

Modelling Business Processes

Course features

Assist's course directors have many years of experience in modelling and improving business processes and this experience has been drawn on to create this course. It offers practical, proven techniques for mapping, analysing and improving processes and also examines important related issues such as human performance and process measurement.

Theoretical concepts are supported by a detailed case study which gives participants the opportunity to apply their knowledge in a practical and stimulating way.

ISEB certificates

This course prepares delegates to sit the one-hour, open book, examination leading to the certificate in Business Process Modelling offered by the Information Systems Examinations Board (ISEB). The certificate is an optional module in the ISEB Business Analysis Diploma.

Course Content

Context for business process modelling

- Business systems and IT systems
- Definition of a process
- Context and detailed approaches
- Logical and physical processes
- Roles and responsibilities in business process modelling
- Process and functional views of an organisation

The organisational view

- Stakeholders
- Value chain analysis
- Systems within an organisation
- Scope of processes
- Case study – stakeholder identification and value chain analysis

Modelling an organisation

- Case study – high-level organisation models

Modelling processes

- Approaches to process modelling
- Flow charts
- Scenario descriptions
- Activity diagrams
- End-to-end process maps ('swim lane' diagrams)
- Business events
- Business rules

Creating 'As is' process models

- Case study – identifying business events and constraints
- Case study – creating an 'is' process map

Analysing tasks

- Identifying tasks
- Business events
- Business rules
- Task analysis worksheets

Human aspects of performance

- Support required
- Standards
- Skills
- Feedback and consequences
- Human performance worksheets

Managing and measuring processes

- The role of the manager
- Hierarchy of measures
- Formal approaches to measurement – Six Sigma

Process improvement and redesign

- 'To be' process models
- Benchmarks
- Process problems:
 - Process disconnects
 - Handoffs
 - Delays
 - Lack of IT support
- Process redesign patterns

Creating 'To be' process models

- Case study – 'should process maps'

Implementation issues

- IT requirements
- Organisation design
- People issues
- Procedure design
- Managing change
- Case study - implementation



IT support for business processes

- Bridging the gap between processes and IT
- Defining IT requirements from process models

Course summary and review

- Review of concepts and techniques

Further Information

For further information on this course please contact us:

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