

A hand in a dark suit jacket and blue patterned tie points towards the center of a hexagonal grid. The grid consists of several light blue hexagons with dark blue outlines. The word 'TRAINING' is written in large, bold, blue capital letters across the top of the grid. Other hexagons contain the words 'SKILLS', 'WEBINAR', 'MENTORING', 'KNOWLEDGE', and 'LEADERSHIP'. The background is a blurred image of a person in a suit holding a black folder.

SKILLS

TRAINING

WEBINAR

LEADERSHIP

KNOWLEDGE

MENTORING

BUSINESS PROCESS ANALYSIS

FOUR DAY COURSE

Advisory**KONNECT**

INTRODUCTION:

Advisory**KONNECT**'s professional training solutions provide enhanced visibility and control of business processes, enabling organisations to manage change confidently, optimise business operations and deliver more meaningful customer interactions. By participating in our courses, IT professionals will learn how smarter process capabilities can be leveraged to deliver high-value business process and decision management projects.

DEFINE THE QUALITY OF A BUSINESS PROCESS:

CHOOSE A BUSINESS PROCESS TO ANALYSE

- People, process, tools and inputs
- Definition of "business process analysis"
- The process of business process analysis
- Role of the business analyst

UNDERSTANDING THE BUSINESS ANALYSIS PROCESS:

IDENTIFY THE STAKEHOLDERS OF A BUSINESS PROCESS

CHOOSE INFORMATION GATHERING TECHNIQUES

CHARTER THE PROCESS ACTION TEAM

GATHER INFORMATION:

- Preparation
- Execution
- Feedback & Validation

DOCUMENT THE PROCESS GOAL AND METRICS:

- Perform GQM analysis

MODEL THE CURRENT (AS-IS) PROCESS:

- ETVX process model
- SIPOC analysis
- Use case diagrams & process flowcharts
- Swim lane diagrams
- Data-flow diagrams (DFD)
- Entity-relationship diagrams (ERD)

Audience

Our workshops are targeted for IT professionals who want to understand the latest capabilities of BPM & ODM. Partner executives and sales reps are also invited with a sales breakout in a parallel component of Day 1



Locations

Our training programmes can be delivered anywhere in the world giving you the very best training. Our established network of partners allows us to deliver the same high standards of support and face-to-face training.



DETERMINE CAUSES OF THE PROBLEMS:

- Fishbone (Ishikawa) casual analysis

DETERMINE PROCESS IMPROVEMENT OPTIONS:

MAKE THE BUSINESS CASE FOR PROCESS IMPROVEMENT:

PLAN THE IMPLEMENTATION:

HOLD A PROJECT RETROSPECTIVE:

PLEASE GET IN TOUCH:

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