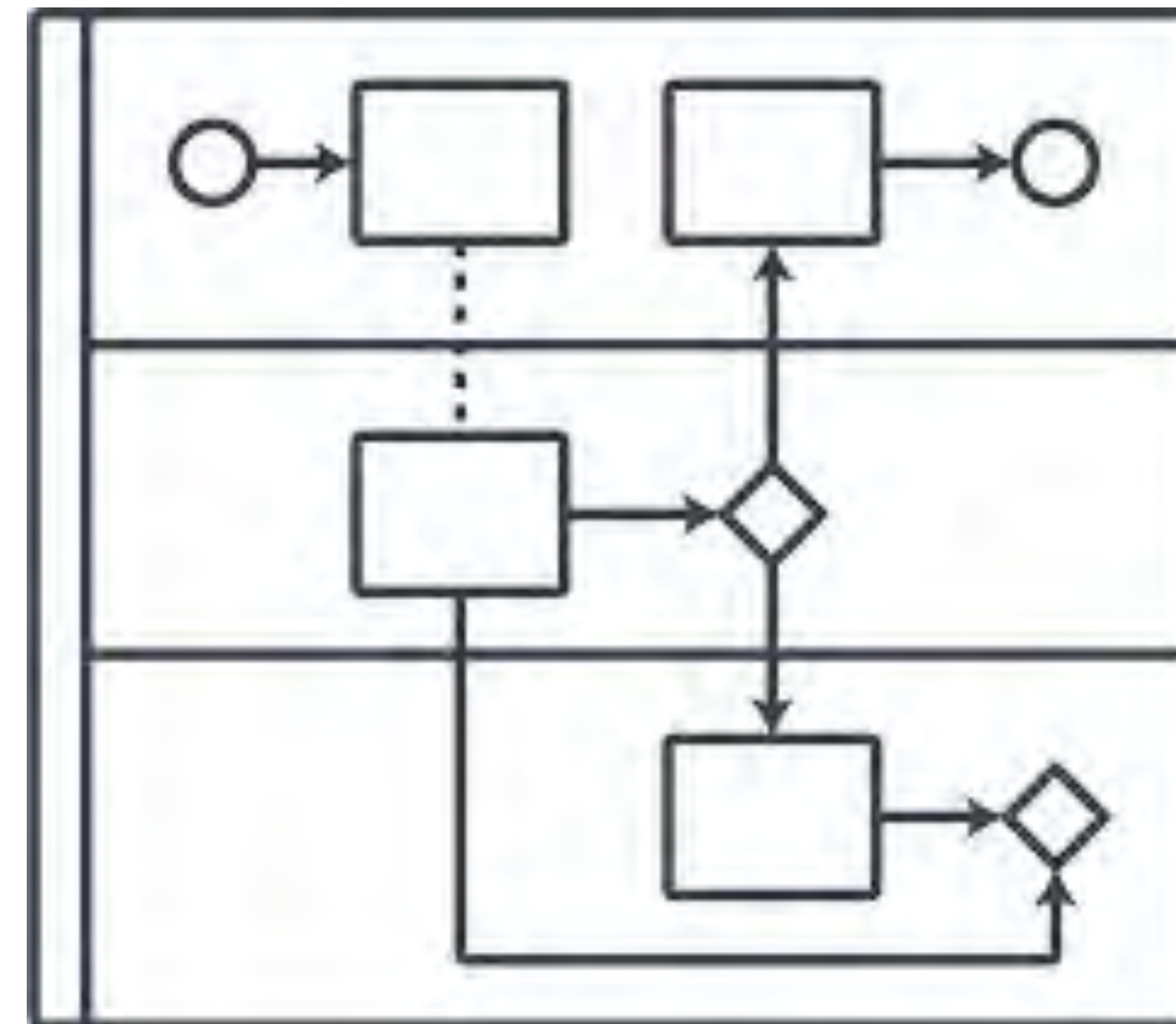
Which is easier to