

Modelling Business Processes

Profile

In order to deliver radical and beneficial change, business analysts must be able to identify, evaluate and improve business processes. The use of modelling techniques facilitates a methodical and effective approach to defining change requirements. This allows public and commercial sector organisations to achieve significant improvements in the efficiency of their operations and the effectiveness of their product and service delivery. This course will help business analysts deal with these challenges. It will equip delegates with the process modelling skills that are fundamental to the successful improvement of the business.

At the end of the course delegates may sit an examination to attain the ISEB Business Systems Development certificate in Modelling Business Processes. (These delegates should also book on course code MBPEX-2). This course may be taken as part of the QA-IQ programme leading to the ISEB Diploma in Business Analysis.

This is a three day course with a combination of lectures, workshops, exercises and case study work. Emphasis is placed on the practical application of the techniques discussed. Delegates will leave with techniques which can be applied in the workplace.

Those delegates taking the ISEB certificate will need to spend 60-90 minutes each evening on revision and example examination questions.

Course content

The context for business process modelling

Relationship between business systems and automated systems; Purpose of modelling business processes; Approaches to business process modelling

Identifying business processes

Definition of a business process; Differences between the process view and the functional view of an organisation; Advantages of the process view; Importance of metrics; Value chain analysis; Relationships between processes; Building an organisational view of processes

Modelling business processes

Overview of different modelling techniques (swim lane diagrams, activity diagrams); Modelling notation and rules; Events that trigger business processes; The outcomes from business processes; The stakeholders involved with business processes

Evaluating and improving business processes

Modelling as-is business processes; Identifying problems with the as-is process; Problem analysis; Benchmarking; Identifying inappropriate workflows; Identifying inappropriate IT support; Staffing issues; Challenging the business rules; Modelling the to-be business processes; Implementing the new approach

Transition from business modelling to system requirement specification
Extent of IT support for the business processes; Scoping the IT development effort; Documenting IT system requirements; Integration of process modelling, requirements definition and systems development; Related issues: Organisational design, Procedure design, Skills profiling and training, Managing change

Case Study

Throughout the course, a case study is used to reinforce and practise the topics discussed

Prerequisites

There are no specific pre-requisites for this course.

Who Should attend?

Anyone directly involved with changing and improving business processes and who needs to understand the mechanics of the modelling process. Those wishing to attain the ISEB Certificate in Modelling Business Processes. (These delegates should also book on course code MBPEX-2). Candidates with special examination requirements should consult the ISEB web site (www.iseb.org.uk) for the ISEB Special Needs policy. Note that the ISEB must be advised at least four weeks in advance of any special requirements.

Skills

On completion, delegates will be able to

- Identify and model core business processes at an organisational level
- Model business processes at an operational level
- Analyse activities within business processes
- Analyse managerial and performance aspects of activities and processes
- Evaluate and re-design business processes.