

Essential Approaches to Business Processes

Practical Approaches and Techniques

This course guides participants through a discussion and skill building for the approaches, techniques, and tools available for business process modeling initiatives. Participants learn how to approach process analysis from a variety of viewpoints and how to structure a process modeling project. As part of the course, students are introduced to the industry standard process modeling notation, BPMN. The course also focuses on the intersection between business processes, business rules, workflow, task design, requirements analysis and automation. Exercises focus on skill building for process modeling, analysis, improvement and redesign.

Course Duration: 2 Days

Learning Objectives

- An understanding of the role of process analysis within an organization.
- Familiarity with common business process analysis techniques and industry standard notations.
- An understanding of the roles, skill sets, approaches and methods that make up the business process analysis approach.
- How workflow, decisions, business rules, task design and requirements fit with business process modeling.

Syllabus

Module 1: The Role of Process Analysis

INTRODUCTION

- What is Process Analysis?
- Relationship to Business Architecture

DIMENSIONS OF BUSINESS MODELING

- Leveraging multiple dimensions and views

SPECTRUM OF BUSINESS CHANGE

- Techniques and Forces for Process Analysis
- Considering Reference Models

Module 2: Anatomy of a Process-oriented Project

PROJECT ROLES, SKILL-SETS AND ACTIVITIES

- The Process Team
- The Phases of a Process Change Initiative
- Modeling Techniques: From Strategy to Taskflow

IDENTIFYING THE SCOPE AND PURPOSE

- Major Business Drivers
- Cost/Quality and Time
- Process modeling levels

INTERVIEWS, WORKSHOPS AND FACILITATION

- Establishing process modeling standards
- Information capture, seed models and scenarios
- The Process Modeling Lifecycle
- Preparing for and facilitating the meeting

Module 3: Capturing Processes

INTRODUCING BPMN

- The Origin of BPMN
- State of the Standard

PROCESS MODELING FUNDAMENTALS

- Leveraging Abstraction
- Addressing Concurrency
- Dealing with the Ad Hoc

PEOPLE AND ROLES

- Lane, Pools and Responsibility
- Manual Tasks

DEALING WITH THE UNEXPECTED

- When things go wrong : Exceptions
- Getting back to good: Compensation

LINKING THINGS TOGETHER

- Control and Information Flows
- Metrics
- Strategies and Requirements

Module 4: The Intersection with Software Requirements

REQUIREMENTS IN CONTEXT

- Avoiding Process Dissociation
- Requirement Capture and Traceability

FITTING WITH REQUIREMENTS

- Workflow from a requirements perspective
- Relating tasks to workflow

Module 5: Process Automation

WHAT A PROCESS AUTOMATION PLATFORM DOES

- The Process GPS

BPMN AND AUTOMATION

- The System Task
- SOA and BPMN

DECISIONS AND PROCESSES

- Why rules?
- Rules, judgments and events

Module 6: Process Modeling Approaches

THE TAXONOMY OF PROCESS MODELING

- Key approaches to process analysis

STRATEGIC ANALYSIS

- Value and Variation Analysis
- Innovation Analysis

PROCESS IMPROVEMENT

- Latency/Defect Reduction
- Cost Attribution
- Work-In-Process Elimination

Conventional Wisdom Begets Conventional Results

The conventional artifact-centric requirements training in the marketplace today doesn't sufficiently address the need for business analysts to retain ownership of the business concepts once they are implemented in an automation solution. Conventional thinking doesn't address the need for BAs to continue to be able to directly specify and maintain business processes, business rules and the underlying business terms that these depend upon. Conventional wisdom holds that, as business specifications move to the design function, IT processes transform the BA's work into a product that, if all goes well, delivers the outcome that the business desires. But this approach does nothing to preserve a company's ability to understand the business behavior internal to the delivered solution. This loss of fidelity to what the BA specified is the key barrier to the ability of organizations to innovate rapidly.

The Business Analysis Maturity Model

As organizations turn their attention to maturing their business analysts' skills it is important to develop a longer-term vision that lays out a roadmap towards increased business analysis capabilities that directly impact the business's bottom-line.

The Business Analysis Maturity Model (BAMM) provides a roadmap as well as guideposts along the way for capabilities to target at each level. Upward progression through the levels of the maturity model correlate directly to an organization's business responsiveness/agility and reduced rework, which in turn, results in lower costs for business operations and managing business and software change.

Moving the Business Analyst Beyond Conventional Requirements Analysis

Enterprise Agility's Business Analyst Training Courses and Certification are differentiated because they focus on the cross-disciplinary and interdependent skills necessary to create and maintain business specifications.

For more information on the BAMM, the Business Engineering Framework and the Enterprise Agility Business Analysis Training, visit:
www.Enterprise-Agility.com.

The Enterprise Agility Advantage ►

Enterprise Agility is a specialty consulting firm which focuses on helping organizations improve their ability to gain more business benefit from their existing investment.

Enterprise Agility provides organizations with leading edge advisement based upon both our own experience with Fortune 500 organizations as well as via our participation in many of the significant ongoing industry efforts. As part of this continuing commitment to bring leading edge knowledge to our clients, Enterprise Agility currently participates in the standards work at the OMG by chairing the Business Architecture Working Group and leading the BPMN 2.0 Evaluation Team effort as well as participating in a variety of other efforts within the OMG.

Enterprise Agility also chairs the Business Architecture Conference within the Brainstorm Group's family of conferences and teaches the Introduction to Business Architecture class for the BPMInstitute. In addition, Enterprise Agility has been heavily involved with major professional organizations including the IIBA (International Institute of Business Analysts) and the ABPMP (Association of Business Process Management Professionals).

Enterprise Agility's commitment to these various organizations allows us to bring our clients the most current thinking across a wide-spectrum of domains to position our clients to differentiate themselves within their target markets.

For more information about this and other proven approaches that Enterprise Agility employs to help your organization become more agile and create a competitive marketplace advantage please contact us at 1-773-227-7110 ext. 106 or at team@Enterprise-Agility.com.

1543 N. Milwaukee Ave.
Chicago, IL 60622 USA

Phone: 1-773-227-7110
Fax: 1-773-227-7130
Email: team@Enterprise-Agility.com
Web: www.Enterprise-Agility.com