quickly grasp?
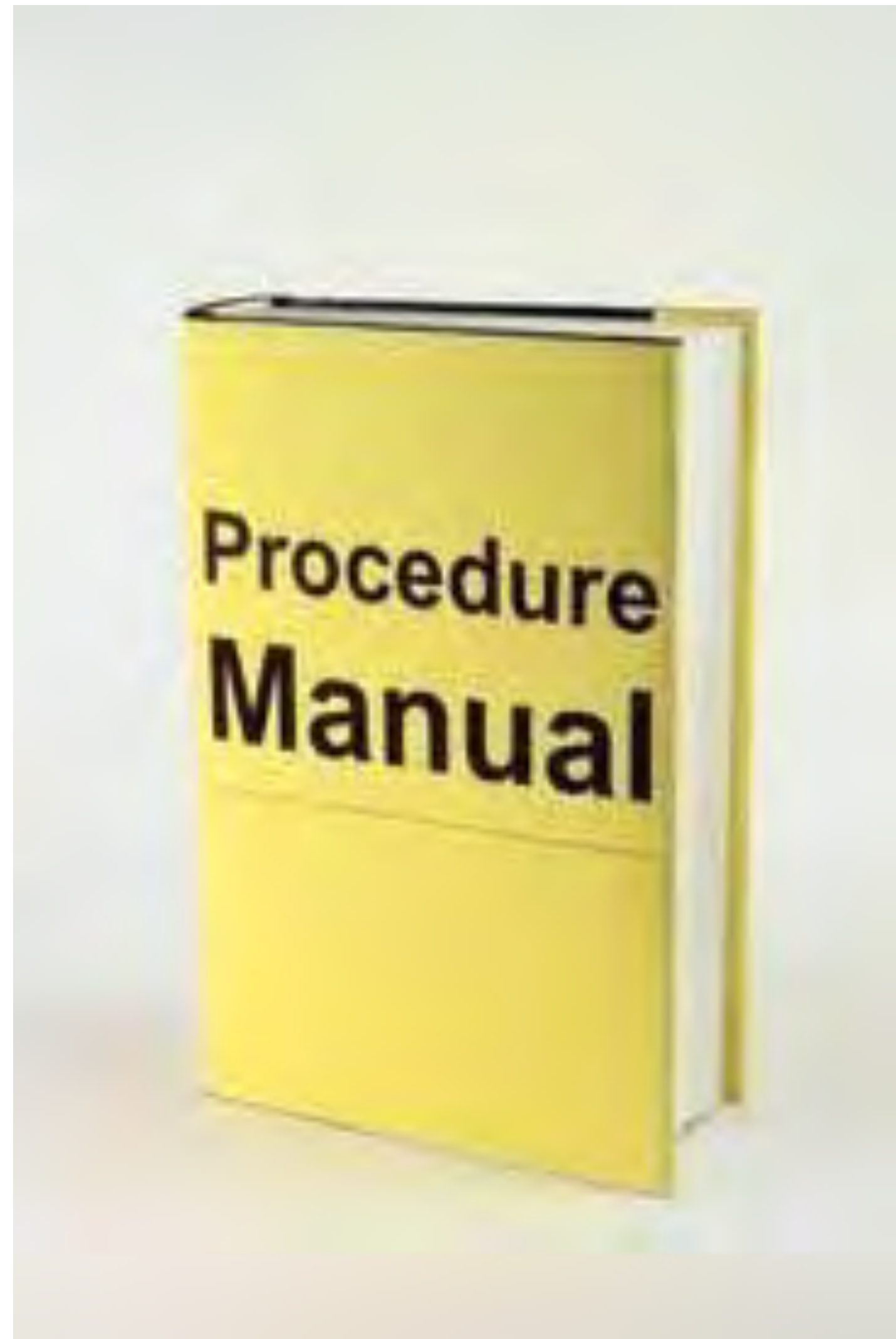
OR

