



Business Process Expert Community
bpx.sap.com

Make Business Process Innovation Happen

Agenda

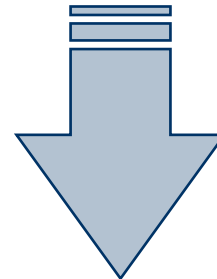
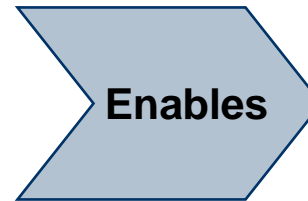
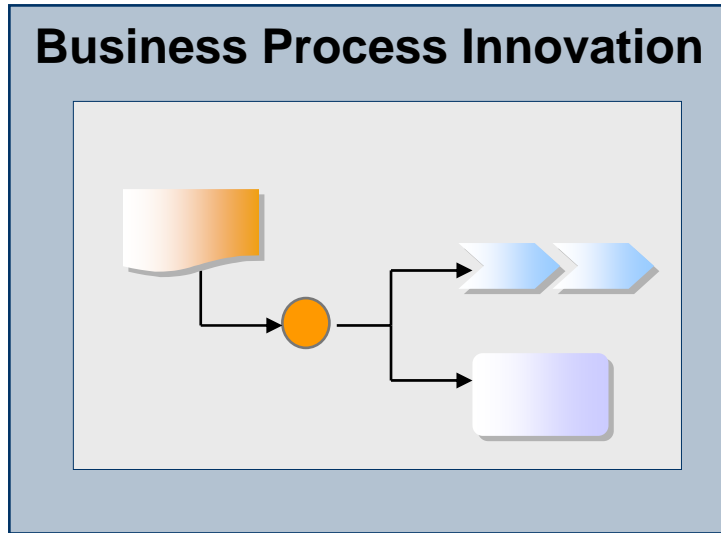
Why Does Business Process Matter?

Who Is A Business Process Expert?

What Is The Business Process eXpert Community?

How Can You Get Involved?

Why Does Business Process Innovation Matter?



