

BCS Practitioner Certificate in Modelling Business Processes

Duration: 24 Hours (3 Days)

Overview

The BCS Practitioner Certificate in Modelling Business Processes course is tailored for professionals seeking to master the art of Business process modelling. It provides a comprehensive understanding of various techniques and approaches essential for creating effective business process models. This training delves into the importance of Process-focused organizational views, the Hierarchy of business processes, and the significance of using Standard notation for clarity and consistency. Learners will gain skills in constructing Organizational and process-level models, documenting processes at the actor-task level, and developing strategies for improving and implementing Business process changes. Understanding the interplay between Business rules, Performance measures, and Customer expectations is also a key component of the course. The BCS Modelling Business Processes Training equips participants with the tools needed to analyze, improve, and manage business processes effectively, thus preparing them for practical challenges and contributing to their organization's operational excellence.

Audience Profile

The BCS Practitioner Certificate in Modelling Business Processes is designed for professionals involved in business process management and improvement.

- Business Analysts
- Process Owners/Managers
- Quality Assurance Specialists
- Management Consultants
- Change Managers
- Project Managers
- IT Professionals involved in business process reengineering
- Organizational Development Professionals
- Individuals aiming to become Business Process Modelling experts
- Product Managers
- Operations Managers
- Functional Managers looking to optimize business processes within their domains
- Professionals seeking to improve customer experience through process enhancements
- Individuals preparing for roles that require business process analysis and design

Course Syllabus

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.