

## COURSE OUTLINE

### ENGAGE! MODELER

(Duration: 1 Day)

#### Course Objectives

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The objective of this interactive training course is to provide delegates with a solid understanding of the features and functions of Engage! Modeler. The course structure ensures that delegates not only learn the features but understand how they can be successfully applied on their own projects. The hands-on sessions include realistic scenarios which encourage delegates to consolidate their understanding.

#### Prerequisites

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No pre-requisites but a good understanding of business process mapping and/or procedure would be of benefit.

#### Course Outline

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##### Introductory Demonstration and Discussion

##### Create a Model:

- Basic Steps and Concepts
- Add Notes
- Add Description
- Add Document and/or URL
- Add a Break
- Change Role
- Roles: Create and add a 2<sup>nd</sup> Team to a Role, Cross train, Costs of Roles
- Standard processes, Process Link

##### Navigation:

- Switch between Modelling, Evaluation and Simulation View
- Switch between Full Screen and Normal View
- Zoom In and Out
- Screen Layouts

##### Evaluation:

- Evaluate the process – processing time V's lead time
- Create your own measure – customer satisfaction (Qualitative or Quantitative)
- Add value measure in each step

- Evaluate the process – use actual numbers, reverse colouring and emoticons
- Study processing time V's service time
- Change thresholds of colours
- Show measures above the models

##### Simulation:

- Where is the queue?
- How to optimise
  - Add capacity – where?
  - Change the process

##### ASIS v TOBE

- Introduction
- Scenarios

##### Additional Features:

- Swim Lane Manipulation
- Templates
- Quick Access Toolbar
- Export to Word
- Print
- Reports
- Options
- Add-in PowerPoint and Visio
- File Sharing
- On-line Help

#### For further information

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