**Strategic
Differentiation**

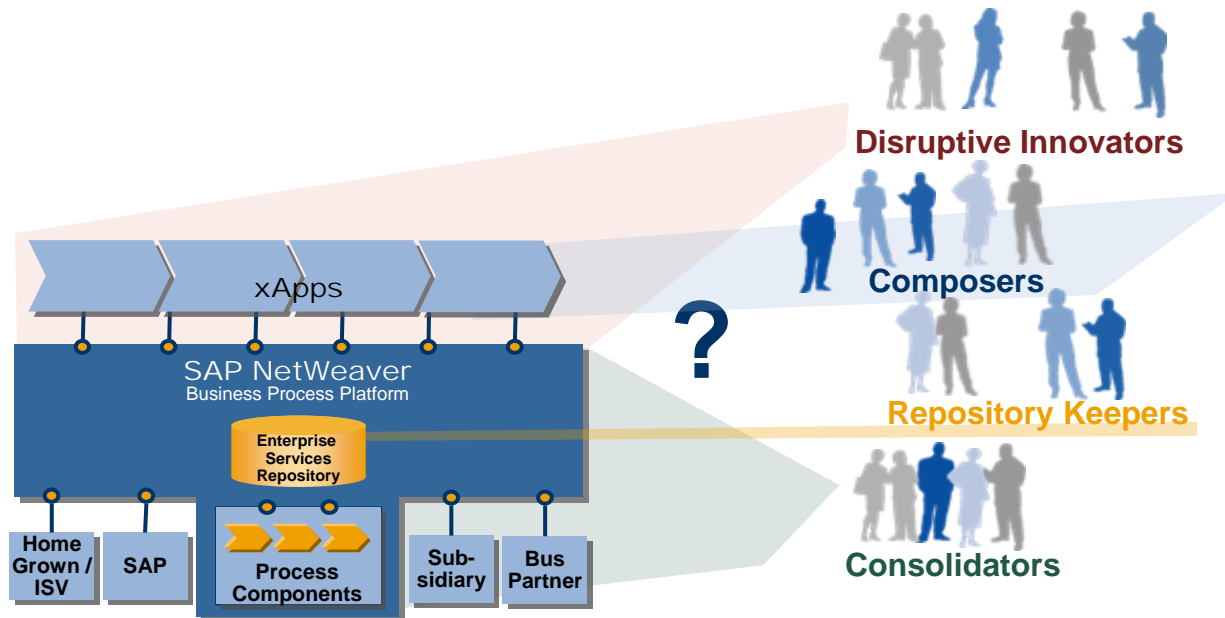


Business Agility is Key to Strategic Differentiation

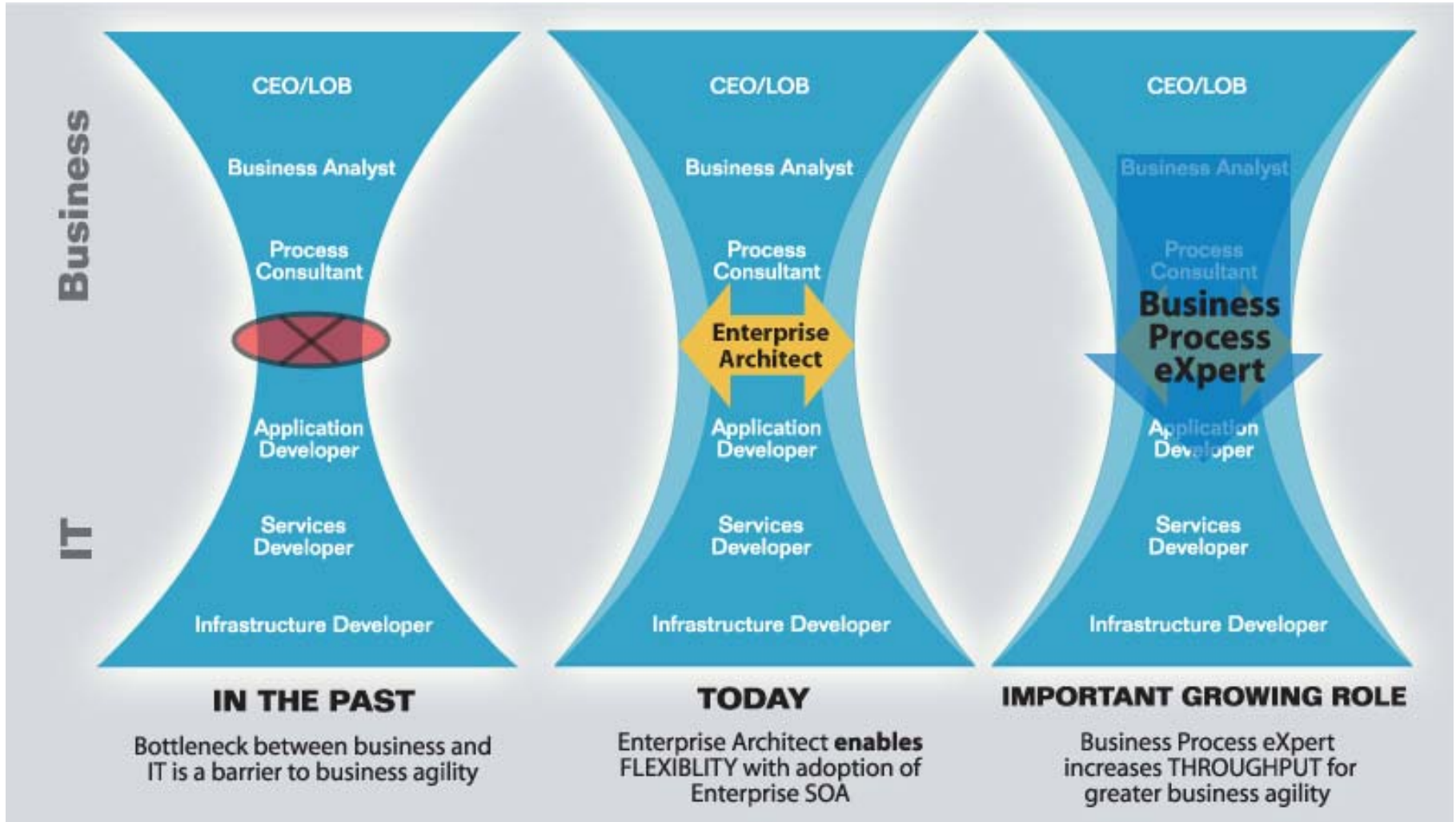
For IT to deliver the flexibility needed, they need a single, unified business process platform that provides a repository of coherent services.

