Training Course:
Business Process Modeling (BPM)

27 - 31 January 2025
Singapore

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Training Course code: MA12331 From: 27 - 31 January 2025 Venue: Singapore - Training Course Fees: 5950 ⬜ Euro

Introduction

To harness the work done in organizations, and to increase productivity, it is essential to understand how to model business processes. This 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. Last, it provides valuable facilitation tips and techniques to help ensure that your modeling sessions stay focused, and are viewed as successful by all involved.

Objectives:

- Describe the purpose and benefits of Business Process Modeling.

- Articulate the list of various process models.

- Discuss the essential business process modeling components and steps necessary for success.

- Discover appropriate elements of processes that need to be documented.

- Use process maps to discover, document, and communicate the processes.

- Describe the importance of setting process boundaries and how it can make your modeling more productive.

- Create a variety of clear and consistent process models and understand when to use each.

- Develop primary and alternate paths for a process

- Learn various notations that are used in process modeling and how to refine and confirm the process.

Target Audience:

- Business Analysts

- Business Architects

- Software Architects

- Process Designers

- Process Engineers

- Process Architects

Outlines

Day 1 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

Day 2 Framing the Process

- Discussion

- Exercise

- Staying focused during process mapping

- Preparation for modeling/elicitation sessions

- Roles and responsibilities of key stakeholders

- 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

- Introduction to case study and workshop

- Using Variations Lists to help frame processes

- Workshop

Day 3 Process Mapping

- Definition of a process map

- Swim lanes; a different view of a process map

- Process mapping notation

- Developing scenarios

- Primary and alternate paths

- Three-part workshop

Refining Process Maps

- Definition of a process map

- Frequently found mapping problems and how to correct them

- Inputs and outputs: to show or not to show

- Supporting process details in the text

- Workshop

Day 4 Effective FacilitationTechniques for Process Modeling

- Facilitating process mapping sessions

- Process Mapping roles

- The partnership between Facilitator and Scribe

- Setting the stage with participants

- Eliciting What vs. How

- Workshop: Process mapping facilitation practice and feedback

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

- Additional BPMN symbols and their uses

- Tips for working with multiple standards

- Workshop

Day 5 Process Maps in Requirements

- Concurrent business modeling for complete requirements

- Balancing data and process

- State transition model

- Interaction model

- Workshop

Automation and Enterprise Process Modeling

- Balancing Data and Process

- Short exercise

- Using BP Models to help find and document business rules

- Short exercise

- Managing Business Processes and Automation

- Identifying and organizing processes

- Hierarchy function/process model

- Value Chain models

- Workshop

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