TM075:
Business Process Modelling

Training Description:

To harness the work done in organisations, and to increase productivity, it is essential to understand how to model business processes. This intensive course explores the need for modeling business processes, how process modeling is one part of a larger framework for achieving higher quality through **Business Process Management**, the essential steps to process modeling, and the critical success factors for making the effort successful. It provides a practical framework for understanding and modeling business processes and describes how to develop a variety of process model types.

The most common process modeling standards are taught, assuring you the maximum applicability to your environment. In addition, the course provides valuable tips and techniques to help ensure that your modeling sessions stay focused, and are viewed as successful by all involved.

Training Objectives:

By the end of the training, participants will be able to:
- ✓ Describe the purpose and benefits Business Process Modeling
- ✓ Describe the components of an industry-standard Business Process Management framework and how Business Process Modeling fits into it
- ✓ Describe at a high level the Business Process Management (BPM) framework and match where the process models from this course are used in each
- ✓ Discuss the essential business process modeling components, steps and ingredients that are necessary for success
- ✓ Discover appropriate elements of processes that need to be documented
- ✓ Understand the different views a business processes can depict, including "as-is" and "to-be" process maps
- ✓ Use process maps to discover, document, and communicate about processes
- ✓ Describe the importance of setting process boundaries and how that can make your modeling more productive
- ✓ Develop a variety of clear and consistent process models, understanding when to use each. These include:
  - • Scope diagram
  - • SIPOC: Input/Process/Output chart
  - • Process map using ISO standard notation
  - • Introduction to equivalent the BPMN and Activity diagram (UML) standard symbols
  - • Swim lane diagram
  - • Hierarchy (function-process) model
  - • Value Chain Diagram
  - • Value Chain Matrix
- ✓ Create primary and alternate paths in models, and use a technique to help focus on each when appropriate for maximum productivity
- ✓ Work effectively with the key stakeholders involved in each process modeling session
- ✓ Understand the relationship between business process modeling and automating business processes

✓ Identify the parts of a process that give rise to functional requirements for projects that automate processes
✓ Develop models used to check for completeness and consistency of balanced data and process

Training Designed for:

This course is intended for all Process Analysts, Business Analysts, Project Managers, Business Process Owners, general business staff, and anyone who needs the skills to understand, model, and manage business processes.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

FIVE DAYS:
- ❖ PRE-TEST
- ❖ Business Process Modeling (BPM) Concepts
  - Business Process Management Framework
  - Benefits of Process Modeling
  - How process models are used
  - Supporting Business Objectives
  - Process terminology
  - Types of Process Models
  - Steps of Process Modeling
  - Introduction to case study and workshop
- ❖ Enterprise Process Context Modeling
  - The value of Enterprise Context for process management
  - Identifying and organizing processes
  - Architecture/Hierarchy/Decomposition model (function/process)
  - Exercise
  - Decomposition techniques, rules, and levels
  - Value Chain Diagram and Value Chain Matrix
  - Workshops
- ❖ Framing the Process
  - Discussion
  - Exercise
  - Staying focused during process mapping
  - Preparation for modeling/elicitation sessions
  - Roles and responsibilities of key stakeholders

- Process mapping roles
- Importance of process scope and techniques to prevent process scope creep
- Pre- and post-conditions
- The Scope Diagram
- The Supplier/Input/Process/Output/ Customer (SIPOC) Chart
- Workshop
- Using Variations Lists to help frame processes

❖ **Process Mapping**
- Definition of a process map
- Swim lanes; a different view of a process map
- Process mapping notation (ISO standard)
- Developing scenarios
- Primary and alternate paths

❖ **Refining Process Maps**
- Frequently found mapping problems and how to correct them
- Inputs and outputs: to show or not to show
- Level of detail: How much is enough
- Supporting process details in text
- Workshop

❖ **UML and BPMN Notation**
- Activity diagrams, a different type of process model
- Purpose of UML Activity Diagrams
- UML Notation Equivalents to ISO
- Purpose of BPMN notation
- BPMN Equivalents to ISO
- Some additional BPMN symbols and their uses (BPMN Lite)
- Tips for working with multiple standards
- Workshop (optional)

❖ **Process Maps in Requirements**
- Concurrent business modeling for complete requirements
- Balancing data and process to find missing process requirements
- State transition model
- Interaction model
- Workshop

❖ **Course Conclusion**

❖ **POST-TEST and EVALUATION**

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30%   Lectures, Concepts, Role Play
- 70%   Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Timings:

Daily Timings:
07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:
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