Why BPMN 2.0?

1. Business Process Modeling + Notation

2. Common Language to document business processes
   a. Provides a way of organization/framework
   b. Symbols

3. Easy for Business Users as well as Technical Users
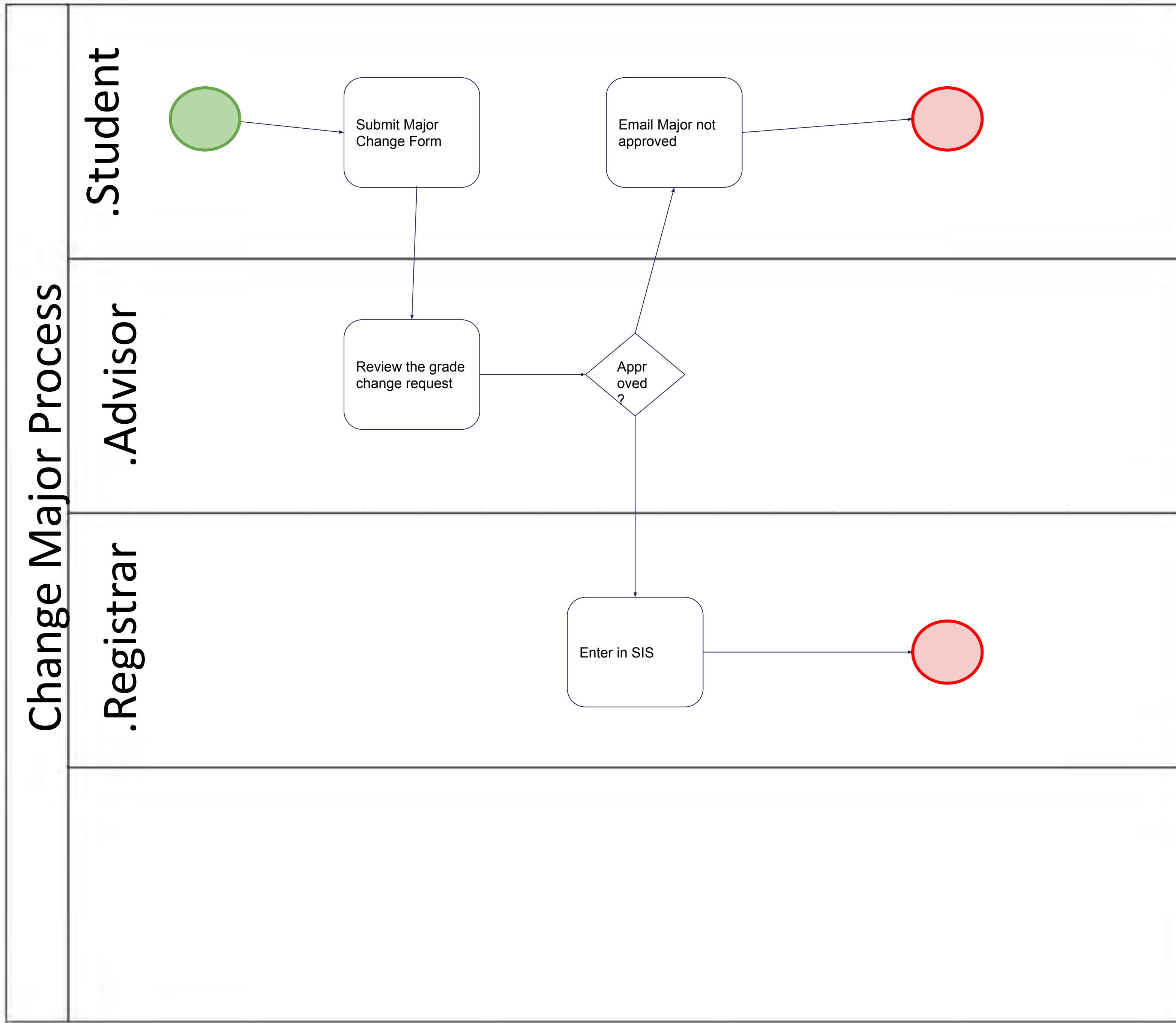
Elements of BPMN 2.0

Pools

Swim lanes

Events

Tasks

Gateways

Data Stores

Legend:

Start Event

Intermediate Event

End Event

Task

Gateway

Data Object

Data Store

Legend:

Start Event

Intermediate Event

End Event

Task

Gateway

Data Object

Data Store

Change Major Process

.Student

Submit Major Change Form

Email Major not approved

.Advisor

Review the grade change request

Appr oved ?

.Registrar

Enter in SIS

Free Tools to Draw Process Diagrams

Pen and Paper

Powerpoint/Google Slides

Microsoft Visio

Lucid Chart

Camunda

Learn More about BPMN from ProcessMaker

ProcessMaker BPMN Tutorial and Examples

What is the BPMN 2.0 Standard?

ProcessMaker University - BPMN Certification Course

Create a free account to access the certification course.

Use Cases

Digital Process Automation in Higher Education

Examples of processes created by higher education customers using the ProcessMaker platform

ADMISSIONS

- Admissions Application
- Application Change Request
- Dual Enrollment Application
- Early Admissions Application
- Free Application
- Fast Track Application
- Graduate School Program Admission
- Non-Matriculate Student Application
- Re-Entry Application
- International Student Application
- International SEVIS Update Data Survey
- Deposit Tracking
- Deposit Refund Request
- Enrollment Orientation

CUSTOM ADMISSIONS APPLICATIONS

- CCAMPIS Application (Child Care Access Means Parents in School)
- Electrical Apprenticeship Application
- Engineering Fast-Track Application
- Health Sciences Collegiate Academy Application
- Nursing Application

FINANCIAL AID

- Financial Aid Loan Request
- State Residency Declaration
- Applicant Statement
- Federal Direct Loan Request Form
- Unsubsidized Loan request - Dependent Student
- Unsubsidized Loan request - Independent Student
- Internal Lending Program
- Tuition Assistance Form
- CARES Act Application
- Scholarship Application Recommendation Form
- Scholarship Acceptance
- Youth Development Scholarship Form
- Award Appeal/Professional Judgement
- Satisfactory Academic Progress

ACADEMIC AFFAIRS

- Application for Graduation
- Accessibility Exception Request
- Accessibility/Disability Intake Form
- Instructor Qualification Form
- Internal Course Review Agreement
- Student Learning Evaluation

