

Modelling Business Processes

Modelling Business Processes is a Practitioner Certificate from the BCS Professional Certifications portfolio (formerly ISEB Certifications). It is a stand-qualification but also a practitioner specialist module of the BCS Business Analysis Diploma.

The success of business change projects is greatly increased by modelling the business processes prior to change. Modelling allows a common understanding and visibility of the current situation, facilitates the evaluation of alternative strategies and reflects the change to be implemented. This course enables delegates to practice a variety of techniques for modelling and improving business processes and for evaluating the effectiveness of change.

Benefits to the individual

- Recognised qualification in its own right and also module for BCS Diploma in Business Analysis
- Gives confidence to make recommendations for successful business change
- Provides a framework, skills and techniques that will enable individuals to model business processes and deliver process improvements

Benefits to the business

- Increases success of business change projects
- Gives the business a common understanding and visibility of the current situation
- Allows alternative strategies to be evaluated so the best option can be put in to practice

Audience

Those who are likely to become involved in business analysis at any level, including:

Business Analysts & Systems Analysts

Business Managers

Developers

Project Managers & Team Leaders

Quality Assurance & Quality Control Managers

Course duration

Two days

Pre-requisites

There are no pre-requisites for the course. Some evening work is required during the course.



Course objectives

This course will enable delegates to:

- Identify and model core business processes at both the organisational and operational levels
- Analyse activities within business processes
- Analyse managerial and performance aspects of activities and processes
- Evaluate and re-design business processes
- Measure the effectiveness of the change
- Prepare for the BCS Certificate in Modelling Business Processes

Exam details

Delegates can take an optional one-hour written examination at the end of the course. Successful candidates are awarded the BCS Certificate in Modelling Business Processes.

Course content

Rationale

- Rationale
- Purpose of business process modelling
- Context: organisations, systems, processes, stakeholders
- Strategic context and business goals
- Approaches to business process modelling
- Definition of a business process

Identifying Business Processes

- Types of processes and functional areas
- Process view versus functional view
- Value chain analysis and business performance
- Hierarchy of business processes and tasks

Modelling Business Processes

- Process modelling techniques (including swim lanes)
- "As Is" modelling
- Events and outcomes
- Actors involved with business processes
- Business rules

Evaluating and Improving Business Processes

- Improving Business Processes
- Analysing activities, work flow, tasks
- Problem Analysis; GAP Analysis; Root Cause Analysis
- Business process improvement
- "To Be" process model

Monitoring

- Identifying current and new standards and measures
- Measuring effectiveness of change: goals, measures and issues
- Challenging the business rules
- Staff performance and human aspects

Transition

- Using the business process model to identify IT requirements
- Skills profiling and staff development
- Procedure design

Implementation Issues

- Implementing the new processes
- Making and managing the change