



BUSINESS PROCESS Analysis & Modeling Workshop

Course Introduction:

Business process analysis and modeling is an essential component of Business Process Redesign (BPR) as well as other business process improvement initiatives such as reengineering, systems development, quality management and continuous process improvement. In this workshop the participants will acquire the knowledge and skills to analyze and accurately model business processes at the enterprise level as well as the detailed workflow level.

In this course delegates will acquire the knowledge and skills to map and model business processes at enterprise level as well as detailed workflow level.

The course also provides a step-by-step approach to effectively analyze processes to ensure that business process models accurately reflect reality and includes stakeholder requirements.

Delegates will learn the Business Process Modeling Notation (BPMN). This is a widely-used, open modeling standard that combines business-friendliness with the precision required to effectively implement and automate business processes. It is easy to understand and can be applied to all aspects of business process innovation.

Practical analysis and modeling work using the techniques is done throughout the course.

Business process analysis and modeling are important because:

- The accurate description of business processes requires rigorous analysis
- Business process models provide a baseline from which to improve
- Analysis and modeling facilitates improvement through uncovering anomalies, redundancies and deficiencies
- Models provide the basis for studying and testing a process design and measuring process outcome
- Business process models transform ephemeral knowledge into a tangible business asset - reusable models that all can understand
- Models provide clear business process definitions for the effective operation of the business.

Course Objectives:

This course aims to enable participants to achieve the following objectives:

- Understand business processes and their components
- Apply process analysis concepts and techniques
- Define processes using Business Process Modeling Notation (BPMN)
- Develop business process architecture
- Analyze process customer requirements
- Specify measures of business process performance

- Diagnose the health of a business process
- Use process improve techniques to transform business processes

Who Should Attend?

The course is designed for business managers, business process analysts, process owners, business and systems analysts, information technology professionals, BPM project leaders, BPM project team members and quality specialists.

Course Outline:

Understanding Business Processes

- The process view: an introduction to business processes
- Types of business processes
- Identifying and naming business processes
- How to analyze the components of a business process
- Business process modeling concepts
- Practical analysis work

Developing Business Process Models using Business Process Modeling Notation (BPMN)

- An introduction to Business Process Modeling Notation (BPMN)
- Modeling business process events
- Representing detailed branching and joining logic
- Business process patterns
- Modeling processes using the basic BPMN elements
- Practical business process modeling work

Advanced Process Modeling Using BPMN

- Extended BPMN modeling elements
- Developing hierarchical diagrams
- Using pools and lanes
- Handling process exceptions
- Practical business process modeling work

Analyzing Business Processes

- Introduction to business process architecture
- Identifying and analyzing process customers
- Diagnosing process health
- Process performance analysis
- Identifying process enablers

Improving Business Processes Using Models

- Identifying improvement opportunities using process models
- Moving from as-is to to-be models

- Describing improvements using process models
- Implementing improved processes
- Choosing the right modeling tool

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Fees:

To be advised as per the course location. This rate includes participant's manual, and-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session