BCS Practitioner Certificate in Modelling Business Processes Training

Duration: **3 Day**

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Overview

The **BCS Practitioner Certificate in Modelling Business Processes** is a practical certification course for Business Analysts who need to identify, model, evaluate and improve business processes in a structured way.

Delivering meaningful organisational change requires more than simply understanding how existing activities are performed. Business Analysts need to make processes visible, identify inefficiencies and performance issues, challenge existing ways of working and help design improved processes capable of delivering greater value.

This course develops the process modelling skills required to perform that work methodically. Participants examine business processes at different levels, from an organisation-wide view through to individual tasks. They consider process triggers and outcomes, actors, tasks, decisions, process flows, business rules and performance measures.

The programme follows the journey from modelling the existing **as-is** environment through analysis and improvement to the development of **to-be** business processes. Case studies and practical activities are used throughout to reinforce the techniques covered.

The course prepares candidates for the **BCS Practitioner Certificate in Modelling Business Processes** and may also be taken as part of the route towards the **BCS International Diploma in Business Analysis**.

Prerequisites

There are no specific prerequisites for attending this course.

The programme is suitable for participants who want to:

- Identify business processes
- Model and document processes
- Evaluate existing process performance
- Identify problems and improvement opportunities
- Design improved business processes
- Prepare for the BCS Practitioner Certificate in Modelling Business Processes

Who Should Attend

The course is primarily designed for **Business Analysts preparing for the BCS Practitioner Certificate in Modelling Business Processes**.

It is also relevant to professionals involved in analysing, redesigning or improving organisational processes.

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What You Will Learn

By the end of the course, participants will be able to:

- Identify and model core business processes at organisational level.
- Analyse and model business processes at different levels of detail.
- Identify internal, external and time-based events that trigger business processes.
- Define the expected outcomes of a business process.
- Model the actors, tasks, decisions and process flows that make up a process.
- Analyse individual tasks within business processes.
- Identify and challenge business rules applied within tasks.
- Evaluate performance issues at task level.
- Identify measures used to assess business process performance.
- Analyse existing **as-is** processes and identify opportunities for improvement.
- Develop improved **to-be** business process models.
- Explain the relationship between process modelling and requirements definition.

Outline

1. The Context for Business Process Modelling

The course begins by establishing the purpose of process modelling and the different levels at which organisational processes can be examined.

- Purpose of business process modelling
- The business process modelling process
- Approaches to process modelling
- Business process hierarchy
- Organisation, process and task levels
- Differences between process and functional views
- Advantages of adopting a process view
- Organisational model of processes
- Strategic context for business processes
- Relationships between processes at the same and different hierarchical levels
- Building an organisation-wide process view
- Delivering customer value
- The value proposition

2. Modelling Business Processes

Participants explore techniques for representing business processes in a form that supports structured analysis.

Activity Diagrams

Activity diagrams are used to model fundamental process elements including:

- Actors
- Tasks

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- Process flows
- Decisions

As-Is Process Modelling

- Modelling existing business processes
- Representing how work is currently performed
- Preparing existing processes for analysis

Process Events and Outcomes

Different types of events capable of triggering a process are considered:

- External events
- Internal events
- Time-based events

The module also considers:

- Business process outcomes
- Process timelines
- Business process measures

3. Documenting Tasks

The analysis moves from process-level modelling into the detailed activities performed within a process.

- Identifying individual tasks
- The "one person, one place, one time" concept
- Documenting the steps required to complete a task
- Identifying and documenting business rules
- Task performance measures

This provides the detail needed to understand not only the overall process flow but also how individual pieces of work are actually performed.

4. Evaluating and Improving Business Processes

Once the current process has been modelled, participants examine techniques for analysing performance and identifying improvements.

- Identifying problems within as-is processes
- Analysing process flow
- Analysing handoffs
- Analysing individual tasks
- Staff performance issues
- Challenging existing business rules
- Identifying improvement opportunities
- Modelling to-be business processes
- Approaches to business process improvement

The objective is to use modelling as an analytical tool for improving the business rather than simply documenting the existing environment.

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5. Transition

This section considers how redesigned processes move from analysis into implementation.

- Integrating business process modelling with requirements definition
- Implementation considerations
- Pilot run
- Direct changeover
- Parallel implementation
- Organisational design
- Role definition
- Staff development
- Managing change implementation

The focus is on connecting the proposed **to-be** process with successful organisational change.

6. Examination Preparation and Case Studies

Case studies are used throughout the programme to reinforce the techniques and concepts covered during the course.

Examination preparation includes:

- Practice examination questions
- Review of key concepts
- Process modelling exercises
- Application through case-study scenarios

Exams and Assessments

The course prepares participants for the **BCS Practitioner Certificate in Modelling Business Processes** examination.