BUT

Who can harness the business process platform to make business process innovation happen?



BPX Members: Players in Business Process Agility



Who is the Business Process Expert ?



Business Process Expert

Has the business knowledge and IT savvy

to make business process innovation happen in real-time

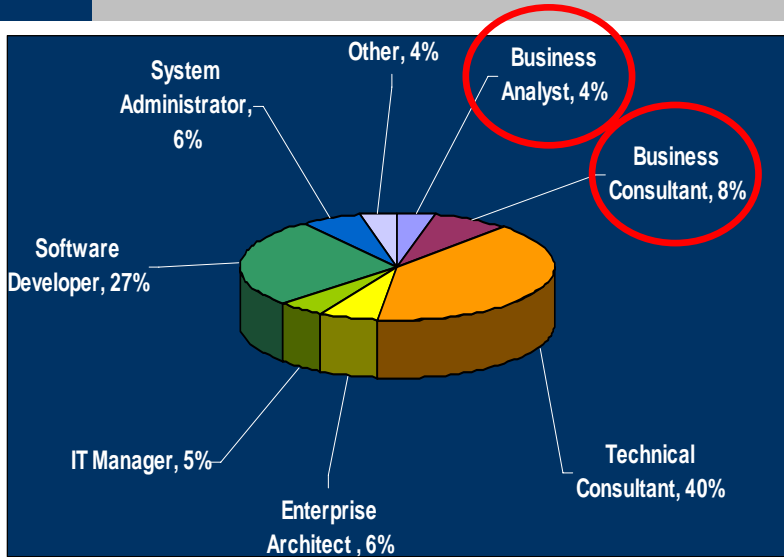
by adapting, composing and executing business processes

using composition software tools and enterprise services

It is an evolution of roles

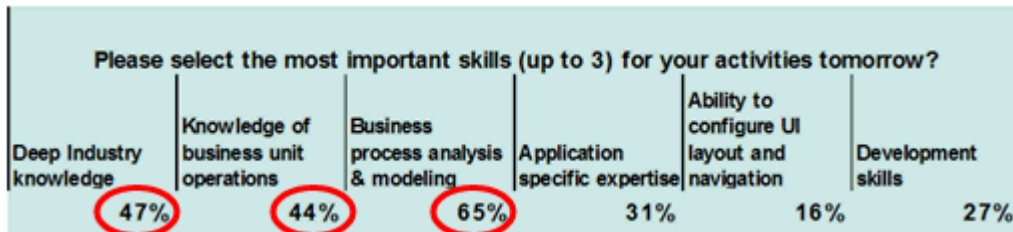
- **Business Analyst**
- **Application Consultant**
- **Process Developer**
- **Business Process Architect**
- **Project Manager**

Need for Business Process Expert Community



- 12% of SDN members identified themselves as business analysts and business consultants
 - 60,000+ among 500,000+
- These are the types of people we expect to benefit from the Business Process Expert Community

* SDN user surveys June 2005 + January 2006



In which country are you located?

Total responses: 194

Value	Count	Graph
India	47	
United States of America	46	
Germany	21	
Netherlands	11	
Brazil	8	
Canada	5	
Switzerland	4	
Australia	3	
Austria		
Israel		
Italy		
Mexico		
Singapore		
Belgium		
China		

What is your relationship to SAP?

	Number	Total	Results	Graph
SAP Customer	57	196	29%	
System Integrator (SI)	27	196	14%	
Independent Service Provider (ISP)	12	196	6%	
Independent Consultant	57	196	29%	
SAP Employee	33	196	17%	

Other:
[Responses](#)

Pick the top three content types you'd like to see more of on SDN.

