

# Business Process Modeling

14 PMI PDUs | 14 IIBA CDUs



**Marc Balcer**  
Instructor

**Format:** Live Instructor-Led  
Online through Zoom

**Dates:** June 9 - 11, 2025

**Time:** 12:00 PM - 4:30 PM EDT

**Price:** \$650 per person

## To register:

Email Chris Remmert  
[cremmert@nysforum.org](mailto:cremmert@nysforum.org)  
and indicate the course  
title in the subject line.

## Technology and Attendance

### Requirements:

Computer with a  
browser, Zoom, a  
microphone and  
speaker. For this  
workshop, camera  
should be on if possible  
and you must be  
actively participating.

**Are you looking to improve the efficiency and effectiveness of your organization's processes, streamline operations and eliminate bottlenecks?**

Business process modelling is key to generating efficient and effective business processes to foster business improvement. Our Business Process Modelling course will teach you how to use a structured approach to understand the context of business process modeling through scoping, identifying, analyzing, developing and documenting business processes. Particular emphasis is placed on identifying metrics to support the analysis and evaluation of business processes to ensure the alignment to business objectives.



## Certification

A Business Process Modelling digital badge will be available upon successful completion of the course from Skills Development Group.

## Learning Outcomes

By the end of this course you will be able to:

- Understand in which contexts business process modeling is performed
- Conduct a business process discovery assignment to elicit existing business processes in context of a previously defined scope
- Follow a logical framework to analyze the current state business process and derive a future state business process model using various techniques
- Present these processes using the BPMN 2.0 notation
- Identify effective measures that will contribute to understanding the performance characteristics of the processes and surrounding enablers and constraints
- Understand that business process modeling initiatives happen in the context of a strategy requiring change and risk management.

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This course will contribute 14 PMI® professional development units (PDUs) towards your chosen certification (12 Ways of Working and 2 Business Acumen).

## Great for:

- Business Process Analysts
- Enterprise Analysts
- Project Managers
- Anyone responsible for analyzing and documenting their organization's business processes.

## Prerequisites

To get the most out of this course, it is recommended that participants have foundational knowledge of business analysis through formal training like our Business Analysis Essentials course or have relevant experience working in a business analysis context.

## Content:

Topics and exercises covered in the course include:

- Business Process Management Lifecycle
- Measures and Assessments
- Business Process Defined
- Change Management
- Modeling Notation
  - BPMN
  - Conversation & Choreography
- Plan and Scope
  - Business Process Architecture
  - Stakeholders
  - RASCI
- Understand Current State
  - SIPOC
  - IGOE
  - Process Decomposition
- Current State Analysis
  - SWOT
  - Assessment Tools
  - Leverage Points
  - FMEA
- Develop the Future State
  - SCAMPER
- Gap Analysis
  - MOST
  - Brainstorming
  - Ishikawa's Fishbone

Lecturing is kept to the minimum necessary where most of the learning is achieved by applying the practices and techniques in group exercises. Our LiveOnline delivery is over three days (each four and a half hours in duration). The instructor is 100% live and interaction and learning objectives are the same as our in-person classes with the added benefit of being able to take this course from your home, your office or your home office. Since this class is delivered over half-days it allows for greater flexibility and leaves you with time each day for other work or activities.