

Business Process Modeling and Analysis - Simply Put!

Using Dataflow Diagrams and Activity Diagrams to Identify Functional and Non-Functional Requirements

Instructor-Led, Onsite or Online Duration 2 Days

Overview

A Business Process Model Is a Requirements Gathering Tool

Business process analysis is one of the most critical business analyst skills. It is the activity that uses business process models for improving business processes without putting your project or your organization at risk.

This business analyst workshop teaches how to create business process models (context, dataflow, activity, and swimlane diagrams). It includes how to use those business process models to analyze and understand your organization's business processes. Finally, the class explains how process analysis reveals hidden business requirements, stakeholder requirements, solution requirements, and transition requirements for changes to the underlying information technology.

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.

Target Audience

Anyone involved in creating, presenting, or analyzing business process models and identifying how leveraging the IT advantage improves the business, including (but not limited to):

Business Analysts	Subject Matter Experts
Agile Product Owners	Project Leaders and Managers
Line Managers	Systems Analysts
Software Testers	Solution Architects

AND anyone wearing the business analysis hat

Learning Objectives

Upon completion of this training, successful attendees will:

- Document existing business processes and workflows in data flow, activity, or swimlane diagrams
- Create context and second level process models of current and proposed business processes
- Confirm that your requirements are in scope for your project
- Analyze Business Process Diagrams to understand and resolve business problems
- Analyze process models to discover missing requirements
- Extract and analyze business rules embedded in processes
- Use the process model to identify, present, and resolve workflow issues and uncover timing anomalies
- Plan to incorporate selected techniques to improve your performance on the job



1 Introduction to Process Modeling

Overviews

- Process as a Noun
- Process as a Verb
- Current Conventions
- Benefits of High-Quality Process Models

2 Modeling Business Processes

Fundamentals of Process Modeling

- Basic Process Modeling Symbols
- Creating a Context Diagram
- Context Diagram Example
- Business Process Model Scope
- Scoped Business Process Model
- Context Diagram
- Creating a Context Diagram (Review)
- Leveled Process Models
- Completely Leveled Data Flow Diagram
- Example: Exploding a Process
- Process Specifications
- Worksheet: For Your Answer
- Case Study

Activity and Swimlane Diagrams

- Activity Diagramming Conventions
- Example of an Activity Diagram
- Exercise: Creating an Activity Diagram
- Introducing Swimlanes
- Example of a Swimlane Diagram
- Exercise: Modeling Swimlanes
- Concurrency and More
- Depicting Data on an Activity Diagram
- Introducing Object Flow
- Exercise: Modeling Object Flow
- When To Use Swimlane Diagrams
- Swimlane Diagram Version 1
- Swimlane Diagram Version 2

Exercise: What's Wrong with this Diagram?

3 Analyzing Business Process Models

Basic Process Analysis

- Overview
- Problem Definition
- Process Problem Analysis
- Pareto Software
- Timing Analysis
- Showing Timing on a Process Model
- Information Usage Analysis
- Order Form for Invoicing System
- Existing Outputs

4 Improving Business Processes

Basic Process Improvement

- Improvement Opportunities
- Improvement Opportunities (cont'd)
- Improvement Opportunities (cont'd)
- REUSEZ98 Process Model for Finding Improvements
- Exercise: Suggesting Improvements
- All Controls Share the Following:
- Determining Functional Control Location
- Locating Functional Controls
- Exercise: Defining Functional Controls
- Exercise: Implement This (Rule) Control Requirement
- Short Term Improvements ("Quick Fixes")
- Exercise: Finding Short Term Improvements
- Short Term Improvements (cont'd)
- Exercise: Long Term Suggestions

5 From Showtime to Go Time!

Personal Improvement Plan

- Understanding the Learning Curve
- Exercise: My Techniques
- My Personal Implementation Plan