	Number	Total	Results	Graph
Articles and whitepapers. On these topics: Responses	112	198	57%	
Code samples, API documentation, etc. On these topics: Responses	80	198	40%	
Discussion forums. On these topics: Responses	74	198	37%	
eLearning. On these topics: Responses	84	198	42%	
Email newsletters	47	198	24%	
Relevant services and solutions by SAP partners (downloads, whitepapers, etc.)	59	198	30%	
Replays of events. These events: Responses	16	198	8%	
Weblogs. On these topics/comments: Responses	35	198	18%	
Other: Responses	9	198	5%	

Typical Profile of a Business Process Expert

Deep knowledge of business-unit operations and core processes

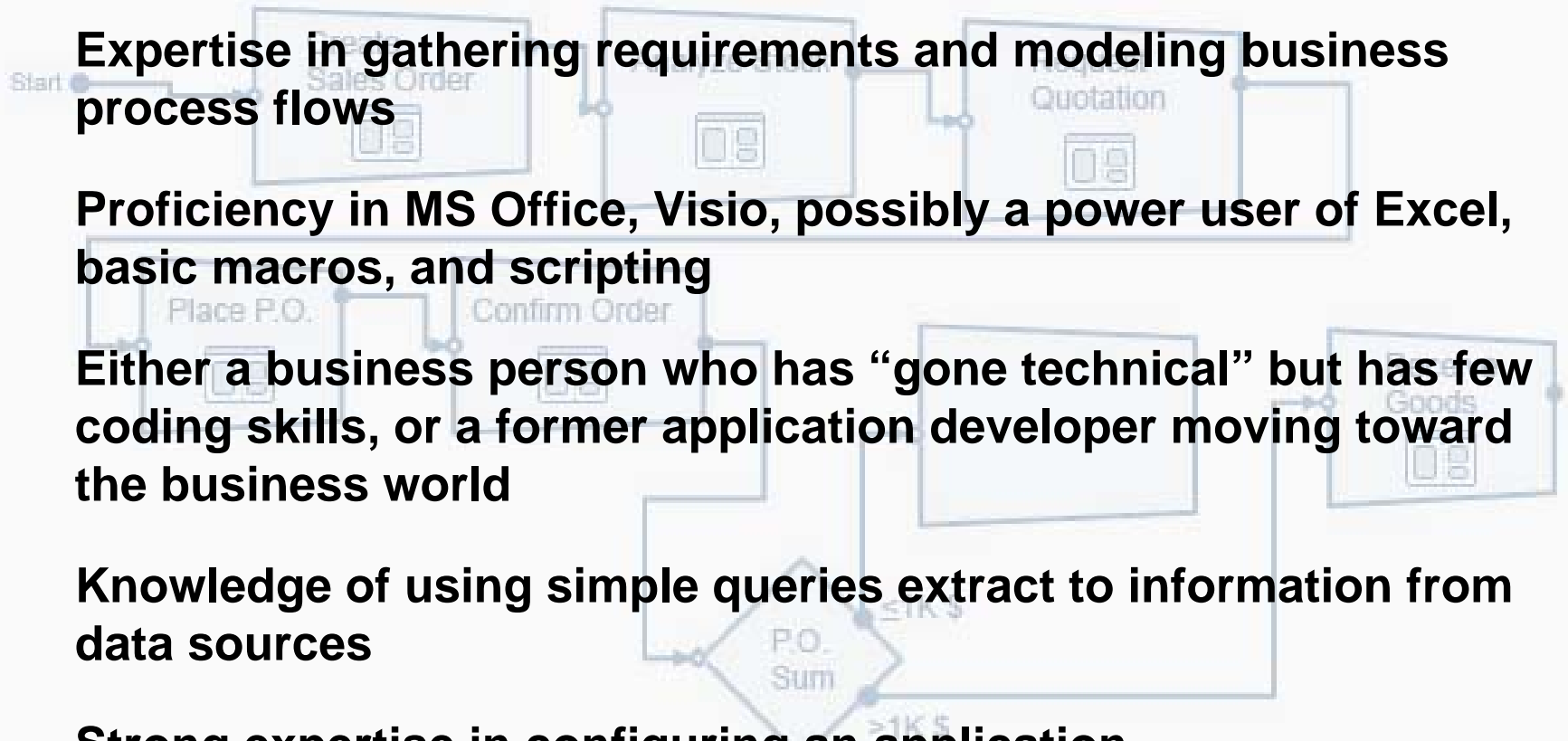
Expertise in gathering requirements and modeling business process flows

Proficiency in MS Office, Visio, possibly a power user of Excel, basic macros, and scripting

Either a business person who has “gone technical” but has few coding skills, or a former application developer moving toward the business world

Knowledge of using simple queries extract to information from data sources

Strong expertise in configuring an application



Company: Microsoft

Location: US-WA-Redmond

Base Pay: N/A

Employee Type: Full-Time Employee

Industry: Advertising

Sales - Marketing

Job Type: Marketing

Information Technology

Req'd Education: 4 Year Degree

Req'd Experience: More than 5 Years

Req'd Travel: Not Specified

Relocation Covered: Yes

DESCRIPTION

Are you a Business Process expert? Do you have a sales or service background? Are you interested in driving the development of an enhanced process capability in MSN's Global Sales and Marketing Organization (GSM)?

