

BAE4

Modeling Business Processes and Workflows

3 Days

Explore the key elements of a business process including governance, metrics, strategic alignment, modeling of roles, activities and sequences, and inputs and outputs. Examine different modeling and analysis approaches including flowcharting with swimlanes and Business Process Modeling Notation.

LEARNING OBJECTIVES

You will explore and apply proven techniques to help you to analyze an organization's processes to identify and recommend improvements.

At the end of this course, you will be able to:

- Apply standard frameworks to identify and structure an organization's processes
- Model AS-IS and TO-BE processes using BPMN diagramming
- Analyze a process to understand problems, bottlenecks and potential improvements

WHO SHOULD ATTEND

- Those leading or participating in any process modeling or process improvement initiative
- Those who are involved in projects involving changes to existing business processes to exploit the benefits of Enterprise Resource Planning (ERP) systems like SAP®, Oracle PeopleSoft® or case management software
- Those who want to learn the best practices and approaches that will help you become a more effective business analyst
- Those who are leading or managing a group of business analysts or business process analysts

KEY TOPICS COVERED

- A strategic approach to understanding the organization's core processes and support processes
- Business Process Modeling Notation (BPMN) for drawing process diagrams
- Techniques for analyzing processes, including measurement and metrics, root cause analysis and forward-looking problem analysis

COURSE OUTLINE

A Gentle Introduction to Process Modeling

- What is a process?
- What is the difference between a process and a workflow?
- Apply the concept of process leveling to manage the complexity of any process
- Review industry-standard process frameworks to understand process hierarchies

Which Processes Should You Improve?

- Develop a value model to assess your organization's ability to meet customer requirements
- Apply value chain analysis to understand why your organization does what it does
- Identify the AS-IS processes within a value chain

Core Competencies

- Analyze the organization's core competencies in terms of its business processes
- Recommend which ones should be kept, and which ones outsourced

Process Governance

- Apply a strategic approach to process management
- Define the scope of process improvement

Metrics and measurement

- Understand what to measure and why
- Design a measurement program

BPM Notation

- Apply Business Process Modeling Notation (BPMN) to a variety of business situations

Process Analysis

- Systematically decompose and analyze any process
- Conduct a root cause analysis

Process Design

- Apply best practices to process design
- Address workflow influences like physical layout, organizational policies and human factors

ABOUT BA ESSENTIALS

- Each course in the program takes an experiential learning approach: more hands on work and one-on-one interaction rather than lecture, to allow you to build knowledge and skills.
- Our instructors are skilled business analysts with many years of experience in the field.
- Students successfully completing the 7 courses in three years will receive an Algonquin College certificate in Business Analysis Essentials.

Courses in the Business Analysis Essentials program include:

1. Fundamentals of Business Analysis
2. Accelerated Requirements Elicitation and Analysis
3. Facilitation Techniques for Business Analysts
4. Modeling Business Processes and Workflows
5. Use Case Modeling
6. Validating and Testing Requirements
7. Business Analysis in an Agile Environment

Most of the courses can be taken in or out of sequence to complete the full program, although we strongly recommend that you take the Fundamentals of Business Analysis course first, even if you are an experienced business analyst.

You can also take individual courses to fill knowledge and skills gaps.

You may also be interested in taking the Developing the Business Case course to help you in setting realistic expectations about the resources and effort required for your projects.

Algonquin College is an Endorsed Education Provider™ (EEP™) of IIBA. Courses in the BA Essential program are eligible for Professional Development hours (PD hours) for certification and Continuing Development Units (CDUs) for recertification. This course is eligible for 16 PD Hours/CDUs.

Algonquin College is a Global Registered Education Provider (R.E.P.) of the Project Management Institute. Courses in the BA Essentials program are eligible for PMI® Professional Development Units (PDUs). This course is eligible for: 16 PMP® Technical PDUs or 16 PMI-Professional in Business Analysis (PMI-PBA)® PDUs.

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ALGONQUIN COLLEGE CORPORATE TRAINING CENTRE specializes in industry-focused training solutions that equip employees with the knowledge, skills and expertise needed to succeed in their day-to-day work, to advance in their careers and to build organizational capacity.

HOW TO REGISTER

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