EXIN BCS Practitioner Certificate in Modelling Business Processes – Including Exam

Durée: 2 Jours   Réf de cours: BCS-MBP   Méthodes d'apprentissage: Intra-entreprise & sur-mesure

Résumé:

This 2-day BCS Practitioner Certificate in Modelling Business Processes training covers the range of concepts, approaches and techniques that are applicable to the Practitioner Certificate in Modelling Business Processes. It is relevant to anyone requiring an understanding of Modelling Business Processes and focuses on the investigation, modelling, analysis and improvement of business processes.

Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

Public visé:

This Practitioner Certificate is designed for people who want to understand a range of business process modelling and analysis techniques, know how they are used and identify when to use them Suitable for business analysts, business managers and members of their team, business change managers and project managers

Objectifs pédagogiques:

- You'll study how to investigate, model, analyse and improve business processes. The certificate includes:

- The context for business processing modelling

- The organisational model for processes

- How to model business processes

- How to document tasks

- Evaluating and improving business processes

Pré-requis:

There are no requirements, but candidates should have some practical experience of business analysis.

Test et certification

- Type: Multiple choice
- Duration: 60 minutes
- Supervised: Yes
- Open Book: No
- Pass Mark: 25/40
- Calculators: Calculators cannot be used during this examination

Contenu:

1. The Context for Business Processing Modelling 15%

1. Candidates will be able to:

1.1 Demonstrate an understanding of the purpose and benefits of business process

modelling.

1.2 Identify the three levels of the business process hierarchy; organisation, process and

task level.

1.3 Explain the importance of the process view versus the functional view of an

organisation.

1.4 Describe the use of the POPIT model in assessing the impact of a new process

design.

1.5 Discuss the use of pilot, phased, direct changeover and parallel running to implement

business change.

2. The Organisational Context for Business Processes 20%

Candidates will be able to:

2.1 Understand the construction of an organisational level model of business process for

a given business scenario.

2.2 Understand how to construct an organisational model for a given scenario (Paul et al,

Business Analysis, 3rd Edition).

3.1 Understand the construction of a business process model for a given business

scenario, using the following elements:

3.1.1 Actors.

3.1.2 Swim lanes.

3.1.3 Tasks.

3.1.4 Decision points with guard conditions.

3.1.5 Start and end points.

3.1.6 Process flows.

3.1.7 Forks and joins.

3.2 Explain why using a standard notation set is important.

3.3 Apply knowledge to distinguish between the terms process, task and step; describe

how they relate to each other.

3.4 Demonstrate that a task typically involves one person (actor) at one place at one time

(OPOPOT), and that it is represented as a single 'box' on a process model.

3.5 Based on a given business scenario, identify external, internal and time-based

business events.

3.6 Explain the difference between internal performance measures and customer

expectations of performance.

4. Documenting Tasks 15%

4.1.3 The trigger or business event that initiates the task.

4.1.4 Any inputs to the task.

4.1.5 The outputs expected from the task.

4.1.6 The costs associated with the task.

4.1.7 The measures that are applicable to the task.

4.1.8 The standards that constrain the task.

4.1.9 A detailed breakdown of the steps within the task.

4.1.10 The business rules that are to be followed in performing the task.

4.2 Demonstrate an ability to document the steps and business rules within a task, using

UML activity diagram notation, or structured English.

5. Improving Business Processes 20%

Candidates will be able to:

5.1 Apply the following approaches to improving business processes: task automation;

removal of gaps and disconnects; process re-engineering.

5.2 Show understanding of the need to challenge business rules and assumptions when

improving business processes.

5.3 Identify the areas of a business process that may contribute to unsatisfactory

2.3 Apply knowledge to distinguish between the external and internal elements of an

organisational model.

2.4 Explain how the processes on the organisational model support the delivery of the

value proposition.

3. Modelling the Business Processes 30%

Candidates will be able to:

Candidates will be able to:

4.1 Understand how to construct a task description for a given business scenario, which

includes the following elements:

4.1.1 The name of the task.

4.1.2 The actor (or role) carrying out the task.

performance from a given scenario.

5.4 Explain the use of business scenarios in identifying combinations of conditions that

the improved business process will need to handle.

5.5 Conduct a gap analysis on a given 'to be' business process model, in order to identify

the functional requirements for the IT system support for that business process.

Autres moyens pédagogiques et de suivi:

• Compétence du formateur : Les experts qui animent la formation sont des spécialistes des matières abordées et ont au minimum cinq ans d'expérience d'animation. Nos équipes ont validé à la fois leurs connaissances techniques (certifications le cas échéant) ainsi que leur compétence pédagogique.
• Suivi d'exécution : Une feuille d'émargement par demi-journée de présence est signée par tous les participants et le formateur.
• En fin de formation, le participant est invité à s'auto-évaluer sur l'atteinte des objectifs énoncés, et à répondre à un questionnaire de satisfaction qui sera ensuite étudié par nos équipes pédagogiques en vue de maintenir et d'améliorer la qualité de nos prestations.

Délais d'inscription :

• Vous pouvez vous inscrire sur l'une de nos sessions planifiées en inter-entreprises jusqu'à 5 jours ouvrés avant le début de la formation sous réserve de disponibilité de places et de labs le cas échéant.
• Votre place sera confirmée à la réception d'un devis ou """"booking form"""" signé. Vous recevrez ensuite la convocation et les modalités d'accès en présentiel ou distanciel.
• Attention, si cette formation est éligible au Compte Personnel de Formation, vous devrez respecter un délai minimum et non négociable fixé à 11 jours ouvrés avant le début de la session pour vous inscrire via moncompteformation.gouv.fr.

Accueil des bénéficiaires :

• En cas de handicap : plus d'info sur globalknowledge.fr/handicap
• Le Règlement intérieur est disponible sur globalknowledge.fr/reglement