Business Process Modeling Skills Workshop

Description

This interactive workshop provides training in business process modeling skills through the use of interactive exercises and lectures. The class is 1/3 lecture and 2/3 hands-on exercises. After completing this course, you will be able to create and elicit business process models for business process improvement, process redesign and business software requirements gathering initiatives. The workshop:

- Provides an understanding of affinity mapping for business process improvement, IDEF technique for process redesign and business process modeling techniques used for gathering business requirements for software solutions

- Gives each class participant the techniques and skills needed to build and interpret the business process definition diagrams; Business Process Mapping and Business Process Gap Analysis, Context Diagram, Business Process Decomposition, Activity Diagrams with swimlanes, Business Process Dependency Diagrams, Data Flow Diagram and Matrices

- Provides practical exercises for creating and interpreting the business process modeling diagrams for process improvement and business software development initiatives

- Facilitation skills and techniques needed to successfully conduct collaborative business process modeling sessions

- Outlines the project team structure and communication techniques used capturing the business models

Course Content

Session 1 (1:00 – 5:00 pm eastern time)
Introduction to Business Process Modeling
- What is business modeling?
- Type of business process modeling techniques
- Objectives of business models and when to use them
- Techniques for eliciting business process models
- Project team structure for business process modeling
- Tactics for success

Business Process Mapping and Gap Analysis for Process Improvement
- Identify the key processes and suppliers
- How to identify the business process steps and map the steps
- Analyze the map and identify business gaps and bottlenecks

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• Agendas and scripts for eliciting the business process maps for business process improvement initiatives
• Case study exercise- How to create the business process map and analyze for business process improvement initiatives

Affinity Mapping Process
• How to build the current state flow using affinity mapping process
• Identifying the gaps and key actions for improvement
• Case study exercise- Creating current state affinity map
• How to perform the process examination and analysis
  o Moments of truths
  o Breakpoints
  o Business rules
• How to size the process
• Case study exercise- Creating the process analysis
• How to build the severity matrix and map to the process map

Session 2 (1:00 – 5:00 pm eastern time)
Techniques for Modeling Redesigned Processes
• Mind mapping
• IDEF process flows
• Storyboarding
• Detailed flowcharts with swimlanes

Context Diagrams for Software Development Projects
• Identifying the things that interact with the business
• How to identify the inputs, outputs and match them with the organization entities
• How to use to define a software solution
• Agendas and scripts for eliciting the context diagram
• Case study exercise- Building a context diagram to define the scope of a project

Building Process Decomposition Diagrams
• How to decompose a business process
  o How to identify the major functions of the business
  o How to decompose a business function to the 1st and 2nd business process level
  o How to identify the elementary processes
• Agendas and scripts for eliciting the business process decomposition models
• Case study exercise- Creating the Process Decomposition Diagram

Building Business Process Flow Diagrams
• How to build the dependency diagram for each leg of the process decomposition
• Capture the business rules and recommendations for change
• Identify the triggers and events
• Case study exercise- Creating a business process flows using the BPM notation
• How to create a business process context diagram (IDEF notation)
- Identify the list of data
- Identify the controls of the process
- What are the enablers/mechanisms for the process

- Agendas and scripts for creating the business process flows diagrams
- Case Study Exercise- Creating a Process Dependency Diagram using the Context Diagram and Process Decomposition Diagram

**Session 3** (1:00 – 5:00 pm eastern time)

**Building Activity Diagrams using the Unified Modeling Language**
- How to build an activity diagram (flowchart)
  - Identifying business process starts and end points
  - Identifying decision points
  - Parallel behavior
- What are the UML notations and when to use them
- How and when to use the activity diagram with swimlanes
- Agendas and scripts for eliciting an activity diagram
- Case study exercise- creating an activity diagram with swimlanes for a business process

**Building Matrices**
- How and when to use a matrix approach
- How to create a process to data matrix for a project
- Case study exercise- building a process to data matrix

**Building a Data Flow Diagram**
- Components of the Data Flow Diagram
- Objectives of and when to use the data flow diagram
- How to build and elicit the data flow diagram
- Agenda and scripts for creating the DFD
- Case study exercise- creating a data flow diagram

**Facilitation skills and techniques needed for building business process models**
- Basic Facilitation skills
- How to control group dynamics and deal with difficult people
- Managing conflict
- Techniques for consensus building and decision making
- Case study exercise- facilitating business process modeling workshops

**Recap Discussion- What techniques will you use?**

**Materials**

Each Course participant receives a Course Handbook with sample agendas and scripts for conducting business modeling gathering sessions.
Who Should Attend?

Those who will find this of value are the Business Analysts, Business Systems Analyst, BPM Facilitators, Project Managers, Solution Leads, Product Managers, Technical Leads, Business Subject Matter Experts (SMEs), Business Experts, Architects, and Developers.