

# BUSINESS PROCESS MODELLING



## DURATION

**In Person** 2 days

**LiveOnline** 3 sessions of 4.5 hours

## PDU

This course will contribute 14 continuing development units (CDUs) or professional development hours towards certifications from the IIBA®. This course will contribute 14 PMI® professional development units (PDUs) towards your chosen certification (2 Power Skills, 2 Business Acumen and 10 Ways of Working).



## WANT TO LEARN HOW TO MODEL AND IMPROVE BUSINESS PROCESSES?

Leveraging the core skills of business analysis allows organizations to achieve their strategic objectives, deliver value to stakeholders, and stay competitive in today's dynamic business environment. Business Process Modelling is essential for organizations looking to understand, document and improve their operations. Our Business Process Modelling course provides a practical foundation in process modelling using Business Process Modelling Notation (BPMN), combined with techniques for analysing and improving processes. You'll learn how to create clear process models, identify improvement opportunities, and support successful organizational change. Aligned with industry best practices, this course will give you the skills to document processes effectively and drive meaningful improvements in your organization.

## LEARNING OUTCOMES

During this course, you will learn about:

- Defining business processes and the value of business process management
- Creating process models using BPMN 2.0 notation, including basic symbols, gateways, events and flows
- Differentiating between process types (Process, Collaboration, Conversation and Choreography)
- Analysing process architecture, including guiding, core and supporting processes
- Using scoping techniques to identify and map stakeholders
- Modelling and assessing current state processes using various views and techniques
- Identifying process constraints, leverage points and improvement opportunities
- Designing future state processes using creative approaches
- Supporting the implementation and monitoring of process changes

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## INTENDED FOR

- Business Process Analysts and Enterprise Analysts who need a solid business process management framework to work within
- Business Analysts and Project Managers who need practical tools and techniques that will help them model business processes at various degrees of granularity
- Anyone responsible for analyzing and documenting their organization'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

- Business Process Management Lifecycle
- Process Levels

### Modelling Notation (BPMN)

- BPMN Basic Symbols and Elements
- Process and Collaboration Models

### Plan & Scope

- Business Process Architecture & Levels
- Scoping Techniques & Stakeholder Modelling

### Understand Current State

- As-Is Process Modelling techniques
- SIPOC and IGOE Analysis
- Process Decomposition
- Hand-off, Service and Task Views

### Assess Current State

- Theory of Constraints
- Process Improvement Measurements & SWOT Analysis
- Constraints, Leverage Points & Enablers
- FMEA, Value Stream Mapping, Waste, Cumulative Flow & Primary & Secondary Value Streams

### Develop the Future State

- Generate Improvement Ideas & SCAMPER
- Gap Analysis
- Future State Modelling

### Supporting Change

- Implementation
- Evaluate & Monitor

*Lecturing is kept to the minimum necessary, and most of the learning is achieved by applying the practices and techniques in group exercises. Our LiveOnline delivery features an instructor who is 100% live, and interaction and learning objectives are the same as our in-person classes, with the added benefit of taking this course from your home or office. Since this class is delivered over half-days, it allows for greater flexibility and time for other work or activities.*