

KOENIG SOLUTIONS • COURSE OUTLINE

BCS Practitioner Certificate in Modelling Business Processes

3 Days

24 HOURS

6

MODULES

20

TOPICS

COURSE 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.

WHO THIS COURSE IS FOR

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

What You Will Learn

- Explain the purpose and benefits of business process modelling
- Identify the three levels of the business process hierarchy
- Compare the process view with the functional view of an organisation
- Interpret organisational and event-response level process models
- Apply a standard notation set to business process models
- Construct task descriptions with steps and business rules
- Apply approaches to improving and testing business processes
- Describe considerations for implementing business process change

COURSE SYLLABUS

6 Modules, 20 Topics

01

The Context for Business Process Modelling

TOPICS

- 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

02

Modelling at the Enterprise Level

TOPICS

- 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

03

Modelling at the Event-Response Level

TOPICS

- 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

04

Modelling at the Actor-Task Level

TOPICS

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

05

Improving Business Processes

TOPICS

- 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

06

Managing and Implementing Change

TOPICS

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

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

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