

## How to Build Business Process Models

*Instructor-Led, Web-Delivered Duration 2 Sessions*

### Overview

Business processes are what organizations do. Whether documented or not, whether designed or not, whether understood or not, nothing gets done until someone (or “the system”) does it – that is what business processes are all about. They are a combination of business operating procedures, business rules, business data, and supporting technology. Yet, many business processes are undocumented, misunderstood, not optimized, not followed, error-prone, and inefficient.

This online business analyst training course shows you how to create and validate business process models using business process analysis techniques such as context diagrams, data flow diagrams, activity diagrams, and swimlane diagrams. You will also learn how to use business event/response tables to create an event-centric process model for your project.

**Note:** *This instructor-led course delivered in two virtual sessions via the Internet covers the same content as the first day of our 2-day course, “How to Model, Analyze, and Improve Business Processes” which can be delivered live at your site.*

### Target Audience

Business Process Owners and Managers	Strategic Planners
Business Process Users	System Analysts
Process Improvement Specialists	User liaison personnel
Business Subject Matter Experts	Anyone who would like to understand their customer’s needs
Requirements Definition Specialists	
Business System Analysts	

### Learning Objectives

*Upon completion of this seminar, you will . . .*

- Draw business process models
- Apply 5 improvement methods based on business process models
- Model the AS IS business process
- Document existing business processes
- Draw data flow, activity, swimlane, and sequence diagrams
- Choose the most appropriate technique to document the details of each process

*Developed and presented by:*



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## 1 Introduction to Process Modeling

### The Problem with Process

- Analysis of Business Systems Analysis
- The Fate Chart
- A Question File
- A Problem with Language
- Process Definition
- Benefits of High-Quality Models

## 2 Modeling Business Processes

### Creating Context Diagrams

- System Modeling - A Short History
- Basic Process Modeling (The Symbols)
  - Exercise: Identify the Errors on this Diagram
- The Simple Rigorous Business Process Model
  - “Rigorous Business” Process Model Example
  - Exercise: Order Entry Department Rigorous Business Model
- Exercise: Rigorous Model to Level 1 Process Model, step 1
- Top Level Functional (Process) Model
- Case Study Part 1

### Creating Process Models

- Leveled Process Models
- Second Level Process Model
- Exercise: Second Level Process Model
- Leveled Process Models (Review)
- Completely Leveled Process Models
- Case Study

### Creating Event/Response Diagrams

- Visual Tools
- Event/Response Symbols and Conventions
  - Event/Response Example Diagram
  - Exercise: Creating Event/Response Models

### Creating Wall Charts

- Process Models Can Be Visually Confusing
- The Main Line
- Wall Chart
  - Enter Order
  - Check Credit
  - Fill Order

### Introducing BPMN Symbols

- Business Process Modeling Notation (BPMN)
- Business Process Modeling Connections