

# Workflow Process Modeling

## *Defining, Mapping and Analyzing Business Processes*

### **Duration**

2 days

### **Instructors**

Alec Sharp

### **Class Limit**

20 students

### **Prerequisite**

None. However, business analysts who expect to do extensive workflow modeling will find that some understanding of information systems concepts may be helpful in establishing context.

### **Price**

- *On-site delivery*

Please contact SPC for pricing

(contact information on page 2)

- *Public Training*

\$1095 (2-days)

\*Discount available for early registration

### **Materials Provided**

- Workbook containing class notes and class exercises .

### **Course Description**

Whether a new application is purchased or custom-developed, it's almost certain that improved or redesigned business processes will be involved. This workshop will give business analysts a solid exposure to the modeling and analysis of a process workflow, the key phases and techniques, and the issues that must be addressed. With initiatives like enterprise application implementation and e-commerce driving the redesign of business processes, these skills can make a real difference to a project's success.

The workshop complements the techniques covered in our *Data Modeling* and *Requirements Modeling* workshops, and integrates proven analysis techniques with developments from fields such as business process management and quality management. First, participants will learn the key factors to consider when dealing with business processes, and then how to specify the scope and goals of a business process, model the current workflow, assess it, and apply three critical process redesign techniques.

Key principles are illustrated throughout with workshop exercises and discussions. Business professionals with responsibility for improving their processes and business analysts needing solid techniques will both benefit from this workshop.

### **Objectives:**

Participants will first learn exactly what a "business process" is, the key factors to consider when dealing with them, and the most common pitfalls and how to avoid them. On this foundation, the course moves on to specifying the scope and goals of a business process, modeling the current workflow, assessing it, and applying three critical process redesign techniques.

On workshop completion, participants will be able to:

- Describe the key factors that differentiate process and functional approaches
- Employ a variety of techniques to keep stakeholders involved, and promote "process orientation"
- Identify a "true" business process, and specify its boundaries and goals
- Model process workflow at progressive levels of detail using Swimlane Diagrams
- Stop process modeling at the appropriate point, and move on to other techniques or phases
- Conduct a structured assessment of a business process
- Develop a process redesign while avoiding common (and serious!) pitfalls

Key principles are illustrated throughout with workshop exercises and discussions.

TRAINING

## Workflow Process Modeling

### **Instructor**

With over 25 years of consulting experience, Alec has provided hands-on process modeling and improvement expertise throughout North America, Asia, and Europe – this workshop is based on real-world experience, not textbook theory. Alec has also delivered hundreds of Workflow Process Modeling workshops, and top-rated presentations at international conferences, including “The Seven Deadly Sins of Process Modeling,” “Crossing the Chasm – From Process Model to IT Requirements,” “Getting Traction for ‘Process’ – What the Experts Forget,” and “Five Common Errors in Process Improvement.” Alec is the principal author of “Workflow Modeling” which is a consistent best-seller in the field, and is widely used as an MBA text and consulting guide. The second edition was published by Artech House in 2008.

### **Intended Audience**

Business analysts who are responsible for requirements specification or are involved in business process re-design or improvement; business managers and content experts who will participate in process re-design or process-oriented application development efforts.

### **Course Topics:**

- Thinking in process terms – concepts, terminology, principles, and techniques
- A three-phase approach to completing a process-oriented project
- Framing the process - discovering a business process, and clarifying its purpose and scope
- Initial assessment of the "as-is" process and goal-setting for the "to-be" process
- Modeling process workflow – practical tips and techniques for using swimlane diagrams
- Controlling detail – three levels of workflow model (handoff, milestone, and task)
- Applying workflow modeling to the as-is process – facilitating a workflow session
- Final assessment of the as-is process – a framework for assessment, relation to redesign
- Characterizing the to-be process – generating creative improvements and assessing them
- Creating the new workflow – turning the to-be characteristics into a workflow model
- When to stop – making the transition to use cases and application requirements
- Wrap-up – summary, tips, and resources

For more information on this or other SPC Springboard courses, please visit [www.spcspringboard.com](http://www.spcspringboard.com) or contact us at:

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