BCS Practitioner Certificate in Modelling Business Processes + Exam

Cursusduur: 2 Dagen   Cursuscode: BCS-MBP

Beschrijving:

Deze 2-daagse BCS Practitioner Certificate in Modelling Business Processes training behandelt het scala aan concepten, benaderingen en technieken die van toepassing zijn op het Practitioner Certificate in Modelling Business Processes. Het is relevant voor iedereen die inzicht nodig heeft in het modelleren van bedrijfsprocessen en richt zich op het onderzoeken, modelleren, analyseren en verbeteren van bedrijfsprocessen.

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.

Doelgroep:

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

Doelstelling:

■ 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

Vereiste kennis en vaardigheden:

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

Examens en certificering

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

Cursusinhoud:

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

performance from a given scenario.

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

organisational model.

Candidates will be able to:

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

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

the improved business process will need to handle.

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

includes the following elements:

value proposition.

4.1.1 The name of the task.

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

3. Modelling the Business Processes 30%

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

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

Candidates will be able to:

Nadere informatie:

Neem voor nadere informatie of boekingen contact op met onze Customer Service Desk 030 - 60 89 444

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