

Business Process Modeling

3-day Workshop

CLEARLY DESCRIBING A BUSINESS PROCESS ENABLES OPTIMIZING THAT PROCESS

Business processes undergo change continually, to respond to new business strategies, product mix, market factors, regulatory changes, and various other influences. Proactive organizations regularly hone their key processes to use industry best practices, leverage appropriate technologies, and maximize effectiveness of their personnel. To analyze, update, and monitor them, the processes under study need to be explicit. Current models of the processes enable process users and those who work with the users to have clear visibility into the processes, to identify inefficiencies or bottlenecks.

Description:

The Business Process Modeling Workshop enables business analysts, subject matter experts, process designers, and process improvement teams to describe business processes to the depth and in the style most effective to express a process in multiple dimensions (sequence, operators, affinity, time, volume, etc).

A team generally needs to examine the current process (as-is), define the desired state (to-be), and identify the gaps between the two. However, there is no single approach that fits all circumstances. In this hands-on workshop, participants learn a variety of process modeling methods and how to choose the best method for a particular situation.

Topics:

- Business Process Modeling Concepts
 - Context for Modeling
 - Roles and Responsibilities
 - Modeling Techniques
 - Using Process Models
 - Modeling Notations
- Overall Modeling Process
 - Preparation
 - Facilitation
 - Documentation and Communication
- Scoping the Process: SIPOC, Value Stream Mapping, BPMN, ...
- Mapping the Process: Swim Lanes, Flowcharts, Interaction Models, State Transition Diagrams, ...
- Process Activity Analysis and Theory of Constraints
- Selecting Appropriate Techniques and Tools

Target Audience:

Process definition and analysis skills taught in this workshop are often found in these roles
Business Analyst, Process Owner, Subject Matter Expert, PMO member

Professional Development Credits:

2.1 Continuing Education Units (CEU)
21 Professional Development Units (PDU)

Business Analysis Body of Knowledge™

Areas:

- Enterprise Analysis
- Requirements Elicitation

Maximum class size: 15