GSM is looking for an experienced, dynamic leader to drive the development of a MSN-wide sales and service Business Process framework and the infrastructure for designing, developing, and managing processes.

The key purpose for this position is to be the MSN point person for the organization's process needs. This includes establishing Core and enabling Business Processes, creating and maintaining a Business Process framework and infrastructure, ensuring synchronization of all process efforts globally, and providing process development facilitation and coordination for worldwide sales.

Primary Responsibilities:

- Act as Business Process subject matter expert
- Act as a coordination point for all process work
- Establish strategic direction for sales & service process
- Define and maintain a standard process framework
- Define and develop infrastructure necessary to design, develop, implement, and manage processes consistently
- Obtain and maintain buy-in for the process framework and infrastructure
- Drive adoption and execution of the framework and infrastructure
- Liaise with regional and country sales and service teams that are impacted by and responsible for executing the processes
- Manage communication plan for group's goals, objectives, framework, infrastructure, and deliverables on an ongoing basis

REQUIREMENTS

5 - 10 years related experience in Business Process, with a focus on service and support. Bachelor's degree in Business at a minimum, MBA a plus. Demonstrated success with strategy development, framework design and infrastructure design. Candidate should be a minimum of Six Sigma Black Belt (Master Black Belt preferred)

Proven track record in Business Process development, with focus on service and support. Demonstrated success in dealing with ambiguity. Proven ability to communicate at all levels, including senior executive levels. Outstanding facilitation, problem resolution, cross-group collaboration, and organizational agility skills. Exceptional organization and project management skills.

“

Are you a Business Process expert?

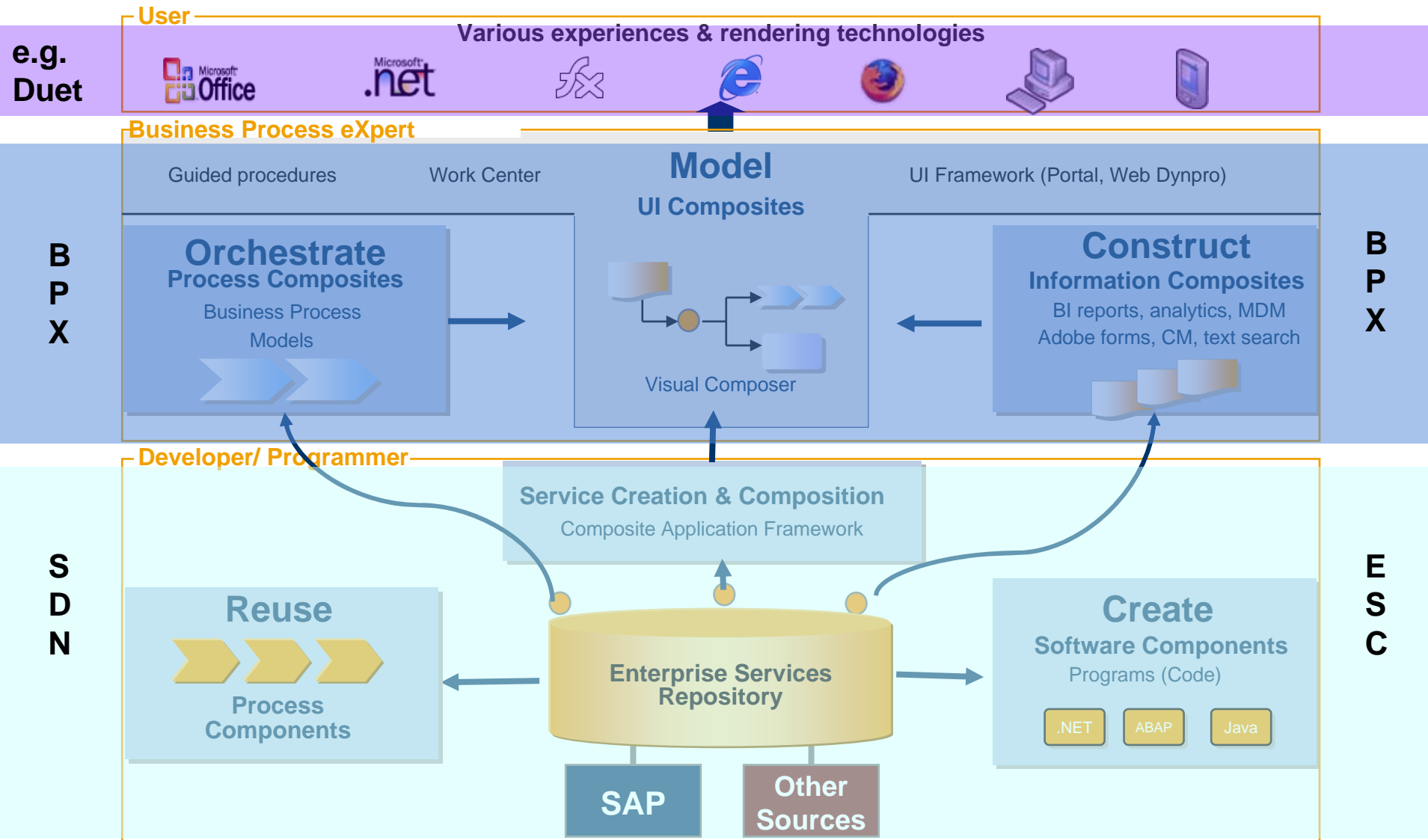
driving the development of an enhanced process capability

