

## Process Mapping, Analysis and Modeling

Page | 1

### (Unit 1 of 4 units in Business Process Analysis and Optimisation)

#### Overview

Business Analysts play a key role in the management and forward planning of an organisation. In the modern business environment, Business Analysts are required to be proficient across a wide range of skills and techniques including requirements gathering, business activity analysis, and performance improvement. They are called upon to understand how their organisation works currently, the way it is intended to work in the future and any future impact on the business operations by a new or changed process.

As a result, Monash Professional has developed the Business Process Analysis and Optimisation course, comprising ten days of instructor led training. Process Mapping, Analysis and Modelling is the first unit and can be followed up with:

- Unit 2: Data Modelling
- Unit 3: Business Process Metrics
- Unit 4: Software Tools for Process & Data Modellers

#### Learning Method

Instructor led

There is an emphasis on working within a small team to practice the various techniques presented.

#### Who will benefit from this course?

- Business and business systems analysts
- Process analysts
- Application developers
- Operational managers and supervisors
- And anyone interested in analysing, managing or improving business processes, practices
- And business rules in and across their organisation.

#### Pre-Requisites for this course

There are no formal requirements to attend this course, although some exposure to business operations would be an advantage.

#### What you can expect to gain from this course?

This course will teach you process modelling techniques and how to practically apply them. It will also introduce you to key techniques in documenting and analyzing current or future business processes. On completion of this course you will:

**Duration: 5 days**

**Scheduled In:  
MELBOURNE**

**On Demand In:  
SYDNEY  
BRISBANE  
CANBERRA**

# Process Mapping, Analysis and Modeling

- Understand the various roles within an organisation, and their responsibilities
- Gain an understanding of various types of business models – process, strategy, data, organisation, and context
- Understand the meaning and relevance of the SDLC
- Analyse a case study and extract BA specific information in order to apply techniques taught
- Learn about scope definition
- Learn about process decomposition
- Gain exposure to various data gathering methods
- Learn to prepare a cause and effect diagram
- Learn to perform a gap analysis

## Course Content

### Module 1: Introduction to BA

- Typical corporate roles
- Responsibilities
- Tasks and techniques

### Module 2: Business Models Overview

- Strategy
- Process
- Organisational Data Models

### Module 3: Business Strategy Model

- Detailed study and exercise

### Module 4: System Development Life Cycle

- Introduction, relevance, linkages to BA activities

### Module 5: Business Process Model

- Universal Process Classification Framework

### Module 6: Scope Definition

- Stakeholder Analysis
- Process Scope (using Context Diagram),
- Business Event Definition – detailed study, walkthroughs, labs

## Process Mapping, Analysis and Modeling

### Module 7: Decomposition & Data Gathering Techniques

- Process Decomposition

### Module 8: Introduction to BA

- Typical corporate roles
- Responsibilities
- Tasks and techniques

### Module 9: Business Models Overview

- Strategy
- Process
- Organisational Data Models

### Module 10: System Development Life Cycle

- Introduction, relevance, linkages to BA activities

### Module 11: Business Process Model

- Universal Process Classification Framework

### Module 12: Scope Definition

- Stakeholder Analysis
- Process Scope (using Context Diagram),
- Business Event Definition – detailed study, walkthroughs, labs

### Module 13: Decomposition & Data Gathering Techniques

- Process Decomposition
- Data Gathering Techniques: Business Documents Review
- Existing System Review
- On-site observation
- Surveys/Questionnaires
- Interviews
- Facilitated Workshops
- Facilitated Techniques:
  - Brainstorming
  - Story Boarding
  - Cause and Effect

## Process Mapping, Analysis and Modeling

### Module 14: Process Mapping Techniques

- Framework, Storyboarding

### Module 15: Process Analysis & Reporting

- Activity Value Analysis
- Comparative Analysis:
- Performance measures, Benchmarking
- Paper Based Brainstorming
- Reaching Consensus
- Cause and Effect
- Reporting

### Module 16: Current State (As-Is) and Future State (To Be) and Gap Analysis

#### Optional Assessment

Out of class assessment: 3 hrs duration

Business process models play a key part in understanding the way an organisation works.

Understand how your organisation works currently, the way it is intended to work in the future and the impact on the business' operations by a new, or changed, business process.

#### Related Courses

Data Modelling  
Business Process Metrics  
Software Tools for Process & Data Modellers  
Business modelling using UML