



# Business Process Analysis and Modeling

Course ISI-1561      Two days      Instructor-led

## Introduction

This course will teach you how to understand, analyze and improve the processes that exist in organizations. You will learn and use process modeling techniques to document existing processes, analyze the efficiency of a process using various techniques, and identify and recommend process improvement opportunities.

## At Course Completion

The objectives of the workshop are to introduce skills, concepts and strategies to:

- How to create a SIPOC model
- How to perform a gap analysis
- How to build a ETVX task description and define event lists
- How to use the BPMN notation standard to model a business process
- How to measure process effectiveness
- How to assess organizational readiness for change

## Prerequisites

Who Should Enroll:

- Current and aspiring business analysts
- Project managers
- Programmers

## Student Materials

The student kit includes a comprehensive workbook and other necessary materials for this class.

## Course Outline

- Topics Include:
- Process modeling techniques
- Systems thinking
- Creating an SIPOC model
- Performing a gap analysis
- Business Process Modeling Notation (BPMN)

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- Swim lane diagrams
- Process modeling conventions
- Describing activities
- Defining event lists
- Data flow diagrams
- Value stream analysis
- Process measures