Business Process Analysis

Duration: 3 Days Course Code: GK2818

Overview:

Analyze your business today and map the path to tomorrow.

In this course, you'll learn to model business processes as they are currently enacted, assess the quality of those business processes, and collaborate with the stakeholders to identify improvements.

The course begins by highlighting the characteristics of a quality process and the role of the business analyst in process analysis. You will learn how to identify business processes that could become more streamlined. Discover how to select the elicitation technique that is best suited to your stakeholders and how to prepare for and hold elicitation sessions. Using several different modeling techniques, you'll explore different facets of the business process, identify the most effective improvements to the process, and clearly define the future process state. Once a new process is defined, you'll learn how to present your analysis work to management and hold a successful project retrospective.

Target Audience:

Systems analysts
Business analysts
IT project managers
Associate project managers
Project managers
Project coordinators
Project analysts
Project leaders
Senior project managers
Team leaders
Product managers
Program managers

Objectives:

- **On completion of this course you should understand;**
- Attributes of a quality process
- Contributors to process quality
- Process of business process analysis
- Triggers for business process analysis
- Responsibilities of the BA
- Stakeholder identification and analysis
- Elicitation techniques, such as interviewing and observation
- Elicitation session preparation and management
- Goal-Question-Metric (GQM) analysis
- Metrics selection
- Modeling techniques and best practices (including SIPOC, use case, flowchart, swimlane, and entity relationship diagramming)
- Causal analysis, including the use of Ishikawa (fishbone) and Pareto diagrams
- Identification of improvement options using the situation-target-proposal (STP) method
- Structure of an effective business case
- Project retrospectives

Prerequisites:

It is recommended that attendees have attended the courses below:

Testing and Certification

Recommended as preparation for the following exam.

- GK2919 - Business Analysis Essentials - Including ECBA Exam
- GK2964 - Business Analysis: Requirements Development, Documentation and Management

- There is no exam currently aligned to this course

Content:

Introduction to Business Process Analysis

- Business Process
- Business Process Analysis
- Triggers to Analyze a Process
- Process Scope

Identify Stakeholders and Elicit Information

- Stakeholders
- Elicitation Techniques
- Elicitation Sessions

Use the Goal-Question-Metric Approach

- Goal Question Metric
- Selecting Metrics

Model the Current Process

- What Is a Model?
- SIPOC Diagram
- Use Case Diagram
- Process Diagrams
- Flowchart
- Swimlane Diagram
- Entity Relationship Diagram

Determine Causes of Problems and Identify Improvement Options

- Causal Analysis
- Process Improvement

Take the Next Steps: Business Case to Retrospective

- Business Case
- Project Retrospective

Exercises:

- Apply a Quality Checklist
- Choose a Business Process to Analyze
- Fill Out the Abbreviated Project Minicharter Template
- Identify Stakeholders of Your Process
- Identify Information Elicitation Techniques for Your Stakeholders
- Prepare to Interview the Stakeholder
- Perform and Document a GQM Analysis
- Create a SIPOC Diagram
- Create a Use Case Diagram
- Create a Swimlane Diagram
- Create an Entity Relationship Diagram
- Perform Causal Analysis
- Use the STP Method to Identify Improvement Options
- Model the Improved Process
- Prepare a Management Briefing
- Provide Feedback on the BPA Process

Additional Information:

This course qualifies you for the following PMI® Professional Development Units (PDUs): Technical Project Management = 28

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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