

## MODELING BUSINESS PROCESSES AND WORKFLOWS (BUS6013) 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.

### How You Will Benefit

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

#### In this course, you will learn to:

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

### Course Description

#### 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.

### Attend This Course If You:

- Are leading or participating in any process modeling or process improvement initiative.
- 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.
- Want to learn the best practices and approaches that will help you become a more effective business analyst.

Lead or manage a group of business analysts or business process analysts.

## Key Topics Covered

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

## How to Register

Call (613) 727-7729

Email [training@algonquincollege.com](mailto:training@algonquincollege.com)

Each course is held at Algonquin College Learning Centre, 700 Sussex Drive, 2nd Floor, Ottawa ON K1N 1K4

Dedicated sessions are available at our site or at your location.

## About BA Essentials

- Each course in the program includes practical exercises that allow you to build knowledge and skills.
- Our instructors are skilled facilitators with many years of experience in the field.
- Students successfully completing the program within three years will be awarded 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 specific 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 24 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 PM® Professional Development Units (PDUs). This course is eligible for: 24 PMP® Technical PDUs or 24 PMI-Professional in Business Analysis (PMI-PBA)® PDUs.

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