

**Business Process Modeling**

**Course Number:** BA-108  
**Duration:** 2 days

**Overview**

This Business Process Modeling training teaches business analysts how to apply best practices in process mapping using the latest industry standards, ensuring that business and IT stakeholders understand the processes consistently throughout their organization.

**Prerequisites**

All students should have taken [Introduction to Business Analysis](file:////training/business-analysis-introduction) or have equivalent experience.

**Materials**

All Business Analysis training students receive comprehensive courseware.

**Software Needed on Each Student PC**

For in-person deliveries, attendees do not need computers for this course. We will provide full classroom setup instructions that will include seating in small groups, with supplies such as flipcharts, sticky notes, markers, and pens for the attendees and a projector and Internet connection for the instructor's laptop.

Online deliveries for this interactive training will use an online meeting platform (such as Zoom, WebEx, GoTo, or Teams) to have face-to-face contact online, including use of breakout rooms for group activities.

**Objectives**

* Apply business process modeling principles and best practices
* Solve practical business problems using Business Process Diagrams (BPDs)

**Outline**

* Introduction and Definition
  + What is Business Process Modeling?
  + Impact of Business Process Changes
  + Benefits of Business Process Modeling
  + Business Process Methods
  + Challenges with Process Modeling
  + Role and responsibilities – Underlying competencies
* Basics: An Overview of Governance
  + An overview of governance
  + Key governance questions to ask
  + What happens if you don’t have effective governance?
  + Typical Project cycle
  + Importance of Requirements Communication
  + Technique: RACI Matrix
* Phases: Mapping the Business Problem
  + Business Analysis Process
  + Why do we model processes?
  + Phases of Process Management.
  + What is wrong with our process models?
  + Go from Vision to Deliverable
  + Define a strategic outcomes map
  + Define a Business model and relevant processes
  + Technique: Business Model Canvas
* Process Monitoring and Documentation: Modeling Simple Structures
  + Review: Why use Business Process Modeing?
  + When do you use Business Process Modeling?
  + What are simple Business Process Modeling structures?
  + BPMN 2.0 Cheat-sheet: Describe the elements of Business Process Modeling
  + AS-IS vs. TO-BE Modeling
* Targets and Figures: Modeling complex structures
  + It is important to follow up a critical approach to Business Process Modeling
  + What are complex Business Process Modeling structures?
  + When to use complex Business Process Modeling structures
  + Principles of the Modeling procedure
  + Four phases of model construction
* The BPM Lifecycle: Analyzing process models
  + Identifying poor process models
  + Creating process models that everyone can understand
  + Identify criteria for a well-defined process
  + Review: What can go wrong
  + What makes Business Process Modeling work
* Implementation: Process mapping versus process Modeling
  + Determine when to create a process map
  + Determine when to create a process model
  + Asking the four “Ares”
  + Review: Business Process Mapping
* Conclusion and Additional Resources