

Project Management

# BCS Certificate in Modelling Business Processes (Online)

## Course Details

### Price

£2,600.00

### Length

3 full days (09:00-17:00)

## Course Overview

In order to deliver radical and beneficial change, business analysts must be able to identify, evaluate and improve business processes.

The use of modelling techniques facilitates a methodical and effective approach to defining change requirements. This allows public and commercial sector organisations to achieve significant improvements in the efficiency of their operations and the effectiveness of their product and service delivery. This course will help Business Analysts deal with these challenges. It will equip you with the process modelling skills that are fundamental to the successful improvement of the business.

**This course is delivered virtually through the GTA, tutor led in real time.**

## Course Content

**The context for business process modelling;**

**Flexible learning that works for you**

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- Purpose of business process modelling
- Process for business process modelling
- Approaches to business process modelling
- The hierarchy of business processes - organisation, process and task levels
- Differences between the process view and the functional view of an organisation
- Advantages of the process view Organisational model of processes Strategic context for business processes
- Relationships between processes, including those at the same level and between levels of hierarchy
- Building an organisational view of processes
- Delivering value to customers and the value proposition

### **Modelling the business processes;**

- Using activity diagrams to model business processes-actors, tasks, process flows, decisions
- Modelling as-is business processes
- Events that trigger business processes - external, internal, time - based
- The outcomes from business processes
- Timelines for business processes
- Business process measures

### **Documenting tasks;**

- Identifying tasks - one person, one place, one time
- Documenting steps to complete the tasks
- Documenting business rules
- Task performance measures

### **Evaluating and improving business processes;**

- Identifying problems with the as-is business processes
- Analysing the process flow
- Analysing the handoffs
- Analysing the tasks
- Staff performance issues

- Challenging the business rules
- Modelling the to-be business processes
- Approaches to business process improvement

#### **Transition;**

- Integration of business process modelling and requirements definition
- Implementation issues (Approaches - pilot run, direct changeover, parallel)
- Organisational design
- Role definition
- Staff development
- Managing change implementation

#### **Practice exam questions;**

Throughout the course, case studies are used to reinforce and practise the topics discussed.

## **Benefits**

#### **At the end of this course you will be able to:**

- Identify and model core business processes at an organisational level
- Identify and model business processes at the process level
- Identify the events that trigger the business processes
- Identify the outcomes from the business processes
- Model the actors, tasks and process flows that comprise a business process
- Analyse the tasks within a business process
- Identify the business rules applied within tasks
- Analyse the performance issues of individual tasks
- Identify the performance measures applied within a business process to analyse and improve business processes

This qualification can form part of the BCS International Diploma in Business Analysis and covers the knowledge-based element of the qualification.

## Prerequisites

You will need to be able to spend 60-90 minutes each evening whilst on the course doing revision and example examination questions.

There are no specific pre-requisites for this course.

This course is suitable for those wishing to identify, model, evaluate and improve business processes, and/or attain the BCS Certificate in Modelling Business Processes.

## Assessment

BCS Certificate in Modelling Business Processes Exam (one hour multiple choice).

If you are taking a BCS exam you must bring photographic identification with you (passport, driving license or student card), as it is a BCS requirement to produce it for the invigilator prior to the exam. Failure to produce a valid form of photographic identification will result in a candidate not being able to sit the exam.

## Next Steps

If you would like to book a place on this course please click on the **'Book Course'** button to the right of this page and login or register for a user account to complete your booking(s). Any queries please do not hesitate to contact us via [admin@gta.gg](mailto:admin@gta.gg) or call us on 01481 244570.

If no date is scheduled for this course at the present time please click on the **'Register Interest'** button and login or register for a user account so that we can add you to our course interest register. This register allows us to contact our tutors and finalise dates for a course as soon as we have a few people who have expressed their interest, so the more delegates who register their interest, the sooner we can schedule a particular course.