Business Process Modeling & Analysis

Course 250
Three Days

Business Process Modeling & Analysis is a crucial component of Business Process Improvement (BPI) efforts such as BPR or TQM. It is also a critical but often overlooked activity in new systems development. Transitioning to e-Business also mandates rigorous business process modeling.

In this seminar, you will learn the skills necessary to lead your team through a breakthrough business process redesign. The training course will cover how to: identify your customers, people's roles and responsibilities; model your current processes using state-of-the-art Use Case and UML business process modeling techniques; understand the current processes through business process analysis and identify areas for radical improvements; develop new business process alternatives through innovative thinking; extend your processes to your customers and suppliers, and embed your organization's knowledge into your new business process. In this training course, you will also learn how to justify your results and map your process models into business and systems requirements.

Process improvement efforts often stall in the implementation stage. During the workshop, you will learn how to avoid the common pitfalls, communicate with Use Cases and UML and develop a common language and a strong partnership between business and Information Technology (IT). This course will also show practical ways to tightly integrate the business process modeling and the systems development lifecycle.

Currently, there are multitudes of methods and hundreds of tools that claim to support process and knowledge management. In this course, you will learn how to select and evaluate methods and tools that are right for your project and fit your organization's culture.

Benefits

- Provide a framework for understanding business processes
- Map interfaces and extend your processes to your customers and suppliers
- Extensive coverage of process measurements and analysis
- Intro to Use Cases, Business Components and the Unified Modeling Language (UML)
- Learn how to manage business requirements
- Learn how to embed your organization's knowledge into your business processes
- Comprehensive process and knowledge management methods and tools evaluation
- Build a business case for your new processes and gain executive buy-in
- Generate policies and procedures templates from your business process models
- Take home workbook and case studies solutions as reference

Who Should Attend

Business and IT Managers, Business Analysts, Systems Analysts, and teams migrating to e-Business, doing Business Process Improvement, and/or gathering requirements for new information systems.
Why You Should Attend

This workshop will give you the three essential skills that will help you survive and prosper in today's fast-paced work environment:

**Business Analysis**
- Understand your external and internal customers and identify core processes
- Measure to determine customer satisfaction, bottlenecks, capacity limitations and the costliest parts of your processes
- Become a leader in business problem solving through innovative thinking

**Business Technology**
- Learn how to model the business with state of the art Use Cases and Unified Modeling Language
- Understand today’s business technology enablers – the web, CRM, Enterprise Application Integration, component technology, process and knowledge management tools
- Learn how to integrate business process modeling and the systems development lifecycle

**Communication**
- Become a better team member by speaking the common language of business and IT
- Learn how to formulate a compelling business case and get management support

Instructional Method

Group discussion, visual presentation, group exercises, individual exercises, real-world case studies tailored to each topic, simulation and role-playing. This is a Learning Optimization Program™ Workshop.

Course Content

- Business process - concepts & principles
- Process improvement lifecycle
- Modeling processes with Use Cases and Activity Diagrams
- Quantifying processes – Key Performance Measures
- Identifying patterns for improvement
- Business process redesign for e-Business – not just another BPR
- Modeling the Extended Enterprise
- Gathering and managing business requirements
- How to justify investment and measure success
- Selecting methods and tools
- The process improvement impact on organization structure
This workshop is available onsite and as a public seminar.
For information on bringing this workshop to your site or for information on upcoming dates and locations, call us at 888-273-8833 or visit our website at www.objectknowledge.com.