

## **BCS Certificate in Modelling Business Processes**

### **1. The context for Business Process Modelling**

- Demonstrate understanding of the purpose and benefits of business process modelling.
- Identify the three levels of the business process hierarchy.
- Explain the importance of the process view versus the functional view of an organisation.

### **2. Modelling at the enterprise level**

- Interpret the construction of an organisational model of business process.
- Explain how the processes on the organisational model support the delivery of the value proposition.

### **3. Modelling at the event-response level**

- Interpret the construction of a business process model.
- Explain why using a standard notation set is important.
- Apply knowledge to distinguish between modelling business process terms and describe how they relate to each other.
- Demonstrate that a task typically involves one person (actor) at one place at one time, and that it is represented as a single 'box' on a process model.
- Identify the different types of business events.
- Explain the purpose of process performance measures and the difference between internal performance measures and customers' expectations of performance.

### **4. Modelling at the actor-task level**

- Construct a task description
- Demonstrate an ability to document the steps and business rules within a task.

### **5. Improving business processes**

- Apply approaches to improving business processes.
- Show understanding of the need to challenge business rules and assumptions when improving or automating business processes.
- Identify the areas of a business process that may contribute to unsatisfactory performance.
- Explain the need to test processes through use of business scenario analysis.
- Prepare a gap analysis on a 'to be' business process model, in order to identify the functional requirements that could be supported by an IT solution.

### **6. Managing and implementing change**

- Describe the considerations of introducing a new process design.
- Discuss the use of implementation strategies for implementing business change.