

# Business Process Modeling

## **Duration**

1 day

## **Instructor**

Pamela Hollington

## **Class Limit**

20 students

## **Prerequisite**

None

## **Price**

On-site

Please contact SPC  
for pricing (contact  
information on page 2)

Public Training

\$595 (1 day)

\*Discount available for  
early registration

## **Materials Provided**

- Student manual containing the course slides
- Student handouts with class exercises

Making a business process really work is often a challenge. Business area representatives tell you too little while technical area representatives dive too quickly into “features and solutions” without really understanding the business requirements and rules that are the foundation of the process.

This workshop introduces the concepts of business process modeling as a method of conducting business analysis. The results of the process modeling can be used as a basis for requirements analysis, for process redesign, or to conduct a process match between current business requirements and a package implementation option.

This hands-on, one-day session will enable participants to develop the skills for evaluating a business process, determining the pre-requisite and follow-on activities of a process, and documenting the process for validation, improvement, and redesign. Discussion topics include:

- Defining the key elements of a process and understand the concepts that will help you manage and be a part of a process
- Learning how processes are designed to create value for the customers of a process
- Understanding the importance of performance measures in meeting customer requirements
- Applying the concepts to your own work situation (with specific examples)

Participants will complete this workshop equipped with the knowledge to:

- Define and communicate the key elements of a process to others
- Reorient their thinking from a functional perspective to a process perspective
- Guide others in the development of their work area processes
- Encourage the use of process methodology in the redesigning of functional tasks and activities

Business Process Modeling can be expanded to an on-site two-day seminar. This is valuable to organizations wanting to specifically address one of their own business processes, in addition to learning the core content delivered in the open-enrollment training.

TRAINING

# Business Process Modeling

## Instructor

Pamela is an experienced professional with a strong knowledge of business processes and management issues, and a proven background in systems definition, implementation and project management. She has over twenty years experience, including work in the financial, manufacturing, distribution and retail industries as well as successful consulting assignments in the public and private sectors. Pamela's background includes work in many aspects of Information Technology and Business Strategy development and implementation.

She holds an MBA from the University of Toronto, and the professional designation of Information Systems Professional (ISP) from the Canadian Information Processing Society. Pamela writes regularly for trade magazines and other publications, and has extensive experience in developing and delivering training classes as well as conference and seminar sessions. She is an active member of the Project Management Institute and hosts local chapter meetings of the IS Specific Interest Group (ISSIG) in Vancouver.

## Intended Audience

This seminar is ideal for business analysts, project managers, systems analysts and project team leaders. Individuals wanting to better understand the business context that surrounds requests for new products, services, and software will also benefit.

For more information on this or other SPC Springboard courses, please visit [www.spcspringboard.com](http://www.spcspringboard.com) or e-mail SPC at [info@spc.ca](mailto:info@spc.ca)

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## Outline

### Concepts & Terminology

- Why take a Process Focus?
- Differentiating Functional vs. Process Focus
- Defining a "Process"
  - Components of a Process
  - When is a Process not a Process?
- Interdependencies of Process
- Trickle-down Approach to Analysis

### Tools & Techniques

- Identifying Processes
- Defining the Process Boundaries
- Identifying Inputs and Outputs
- Documenting the Process
  - Inputs
  - Outputs
  - Value
- Validating the Process

### Defining Values & Measures

- Identifying the Process's Value
- Defining Process Measures:
  - How do you know you're "done"?
  - How do you know it's been done "well"?
- What to measure?
- SMART measures

### Analyzing & Refining the Process

- Options for Redesign:
  - Streamline
  - Automate
  - Eliminate
- Identifying Opportunities for Improvement
- Traps & Pitfalls

### Managing Change

- People and Process Change go Together
- What are the requirements to support the change?
  - People
  - Training
  - Equipment
  - Technology
- Change Management Tips



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