BUSINESS PROCESS AUTOMATION USING POWER AUTOMATE AND LOW-CODE TOOLS TRAINING COURSE

Introduction

This programme equips professionals with the skills to automate repetitive business processes using Microsoft Power Automate and other suitable low-code tools. It explores workflow design, trigger configuration, action sequences, approval processes, notifications, data integration and exception handling. Participants learn to identify suitable automation opportunities, map existing processes, develop automated workflows and connect business applications. Practical examples include leave approvals, purchase requests, invoice routing, document approvals, customer enquiries, reporting notifications and task assignments. The course also addresses workflow reliability, access permissions, testing, monitoring and maintenance. Participants develop an understanding of how low-code automation can improve operational efficiency while maintaining appropriate human oversight, data protection and process accountability.

Course Objectives

- Identify business processes suitable for low-code automation.
- Map workflows and translate business requirements into automation logic.
- Build automated, instant and scheduled cloud flows.
- Integrate applications using connectors, triggers and actions.
- Configure approvals, notifications and conditional business rules.
- Test, troubleshoot and monitor automated workflows.
- Apply security, governance and maintenance practices to automation solutions.

Course Modules

> Module 1: Business Process Analysis and Automation Fundamentals

- Business process automation concepts and organizational applications.

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Location Thika & Nairobi

- Identifying repetitive, rule-based and high-volume activities.
- Process mapping, bottleneck identification and requirements gathering.
- Automation feasibility, expected benefits and risk assessment.

> Module 2: Introduction to Power Automate and Low-Code Platforms
- Power Automate components, environments and licensing considerations.
- Cloud flows, desktop flows and available automation capabilities.
- Triggers, actions, connectors and workflow execution.
- Selecting appropriate low-code tools for different business needs.

> Module 3: Designing Automated Cloud Flows
- Automated flows triggered by events.
- Instant flows initiated by users.
- Scheduled flows for recurring activities.
- Flow structure, naming conventions and reusable design practices.

> Module 4: Conditions, Variables and Workflow Logic
- Conditional statements and branching logic.
- Variables, expressions and data manipulation.
- Loops, filtering and processing multiple records.
- Dates, approvals, thresholds and rule-based decisions.

> Module 5: Data Integration and Application Connectors
- Integrating Microsoft 365 applications and services.
- Working with SharePoint lists, Excel files and business data.
- Connecting to supported third-party services and APIs.
- Managing connector permissions, credentials and data consistency.

> Module 6: Digital Approvals and Document Workflows
- Designing multi-stage approval processes.
- Routing requests according to roles, values and conditions.
- Automating document reviews, signatures and status notifications.
- Escalation rules, rejection handling and approval records.

> Module 7: Forms, Notifications and User Interaction
- Collecting information through forms and structured inputs.
- Sending email, Teams and other supported notifications.
- Automating task creation and assignment.

- Improving user experience and communicating workflow status.

> Module 8: Error Handling, Testing and Troubleshooting
- Testing workflows against business requirements.
- Configuring error handling, retries and timeout behaviour.
- Diagnosing failed runs and resolving connector issues.
- Monitoring execution history and documenting corrective actions.

> Module 9: Automation Governance, Security and Maintenance
- User permissions, service accounts and credential protection.
- Environment management and separation of development and production.
- Data loss prevention policies and connector governance.
- Version management, ownership, documentation and lifecycle maintenance.

> Module 10: Business Process Automation Project
- Selecting and mapping a suitable organizational workflow.
- Designing an automated process with triggers and business rules.
- Building, testing and documenting the automation.
- Evaluating time savings, error reduction and operational performance.