MetaPERFORMANCE

Business Process Analysis Course

Format: Instructor led, with approximately 6 hours of exercise for the delegate to test each new tool or technique in the classroom environment.	**Pre-requites:** At least one year of working experience either from a business or systems development perspective.	**Audience:** Business Analysts, Product Developers or Process Engineer involved with Developing business requirements documentation, Product / Service development, Business process improvement (BPI), Business process (re)engineering (BPR) and Business process management (BPM).

Course Description:

The emphasis of this five-day course is on the ***gathering, specifying*** and ***designing Business Processes, so that we do not create faster, bad processes. Business Process Improvement (BPI), Business Process Re-engineering (BPR) and Business Process Management concepts*** are discussed; debated and ***practical applications*** of these disciplines are covered. ***Systematic, top-down techniques*** are used to study and decompose a Business Area. The delegate is taken through the four stages possible for analysis i.e. As-Is design As-Is analysis, new analysis and new design. Various tools and techniques are introduced based on ***a business process engineering methodology***. Upon completion the delegate will be in position to choose the right tool for the right job. This is a technical business course.

Objectives:

After completing this course the delegate will be able to:

- ✓ Understand the background to Business Analysis, Business process improvement and Business (re) engineering
- ✓ Understand the role of the Business Analyst
- ✓ Understand the use of various methodologies
- ✓ Start analysing in a structured approach and know what deliverables are required i.e. Process models, process specifications, Entity Relationship Diagrams, entity, relationship and data specifications and the data dictionary.
- ✓ Understand which models are the most appropriate to use, flow charts (swimlanes), data flow diagrams (DFD), entity relationship diagrams (ERD), functional decomposition,

Course Content:

- **Modelling techniques**
  - ✓ Choosing an appropriate model
- **Business Process Analysis:** an understanding of the concepts of Process Analysis, including where and why data definition is imperative
  - ✓ The Context of Business Process Analysis
  - ✓ Tools for the Process Analyst
  - ✓ Data Flow Diagrams
  - ✓ Using DFDs to Model Analysis and Design Issues
  - ✓ Process Specification
  - ✓ Business Process Analysis Specification
  - ✓ Separating Analysis/Design and As Is/To be Issues
  - ✓ Modelling Rules
- **Organisational Event Modelling:** Organisational Event Definitions (the end-to-end process)
- **Decomposing & Levelling:** Handling Complex Events

object orientation (use case), narrative text etc.

- ✓ How to identify end-to-end business processes from stimulus to response (Organisational Events)
- ✓ How to separate design issues from business issues
- ✓ How to apply Quality Assurance to each deliverable
- ✓ Use a systematic top down approach to process modelling
- ✓ Understand what a repository is and why it's important.
- ✓ Identify the characteristics required from a case tool and understand the difference between a modelling tool and a case tool
- ✓ Develop a Business Requirements document that can be used as input to design (the Functional Specification)

- **Data Dictionary:** Defining the Data
- **Specifying Business Logic** – Process Specifications
  - ✓ Specifying Data Transformations in Process Specifications
  - ✓ Methods Specification
- **Basic Communication Skills**
  - ✓ Types of interviews and interactions
  - ✓ Questions for requirements elicitation
  - ✓ Setting SMART objectives
- **Joint Application Design (JAD)**
  - ✓ Participants of a Facilitated Session and their roles
  - ✓ The Role of the Analyst
  - ✓ Challenging the Thought Process
  - ✓ Documenting the Thought Process
  - ✓ Questioning Techniques
  - ✓ Listening Skills
- **User Centred Design**
  - ✓ The Automation Boundary
  - ✓ Screen Design
  - ✓ Review
  - ✓ Story Boarding
  - ✓ Using the Pre-Packaging and Work Flows
- **Prototyping**
  - ✓ What is Prototyping
  - ✓ Fidelity in Prototyping
  - ✓ Low-Fi prototypes
  - ✓ Hi-Fi Prototypes
  - ✓ Prototype Evaluation

Each delegate will receive:

- Training Material Hand-out
- A case study example of the deliverables required from the analysis effort.
- Certificate of Completion