



MODELLING BUSINESS PROCESSES

Modelling Business Processes is one of an integrated set of courses leading to the widely respected British Computer Society Information Systems Examination Board (ISEB) Diploma in Business Analysis.

Modelling Business Processes is a PRACTITIONER specialist module of the ISEB Diploma in Business Analysis.

MODELLING BUSINESS PROCESSES

The success of business change projects is greatly increased by modelling the business processes. Modelling allows a common understanding and visibility of the current situation. It facilitates the evaluation of alternative strategies and helps to define and communicate the change to be implemented. This course enables delegates to practice a variety of techniques for modelling and improving business processes and for evaluating the effectiveness of the change.

Course Objectives

This course will enable delegates to:

- Identify and model core business processes at both the organisational and operational levels
- Analyse activities within business processes
- Analyse managerial and performance aspects of activities and processes
- Evaluate and re-design business processes
- Measure the effectiveness of the change
- Prepare for the ISEB Certificate in Modelling Business Processes

Who Should Attend

Those who are likely to become involved in business analysis at any level, including:

- Business Analysts and Systems Analysts
- Business Managers
- Developers
- Project Managers and Team Leaders
- Quality Assurance and Quality Control Managers

Course Duration: 2 days

Course Code: MBP

Detailed Course Content

Rationale

Purpose of business process modelling
Context: organisations, systems, processes, stakeholders
Strategic context and business goals
Approaches to business process modelling
Definition of a business process

Identifying Business Processes

Types of processes and functional areas
Process view versus functional view
Value chain analysis and business performance
Hierarchy of business processes and tasks

Modelling Business Processes

Process modelling techniques (including swimlanes)
"As Is" modelling
Events and outcomes
Actors involved with business processes
Business rules

Evaluating and Improving Business Processes

Improving Business Processes
Analysing activities, work flow, tasks
Problem Analysis; GAP Analysis; Root Cause Analysis
Business process improvement
"To Be" process model

(continued overleaf)

Pre-requisites, evening study and examinations

There are no pre-requisites for the course. Delegates can take an optional one-hour written examination at the end of the course. Successful candidates are awarded the ISEB Certificate in Modelling Business Processes. Some evening work is required during the course.



Detailed Course Content (continued)

Monitoring

Identifying current and new standards and measures
 Measuring effectiveness of change: goals, measures and issues
 Challenging the business rules
 Staff performance and human aspects

Transition

Using the business process model to identify IT requirements
 Skills profiling and staff development
 Procedure design

Implementation Issues

Implementing the new processes
 Making and managing the change

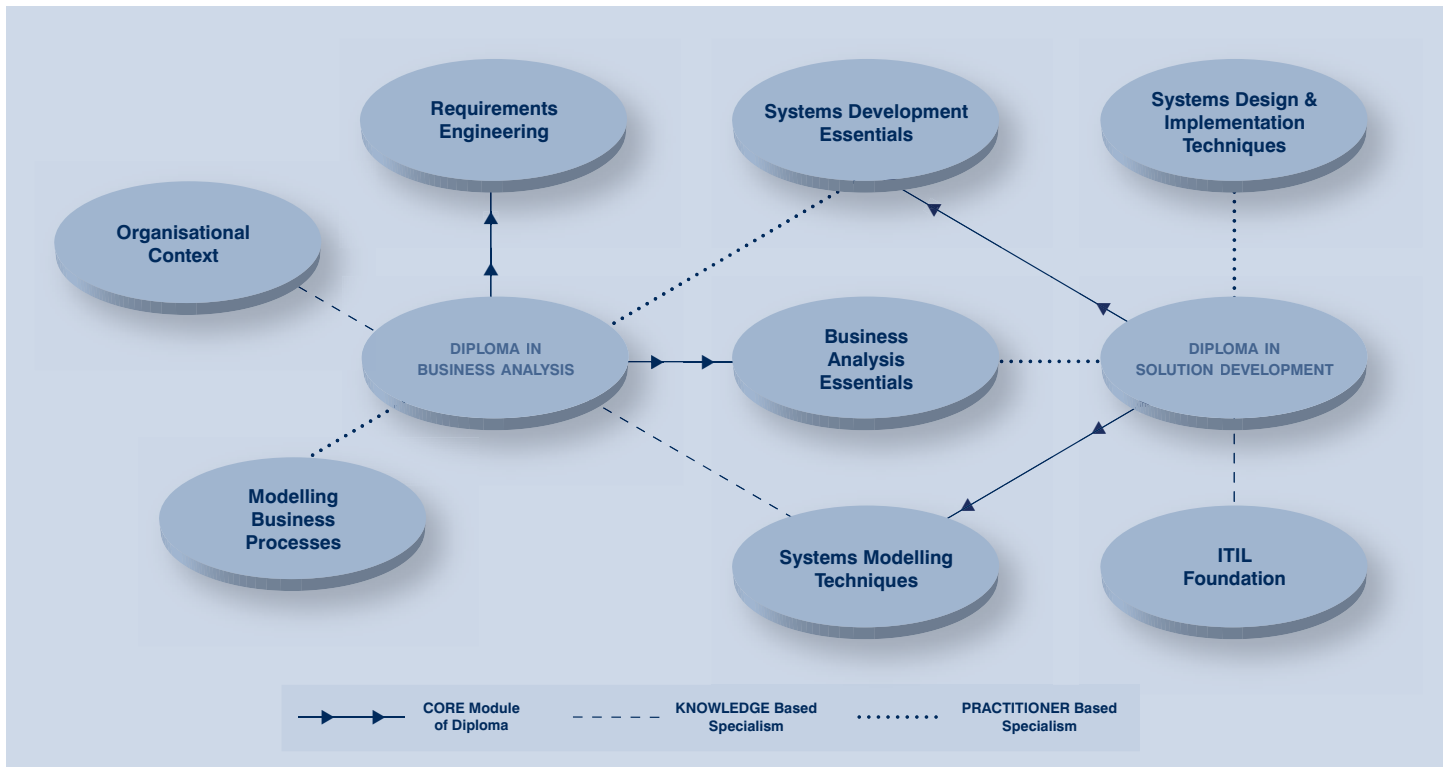
More Information

If you would like to discuss anything further, please email us at contact@tcc-net.com

For upcoming dates on our public schedule and prices, please visit our website at www.tcc-net.com

If you have four or more people to train and would like this course run in-house, please **call us** for further details.

Related TCC Training Courses



MBP201