

Series: *Business Analyst Certificate Program (formalizing mid-2010)*

How to Model, Analyze, and Improve Business Processes

This course, delivered by Data Analysis & Results, Inc. (DA&R) experienced consultants and trainers, gives you a proven set of business process core techniques, methods, and tips for business analysis to help Business Analysts model, analyze, and improve manual and automated business processes. You will learn how to model business processes using context, data flow, activity, and swim lane diagrams to show workflow, transformations, and scope. Creating the model increases your understanding of the business processes and business rules involved. This activity is often even more revealing to those who live with or in the process. With this foundation, you will learn how to analyze the models and extract requirements for business process improvement or information technology solutions. These techniques can be used to identify problems in the current (AS-IS) situation, to predict behaviors in a proposed (TO-BE) solution, and to do Gap Analysis.

Business processes are what organizations do. Whether documented or not, whether designed or not, whether understood or not, nothing gets done until someone (or “the system”) does it – that is what business processes are all about. They are a combination of business operating procedures, business rules, business data, and supporting technology. Yet, many business processes are undocumented, misunderstood, not optimized, not followed, error-prone, and inefficient.

Logistics – Instructor-Led, On-Site Duration 2 - 2.5 days.

This instructor-led course can be delivered as a two-day or two and a half day course.

Who Should Attend

This course is designed for Business Analysts, Process Analysts, Business Process Owners, Business Process Managers, Process Improvement Specialists, Requirements Definition Specialists, Project Managers, Product Managers, Strategic Planners, System Analysts, and anyone involved in defining or deciphering business process or system requirements.

Why You Should Attend - Best Practices Methodology

DA&R's requirements training is for professionals who provide information and experience for, or create software and any other type of technical or business requirements. Our Public Sector, Fortune 500, and Nonprofit customers have adopted our Best Practices as their standard for defining and managing requirements.

Mentor Instructors

DA&R Senior consultants teach every course, ensuring that attendees get personal attention and a wealth of experience. DA&R affiliated consultants actively participate in the IIBA, PMI, IEEE, and other professional organization standards work. We stand ready to tailor, customize, coach, mentor, and consult with you on your Business Analysis, Requirements, Project Management, and related professional endeavors.



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Improved Retention Means Adoption

DA&R courses are designed to be engaging, participatory, and to help develop behavior changes that lead directly to performance improvement. Attendees take back with them best practice and tailored templates, processes, and contacts for further development.

Expansion

To meet specific training needs, this course can be combined with the following courses:

- How to Model, Analyze, and Improve Business Data
- How to Elicit (Gather), Write, and Analyze Business Requirements

Upon completion, successful participants will be able to:

- Draw business process models
- Apply 5 improvement methods based on business process models
- Model the 'AS-IS' and 'TO-BE' business processes and document Gap Analysis
- Document existing business processes
- Draw data flow, activity, swim lane, and sequence diagrams
- Choose the most appropriate technique to document the details of each process
- Extract and analyze business rules embedded in the processes
- Devise process measurements to evaluate initial and continuous improvement
- Develop a list of process improvements and/or requirements
- Interpret the Process Models for the business community for review



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