Business Process Reengineering

From Process Improvement to Agentic AI

2 DAYS | 14 ENGAGEMENT HOURS | LIVE TEAM TRAINING OR ANYTIME eLEARNING | 1.4 CEUs / 14 IIBA PDUs OR CDUs

Course Overview

Inteq's Business Process Reengineering training course provides a comprehensive approach spanning incremental process improvement, business process redesign, and transformational reengineering.

BPR is the solutioning discipline. It begins where professional process analysis ends - with a vetted, solution-independent backlog of improvement opportunities. Inteq's Business Process Modeling & Analysis course is the recommended precursor because it produces the current-state model and backlog consumed in this course.

Participants generate alternatives for each opportunity across the full tactic spectrum: no-tech and low-tech changes to routing, roles, rules, and policies; workflow redesign; BPA and RPA; agentic workflows; and AI agents. Alternatives are selected against real-world constraints including strategy, priorities, value, cost, risk, budget, and talent.

Modern reengineering has a new primary target: decision latency - the elapsed time work items spend waiting for reasoning and decision making, which in most enterprise processes accounts for 40 to 60 percent of total elapsed time.

Participants learn the architectural shift - transitioning processes from traditional task-based workflows to decision-based workflows - where rules are automated, judgment is orchestrated, and human expertise is positioned where it creates the most value.

The deliverables are executable, aligned with Inteq's BPR/Framework and method: a set of implementable solutions, the business case for each solution, time-phased future-state process maps for operationalizing the change, and an implementation roadmap - with the governance and organizational change management to sustain the transformation.

This course empowers participants to drive innovation and achieve next-level business readiness.

Business Impact

Organizations often automate or redesign too early, treating a preferred technology as the answer before the opportunity, constraints, and future-state operating model are fully understood. BPR replaces solution bias with disciplined alternative generation and evidence-based selection.

By mastering these methods, you and your team can reduce decision latency, improve customer and business value, align transformation investments with strategy, build stakeholder confidence, and move from isolated process changes to sustainable enterprise performance.

You will learn

Practical capabilities you and your team can apply immediately.

- Align BPR initiatives with strategy, customer value, enterprise outcomes, and decision velocity
- Consume the vetted opportunity backlog and generate disciplined solution alternatives
- Diagnose decision latency, queue time with a specific cause, and decision fragmentation
- Select across policy and routing changes, workflow redesign, BPA, RPA, agentic workflows, and AI agents
- Redesign task-flow workflows into decision-flow workflows and sense-decide-act loops
- Replace universal review with exception-based review and policy-guarded autonomous decisions
- Define human oversight, decision rights, guardrails, escalation paths, and staged autonomy
- Develop business cases, time-phased future-state maps, implementation roadmaps, and sustainable governance

Detailed Course Outline

A solutioning framework for incremental improvement, process redesign, and transformational reengineering

Course Overview

Aligning BPR With Strategy

- Strategic intent, customer value, and enterprise-level outcomes
- Transformational thinking and the strategic drivers of meaningful change
- Decision velocity as a competitive driver in the agentic era
- Selecting solutions against strategy, priorities, budget, and talent

BPR Foundational Concepts

- BPR principles, lifecycle stages, and core analysis questions
- The distinction between business and system requirements
- The operating contract: a vetted, solution-independent opportunity backlog
- Decision latency as the modern diagnostic - queue time with a specific cause
- Handoffs and approval chains as decision buffers

Essential Best-Practice Toolbox

- A 360-degree enterprise view with workflow and operational tools
- Enterprise-level frameworks and proven transformation patterns
- Policy-guarded autonomous decisions in place of sequential approvals
- Exception-based review in place of universal review
- Sense-decide-act loops in place of route-wait-approve chains

Digital Transformation Techniques

- Agile future-state thinking and digital-first operating models
- Modern technology enablers and digital capabilities
- Elevating redesigned processes and operating models

Process Automation Techniques

- BPA, RPA, and agentic AI as tactics on one solution spectrum
- Where stable rules exist, automate them; where judgment exists, consider agents
- Agentic AI builds on RPA investments rather than replacing them
- Human-in-the-loop, on-the-loop, and out-of-the-loop design choices
- Decision rights, guardrails, escalation, and staged autonomy

BPR at Scale Case Study

Starting from a provided current-state model and vetted opportunity backlog, participants generate solution alternatives, select against constraints, develop the business case, design time-phased future-state maps - including the task-flow to decision-flow transition - and build the implementation roadmap. The scenario continues from the Business Process Modeling & Analysis case study.

Transition From Current to Future State

- Prioritizing work and operationalizing future-state deliverables
- Organizational change management and stakeholder alignment
- Monitoring progress and establishing sustainable governance
- Staged autonomy and governance of agent-enabled decision points

Practical Guidance

- BPR capability maturity and key sources of business knowledge
- GenAI-driven insight discovery and stakeholder engagement
- Clarity and alignment throughout the BPR initiative
- Working-depth business cases and the path to Inteq's full business-case course

Who Should Attend

- Business process analysts, business analysts, and systems analysts
- Process owners, managers, and operations professionals
- Project managers, change leaders, and transformation professionals
- Subject matter experts, business users, and IT professionals
- Automation, digital transformation, agentic AI, and process reengineering teams

Course Includes

- 1.4 CEUs and 14 IIBA PDUs or CDUs
- Personalized digital badge
- Certificate of completion
- Comprehensive course manual
- Templates, models, frameworks, and methods

Available through live Team Training or self-paced Anytime eLearning.

Prerequisites and Curriculum Alignment

None. No previous BPR, automation, AI, technical, or programming experience is required. Business Process Modeling & Analysis is the recommended precursor; the case study supplies the required current-state model and backlog.

- Business Process Modeling & Analysis produces the current-state evidence and opportunity backlog
- Business Process Reengineering solutions the backlog and designs the future state
- Business Systems Analysis and Logical Data Modeling specify the selected solutions and information
- Discovering Agentic AI Opportunities addresses enterprise discovery and prioritization
- Analyzing & Specifying AI Agent Business Requirements addresses detailed agent requirements