- Academic Standing Appeal
- Administrative Appeal
- Area Substitution
- Request to Use QM High-Quality Course Shell

REGISTRATION AND RECORDS

TRANSFER CREDIT
- Transfer Credit Evaluation Process
- Credit by Exam
- Engineering Fast-Track Articulation
- Graduate Admission Transfer Articulation
- RN to BSN Articulation
- Undergraduate Admission Transfer Articulation

STUDENT REGISTRATION
- Add/Drop Course
- Change of Concentration/Program
- Change or Declare Major, Minor, Program
- Late Course Drop
- Grade Change
- Incomplete Grade Agreement Request
- Pre-requisite Override
- Summer Course Registration
- Intra-University Registration

STUDENT RECORD MANAGEMENT
- Change of Name
- Change Biographical Data
- Maintain Social Security Number
- Preferred Name
- Future Leave of Absence
- Early Withdrawal
- Withdraw from Term
- Withdrawal from Dual Enrollment and Athletes

COURSE MANAGEMENT
- Course Cancelation
- Change Instructor
- Course Substitution
- Curriculum Change
- Enrollment Exception
- Professional Support Course Request
- Request Overload Approval

FERPA
- Enrollment Verification Request
- Consent to Release Student Information
- Request for Non-Disclosure of Directory Information

ACADEMIC CALENDAR MANAGEMENT
- Request for Alternate Version
- Review Changes in Term Length

VETERANS
- Veteran 60-day Tuition Deferment Form
- Veteran's Affairs Schedule Approval Form
- Veteran's Benefit Certification
- Veterans Registration Reporting

Digital Process Automation in Higher Education

Examples of processes created by higher education customers using the ProcessMaker platform

STUDENT AFFAIRS

- Preference Student Housing Application
- Housing Claim Form
- Immunization Records
- Immunization Reinstatement
- Career Services Student Information

STUDENT ACCOUNTS

- Tuition Waiver Request
- Payment Agreement – Past Due Balances
- Lab or Other Fee Approval Form
- Out-of-State Tuition Waiver FLHS Grads
- Student Health Insurance Waiver
- Student Reinstatement Notice

FACILITIES MANAGEMENT

- Campus Event Request
- Keycard Access Request
- Parking Request
- Parking Fee Waiver
- Receiving Report

INFORMATION TECHNOLOGY & SECURITY

- Account Provisioning
- IT Security Request
- SIS/ERP Account Request
- Decommission Accounts
- Computer/Laptop Request
- Request for Table Modification
- Consultant Confidentiality Agreement
- Request for Temporary Service
- Vendor Request
- Whats my username?
- Audit Change Request
- New Workflow Request Form
- Workflow Update/Change Request

FINANCE & ACCOUNTING

- Travel Expense Reimbursement
- Annual Budget Request
- Budget Amendment/Journal Entry
- Credit Card Expense Report
- Credit Card/Sunpass Sign-Out Request
- Property Surplus
- Property Disposal

OTHER CUSTOM PROCESSES

- Grants/Sponsored Programs
- Intent to Submit
- OSP Transmittal Form
- Proposal Routing
- Quarterly Verification - Personnel Certified Report
- Time and Effort Reporting
- Foundation Special Project Grant Proposal
- GPS - Alumni: Information Request Form
- Kid's College Instructor Availability
- Request for Admissions Representatives
- Request to Advertise
- Secure File Upload - Admissions
- Website Announcement Request
- Youth Development Class Change Request
- Youth Development Contact Form

HUMAN RESOURCES

HIRE
- Approval to Hire
- Refill Position
- Request to Hire Adjunct Faculty
- Staff Position Transaction Process

ONBOARDING
- Onboarding
- Employee Direct Deposit Information
- Employee Keycard

OFFBOARDING
- Employee Separation
- Employee Termination
- Exit Checklist

BENEFITS
- Sick Leave Donation Authorization Form
- Post Workflow Benefits
- Tuition Waiver Form:
- Employee/Spouse/Dependent
- Staff Program Development Application
- Leave Request

PAYROLL
- Direct Pay
- Payment/Refund/Transfer fund request

FACULTY
- Faculty Credentialing Report

OTHER/CUSTOM
- Equity Issue Report & Request for Appointment
- HB39 (Truth in Salary) Employee Select
- Public Records Exemption Request
- COVID Exposure Reporting Form
- COVID Vaccination Survey
- COVID Contact Tracing Worksheet
- COVID Vaccination Submission Form
- COVID Vaccination Submission Form - Student
- COVID Authoriztion
- COVID Emergency Fund Application
- Vaccination Incentive Plan
- Flex Schedule Request Form
- Telecommuting Request Form

STUDENT EMPLOYMENT
- Work Study Application
- Open/Close Work Study Applications for Term

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Questions?