

### Overview

To deliver successful change programmes organisations must be able to identify, evaluate and improve business processes. Effective process evaluation can lead to significant business improvement and competitive edge.

This course leads to the exam ISEB Modelling Business Processes.

### Skills Gained

On completion of this course, attendees will be able to:

- Identify business processes
- Construct a process hierarchy
- Document business processes
- Determine an approach to process improvement

### Pre-requisites

There are no pre-requisites for this course.

### Who Should Attend

Anyone involved in documenting or improving business processes.

### Content

#### **Context for business process modelling**

Relationship between business systems and automated systems  
Purpose of business process modelling  
Approaches to business process modelling

#### **Identifying business processes**

Strategic context and business goals  
Value chain analysis  
The hierarchy of business processes and tasks  
Building an organisational view of processes to produce an overall process map  
Definition of a business process  
Importance of metrics and measurements

#### **Modelling business processes**

Overview of different process modelling techniques  
Business process modelling notation and rules  
Modelling as-is business processes  
Types of events  
Processes outcomes  
Actors  
Business rules

#### **Evaluating and improving business processes**

Identifying problems with the as-is process  
Analysing the work flow  
Analysing the tasks  
Challenging the business rules  
Approaches to business process improvement  
Modelling the to-be business processes

#### **Transition**

Implementation issues

**Course Duration:** 3 Days