

BCS Certificate in Modelling Business Processes

Learn via: **Classroom**

Duration: **3 Day**

Overview

In order to deliver radical and beneficial change, business analysts must be able to identify, evaluate and improve business processes.

The use of modelling techniques facilitates a methodical and effective approach to defining change requirements. This allows public and commercial sector organisations to achieve significant improvements in the efficiency of their operations and the effectiveness of their product and service delivery. This course will help business analysts deal with these challenges. It will equip delegates with the process modelling skills that are fundamental to the successful improvement of the business.

At the end of the course delegates may sit an examination to attain the BCS Business Systems Development certificate in Modelling Business Processes. Following your exam you will be sent an email from BCS asking you to register for your exam. Once you have registered and your exam results become available then you will be able to log back into your account and view your results.

This course may be taken as part of the programme leading to the BCS International Diploma in Business Analysis.

What You Will Learn

At the end of this course you will be able to:

- Identify and model core business processes at an organisational level
- Identify and model business processes at the process level identify the events that trigger the business processes identify the outcomes from the business processes
- Model the actors, tasks and process flows that comprise a business process analyse the tasks within a business process
- Identify the business rules applied within tasks analyse the performance issues of individual tasks
- Identify the performance measures applied within a business process analyse and improve business processes

Outline

The context for business process modelling

Purpose of business process modelling; Process for business process modelling; Approaches to business process modelling; The hierarchy of business processes -organisation, process and task levels; Differences between the process view and the functional view of an organisation; Advantages of the process view Organisational model of processes Strategic context for business processes; Relationships between processes, including those at the same level and between levels of hierarchy; Building an organisational view of processes; Delivering value to customers and the value proposition

Modelling the business processes

Using activity diagrams to model business processes - actors, tasks, process flows, decisions; Modelling as-is business processes; Events that trigger business processes -external, internal, time-based; The outcomes from business processes; Timelines for business processes; Business process measures

Documenting tasks

Identifying tasks - one person, one place, one time; Documenting steps to complete the tasks; Documenting business rules; Task performance measures

Evaluating and improving business processes

Identifying problems with the as-is business processes; Analysing the process flow; Analysing the handoffs; Analysing the tasks; Staff performance issues; Challenging the business rules; Modelling the to-be business processes; Approaches to business process improvement

Transition

Integration of business process modelling and requirements definition; Implementation issues (Approaches - pilot run, direct changeover, parallel; Organisational design; Role definition; Staff development; Managing change implementation

Exam preparation

Helpful hints and tips; Practice exam questions Case Study

Throughout the course, case studies are used to reinforce and practise the topics discussed

Examination

Delegates can take the exam by booking on MBPEX-2 (please book separately)