Business Process Modeling
21 PMI PDUs | 21 IIBA CDUs

Format: Live Instructor-Led Online through Zoom
Duration: Four 4.5 hour sessions

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.

Need to drive organizational efficiencies? Business process modeling is key to generating efficient and effective business processes to foster business improvement.

During this course, you'll learn to use a structured approach to understanding 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.

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.

Intended for

• Business Process Analysts and Enterprise Analysts who need a solid business process management framework to work within
• New and experienced Business Analysts who need practical tools and techniques that will help them model business processes at various degrees of granularity in the context of their role
• Project Managers who have responsibility for projects with significant business process change impact
• Any other roles responsible for analyzing and documenting their organization's business processes

Prerequisites

You will need to have an end-to-end understanding of business analysis activities. A suggested lead-in course is our Business Systems Analysis course.

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Content

Analyze Current State Business Process

Planning and scoping
• Planning and scoping for process modeling
• Stakeholder identification and analysis
• Where to start?
• Practice scoping your processes
• Discover the contextual elements of a business process using IGOE's
• Create a hand-off diagram

Modeling the as-is
• Move from a hand-off diagram to a more detailed level diagram (service level and/or task level) by asking the right questions or performing a token test
• Create a service level view process model

Defining metrics
• Define SMART metrics to assess the performance of processes, considering not just the workflow but also external influential factors
• Assess processes through the four lenses: time, cost, quality, risk
• Define process related performance metrics
• Assessing the current state business process
• Discover leverage points through SWOT, value stream mapping and process enablers
• Identify leverage points by evaluating related process enablers

Develop Future State Business Process

Identify process improvements
• Develop future state process ideas using various techniques
• Develop a future state process model

Perform gap analysis
• Understand the need for gap analysis to develop an implementation plan for the new process
• Perform a gap analysis on a given case study

Implement, Monitor and Evaluate Business Processes
• Get an overview of the remaining phases of the business process lifecycle
• Revisit the knowledge imparted on you during the course

Introduction and overview
• Gain an overview of business process management and the value it provides to the business
• Understand in which contexts business process modeling is performed
• Learn about the different perspectives of process assessments
• Learn about the importance of change management as part of a business process initiative

Business process modeling using BPMN 2.0
• Practical guides on effective process modeling (e.g. naming conventions, fragmentation)
• A step-by-step introduction to the BPMN 2.0 notation
° Level 1: Descriptive
° Level 2: Analytical
° Level 3: Executable (modeling at this level depends on classroom participants technical understanding and need for such level of detail)
• Learn about the different types of BPMN diagrams
° Private process
° Collaboration
° Conversation
° Choreography
• Practice developing process diagrams using BPMN 2.0

Method Used
Lecturing is kept to the minimum necessary, most of the learning is achieved through applying the practices and techniques in group exercises and a case study.

Certification
IIBA endorsed: This course is endorsed by the International Institute of Business Analysis (IIBA) and is aligned with the Business Analysis Body of Knowledge® (BABOK®). This course will contribute 21 professional development units (PDUs) towards the IIBA certification requirements for ECBA, CCBA, CBAP and CBATL. Please note the PDU requirements may vary between certifications, please check the IIBA website for full certification requirements. SoftEd's EEP number for this course is E48087-002.