

# Business Process Modeling

## Duration

In Person: 2 days

LiveOnline: 3 sessions of 4.5 hours

## Certification

A Business Process Modeling digital badge will be available upon successful completion of the course from Skills Development Group.

## PDUs

This course will contribute 14 PMI® professional development units (PDUs) towards your chosen certification (10 Ways of Working, 2 Power Skills and 2 Business Acumen).



Are you looking to improve the efficiency and effectiveness of your organisation's processes, streamline operations and eliminate bottlenecks?

Business process modeling is key to generating efficient and effective business processes to foster business improvement. Our Business Process Modeling course will teach you how to use a structured approach to understand the context of business process modeling through scoping, identifying, analysing, 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

During this course you will learn about:

- Contexts in which business process modeling is performed
- Conducting a business process discovery assignment to elicit existing business processes in context of a previously defined scope
- Following a logical framework to analyse the current state business process and derive a future state business process model using various techniques
- Presenting business processes using the BPMN 2.0 notation
- Identifying effective measures that will contribute to understanding the performance characteristics of the processes and surrounding enablers and constraints
- How business process modeling initiatives happen in the context of a strategy requiring change and risk management.

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## Intended For

This course is aimed at:

- Business Process Analysts and Enterprise Analysts who need a solid business process management framework to work within
- Business Analysts who need practical tools and techniques that will help them model business processes at various degrees of granularity
- Project Managers who have responsibility for projects with significant business process change impact
- Anyone responsible for analysing and documenting their organisation's business processes

## Prerequisites

To get the most out of this course, it is recommended that participants have foundational knowledge of business analysis through formal training like our Business Analysis Essentials course or have relevant experience working in a business analysis context.

## Content

Topics and exercises covered in the course include:

- Business Process Management Lifecycle
- Measures and Assessments
- Business Process Defined
- Change Management
- Modeling Notation
  - BPMN
  - Conversation & Choreography
- Plan and Scope
  - Business Process Architecture
  - Stakeholders
  - RASCI
- Understand Current State
  - SIPOC
  - IGOE
  - Process Decomposition
- Current State Analysis
  - SWOT
  - Assessment Tools
  - Leverage Points
  - FMEA
- Develop the Future State
  - SCAMPER
- Gap Analysis
  - MOST
  - Brainstorming
  - Ishikawa's Fishbone

Lecturing is kept to the minimum necessary where most of the learning is achieved by applying the practices and techniques in group exercises. Our LiveOnline delivery is over three days (each four and a half hours in duration). The instructor is 100% live and interaction and learning objectives are the same as our in-person classes with the added benefit of being able to take this course from your home, your office or your home office. Since this class is delivered over half-days it allows for greater flexibility and leaves you with time each day for other work or activities.