

Modelling Business Processes

Investigate, Model, Analyze and Improve
Business Processes



Course Description

Processes are the lifeblood of all organizations; they define an organization's ability to quickly adapt to a changing business climate and ultimately affect the cost and overall profit of an organization. Identifying, understanding, modeling analyzing and optimizing processes is an essential skill for every role within the organization. You'll study how to investigate, model, analyze and improve business processes.

The certificate includes:

- The context for business processing modelling
- The organizational model for processes
- How to model business processes
- How to document tasks
- Evaluating and improving business processes

Audience

This course is designed for people who want to understand a range of business process modelling and analysis techniques, know how they are used and identify when to use them; suitable for:

- Business Analysts
- Business Managers and members of their team
- Business Change Managers:
- Product Owners Project Managers
- Developers and Testers

Prerequisites

There are no prerequisites, but candidates should have some practical experience of business analysis.



Learning Objectives

Through extensive practical workshops and hands-on exercises, participants will learn to:

- Business Process Management Concepts & Basic BPMN Basic Modelling
- Identify and model core business processes at an organizational level
- Identify and model business processes at the process level
- Identify the events that trigger the business processes
- Identify the outcomes from the business processes
- Model the actors, tasks and process flows that comprise a business process
- Analyze the tasks within a business process
- Identify the business rules applied within tasks
- Analyze the performance issues of individual tasks
- Identify the performance measures applied within a business process
- Analyze and improve business processes

About the Examination

Delivery	Computer-Based (Online)
Format	Closed book
Proctoring	Online
Duration	60 minutes (candidates taking exam in a language that is not their native, may be awarded 25% extra time)
Questions	40, simple multiple choice (1 mark per question)
Pass Grade	65%