Act as Business Process subject matter expert
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Establish strategic direction for sales & service process
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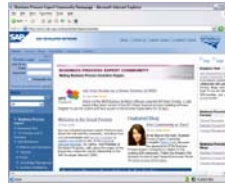
SAP NetWeaver and Roles



What Does SAP Offer the Business Process Expert?

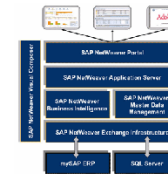
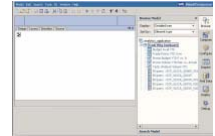
Available Now

- Best practices
- Enterprise services from ES Community
- Comprehensive online resources
- Collaborative community of experts and peers



Tools

- ◆ Visual Composer
- ◆ ARIS for SAP NetWeaver
- ◆ Service-enabled configuration add-ons e.g. payroll add-ONS
- ◆ SAP Discovery System for ESA



Future Offerings

- Personal skills certification
- Industry-based best practices starting with CPG



What is the Business Process Expert Community?

An open community for collaboration and interaction, featuring:



[Marcus K](#)

[Posts: 37](#)

[Questions: 9](#)

[Forum Points: 24](#)

[Registered: 8/3/05](#)

I am really, really glad to read in today's SDN Newsletter about the creation of a community for us! I am member of the SDN for nearly one year now and always thought "Interesting stuff -- for developers!". I was always looking for forums where I could post my questions and often did not find any. I am hoping to feel a lot more comfortable here.

From the Sneak Preview...

BUSINESS PROCESS EXPERT COMMUNITY

Business Agility Through Process Innovation

SNEAK PREVIEW



Welcome to the Sneak Preview!

Welcome to the new Business Process Expert Community, the first community to focus on helping business process experts drive process innovation. Are you a business process expert? [Find out more about this role and this community](#), and about how you can participate.

Register Now

[Join the Business Process Expert Community](#) for access to exclusive content and to collaborate with peers through forums, blogs, and more. It's free!

Business Process Expert Forums

"Sneak Preview" introduced May 15 at ASUG / SAPPHIRE

Already substantial activity:

- Over 30,000 members already ... in sneak preview mode
- Content pages, documents, blogs, podcasts...
- 500+ Active forum posts in several categories
- eLearning, Newsletter, Sapphire pods, demo, presentations ...
- TechEd track for BPX, launch breakfast, pod, theater presentations

Rapidly increasing in membership and activity



Be part of a new breed of professionals who:

- **Adapt** business processes to meet specialized needs.
- **Compose** new applications from existing services to provide innovative solutions.
- **Execute** inventive processes and enable continuous innovation.

Join today to collaborate with peers through forums, blogs, and more.

<http://bpx.sap.com>

