



## BCS Certificate in Modelling Business Processes

Duration: 3 days, classroom based

Location: Singapore CBD | Exam: 1 hour

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### Course Overview

**BCS Practitioner Certificate in Modelling Business Processes** provides delegates with the knowledge and tool set to effectively investigate, model, analyse and improve business processes. The BCS publication, Business Analysis 3rd Edition, defines business processes as '*the means by which an organisation carries out its internal operations and delivers its products and services to its customers*'. Candidates are required to appreciate the hierarchy for business processes, and apply business process modelling techniques within a framework for business process improvement.

This syllabus has an accompanying examination at which the candidate must achieve a pass score to gain the BCS Practitioner Certificate in Modelling Business Processes.

### Who should attend?

The certificate is relevant to anyone requiring a professional understanding of business process modelling. Typical delegates include business analysts, process consultants, business managers, management consultants, system developers and project managers.

### Prerequisites

There are no course prerequisites.

### Course Objectives

On completion of this course, delegates 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
- Analyse and improve business processes

### Certifications

This Modelling Business Processes course prepares participants for the one-hour, open book, examination leading to the **Certificate in Modelling Business Processes offered by BCS, The Chartered Institute for IT**. This certificate counts towards achieving the Business Analysis Diploma.

### Recommended Follow-on Courses

Related BCS Business Analyst courses:

- BCS Business Analysis Practice
- BCS Requirements Engineering
- BCS Business Analysis Foundation Level

## Course Outline

This three day course follows the BCS Certificate in Modelling Business Processes syllabus and covers the following:

### 1. The context for business processing modelling

What is business process modelling?

Why model business processes?

- Benefits of carrying out process modelling
- Benefits of having a process model

Increasing importance of modelling business processes

- Shift from the functional view of an organisation to a process view
- Need for business improvement and refinement
- Large-scale system changes such as ERP and system integration
- How to carry out process modelling
- Who is involved with process modelling – the stakeholders
- The hierarchy of business processes – organisation, process and task

Process modelling and Business Analysis

- Support for Requirements Engineering
- Support for the Business Case
- Support for Testing
- Relative emphasis on as-is and to-be process modelling

### 2. Organisation model for processes

Strategic context for business processes

Relationships between processes, including those at the same level and between levels of hierarchy

Delivering value to customers and the value proposition

### 3. Modelling the business processes

Selected business process modelling technique

- Notation – actors, start point (the trigger), tasks, process flows, decisions, end point
- Rules
- Modelling as-is business processes
- Events that trigger business processes
  - External business events
  - Internal business events
  - Time-based business events
- The outcomes from business processes
- Timelines for business processes
- Business process measures

### 4. Documenting Tasks

Identifying tasks – one person, one place, one time

Documenting steps to complete the tasks

Documenting business rules

- “If ... then ... else” statements
- Decision tables & decision trees

Task performance measures

### 5. Evaluating and improving business processes

- Identifying problems with the as-is
- Improving the process
- Modelling the improved process

### 6. Transition

- Implementation strategies
- Planning & supporting the transition

## Exam

1 Hour exam | Open book | Case study based | We provide sample papers and exam prep on the course

**Contact:** [academy@R1Training.com](mailto:academy@R1Training.com) or check our website for course dates