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Skills Enhancement for Business Process Analysis & Modelling

Course Overview

Business Process Analysis and Modelling is an essential capability required to improve the effectiveness, efficiency and agility of an organization. In this course, the participants will acquire the knowledge and skills to analyze and accurately model business processes at the enterprise level as well as the detailed workflow level.

Participants will learn and apply the Business Process Model and Notation (BPMN) technique. BPMN is a globally accepted process definition approach that is used as a standard for both current (as-is) and future state (to-be) process modelling. These are open modeling standards that are used by many leading business process modeling tools. They are easy to understand and can be applied to all aspects of business process innovation. These methods facilitate rigorous analysis, creative thinking, and the development of information technology systems.

Course Objectives

At the end of this course the participants will be able to:

- Analyze the process dimension of the business
- Define the scope of a business process
- Develop an enterprise-level business process model
- Capture and map the details of an existing business process using a model
- Build an integrated model of a defined business process showing its levels of detail
- Obtain the information necessary to build a business process model
- Identify business process improvement opportunities using a model
- Apply best-practice business process modeling techniques
- Implement business process improvements to achieve breakthrough results

Course Coverage

Topic 1: Understanding Business Processes

- An introduction to business processes
- The horizontal organization VS The vertical organization
- Types of business processes

- Identifying and naming business processes
- Defining business process scope
- How to analyze the components of a business process
- Mapping and modeling business processes – basic concepts
- Practical analysis work

Topic 2: Developing Business Process Models using Business Process Modelling Notation (BPMN)

- An introduction to BPMN
- The core BPMN elements
- Modeling business process activities
- Describing business process events
- Representing detailed branching and joining logic
- Identifying business process patterns
- Modeling process resources
- Practical business process modeling work

Topic 3: Advanced Business Process Modelling using BPMN

- Using the BPMN extended element set
- Modeling business process sub-processes
- Business process event types
- Representing resources using pools and lanes
- Message flows and default flows
- Modeling business process exceptions
- Describing process activity attributes
- Advanced business process modeling work

Topic 4: Modeling Processes Using the Integration Definition for Process Modelling (IDEF0)

- Business process architecture
- The business process classification framework
- The IDEF0 modeling method
- Modeling activities and objects
- The five IDEF0 diagram types
- Building the top-level diagram
- Developing decomposition diagrams
- Practical business process modeling work using IDEF0

Topic 5: Improving Business Processes Using Models

- Analyzing existing business processes
- Eliciting process customer requirements
- Measuring business process performance

- The two stages of business process improvement
- Moving from as-is to to-be models
- Simulating business processes
- Implementing business process changes
- Choosing the right modeling tool

Targeted Groups

- Business Process Analysts, Engineers, Consultants, and Managers
- Managers or Directors of Business Performance Improvement
- Process Owners
- Quality Assurance Analysts and Managers
- Business Planners