Business Process Analysis

Duration: 3 Days   **Course Code: GK2818**   **Delivery Method: Company Event**

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 teaching you the roles and responsibilities of the business analyst and the process for analyzing business systems, including how to determine a business system's health. You will learn how to identify business processes that could become more streamlined. Master the process of communicating with stakeholders to understand their process needs as well as their perceptions of the problems. Using seven different modeling techniques, you'll explore different facets of the business process, identify the most effective solution to the process, and clearly define the future process state. Once a new process is defined, you'll learn how to convey those process changes to others, gain organizational support for making the changes, and plan for a successful change project.

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, and program managers.

Objectives:

- On completion of this course delegates will be able to;

- Determine the quality of a business process

- Identify business processes that need to be analyzed and possibly improved

- Define "business process analysis" and the responsibilities of the business analyst

- Determine when a process action team (PAT) is called for

- Charter and lead a process action team

- Identify all of the stakeholders in a business process

- Choose appropriate information gathering technique(s) for each type of stakeholder

- Prepare for and perform information gathering activities

- Prepare to interview the stakeholder

- Interview the stakeholder

- Document the information gathered

- Perform and document a GQM analysis of your process

- Prepare for a follow-up meeting with the stakeholder

- Hold a follow-up meeting with the stakeholder

- Update information about the process

- Use the ETVX process definition paradigm

- Draw a SIPOC diagram

- Provide feedback to stakeholders to verify and gain additional information

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- Define the goal of a business process

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- Determine how to measure the effectiveness of a business process

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- Use a variety of methods to model a business process and its data

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- Perform root-cause analysis of the problems with a business process

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- Enumerate options for improving a business process

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- Make a sound business case for improving a business process

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- Obtain stakeholder buy-in and sign-off

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- Plan a process improvement project

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- Analyze the results of a process improvement project
- Hands-On Exercises
- Perform the Deming bead experiment

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- Choose a business process to analyze

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- Complete a project mini-charter

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- Complete a stakeholder analysis

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- Identify information gathering methods for your project

- Draw a use case diagram

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- Draw a process flowchart

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- Draw a swim lane diagram

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- Draw a data flow diagram

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- Draw an entity relationship diagram

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- Hold another feedback session with the stakeholder

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- Perform causal analysis

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- List sources of standards and industry best practices

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- Use the STP method to identify improvement options

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- Model the improved process

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- Prepare the process improvement proposal

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- Present the process improvement proposal

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- Prepare a project plan for your process improvement

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- Provide feedback on the BPA process

Prerequisites:

There are no prerequisites for this course.

Content:

- Process
- Tools
- Inputs
- The Process of Business Process Analysis
- Role of the Business Analys
- Execution
- Feedback ; Validation
- SIPOC Analysis
- Use Case Diagrams
- Process Flowcharts
- Swim Lane Diagrams
- Data-Flow Diagrams (DFD)
- Entity-Relationship Diagrams (ERD)

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Charter the Process Action Team

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Hold a Project Retrospective

Additional Information:

Attendance of this course will gain the student24 PMI PDUs

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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