

learning
equals
development

EQV Course Outline



■ Business Process Analysis

■ 4 Day

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Business Process Analysis

(4 Day)

Business Benefit

Analyze your business today and map the path to tomorrow. In this course, you'll learn to model business processes as they are currently enacted, assess the quality of those business processes, and collaborate with the stakeholders to identify improvements.

Who Should Attend?

- Systems analysts, business analysts, requirements analysts, developers, software engineers, IT project managers, project managers, project analysts, project leaders, senior project managers, team leaders, program managers, testers, and QA specialists.

Learning Objectives

By the end of this course you will be able to...

- Determine the quality of a business process
- Identify business processes that need to be analyzed and possibly improved
- Define "business process analysis" and the responsibilities of the business analyst
- Determine when a process action team (PAT) is called for
- Charter and lead a process action team
- Identify all of the stakeholders in a business process
- Choose appropriate information gathering technique(s) for each type of stakeholder
- Prepare for and perform information gathering activities
- Provide feedback to stakeholders to verify and gain additional information
- Define the goal of a business process
- Determine how to measure the effectiveness of a business process
- Use a variety of methods to model a business process and its data
- Perform root-cause analysis of the problems with a business process
- Enumerate options for improving a business process
- Make a sound business case for improving a business process
- Obtain stakeholder buy-in and sign-off
- Plan a process improvement project
- Analyze the results of a process improvement project

Course Content

Define the "Quality of a Business Process"

- People
- Process
- Tools
- Inputs

Choose a Business Process to Analyze

Understand the Business Analysis Process

- Definition of "Business Process Analysis"
- The Process of Business Process Analysis
- Role of the Business Analyst

Charter the Process Action Team

Identify the Stakeholders of a Business Process

Choose Information Gathering Techniques

Gather Information

- Preparation
- Execution
- Feedback & Validation

Document the Process Goal and Metrics

Perform GQM Analysis

Course Content

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)

Determine Causes of Problems

- Fishbone (Ishikawa) Causal Analysis

Determine Process Improvement Options

- Modeling the Improved (To-Be) Process

Make the Business Case for Process Improvement

Plan the Implementation

Hold a Project Retrospective

You may also be interested in

Prince2 Foundation or Practitioner

ITIL Foundation

Dates: **Dates to suit you...**
Please contact EQV

Price: **£1250**
per person

The EQV Promise

We ensure that our courses are well received and are delivered by trainers that have actual commercial competency in their chosen subject.

Not only is this essential for our accreditation purposes but it ensures that the trainers will be able to include relevant experiences they themselves have learnt from. This generates appropriate engagement and empathy in the training environment.

When the course is completed we will report back to you about how the training has been received and can indeed evaluate the training right from start to finish after the skills transfer period. This information can come from your account manager who is your main point of contact at all times.

Our Training Centre

Set in the heart of beautiful rolling Leicestershire countryside, our idyllic training facilities not only provide attendees with the perfect environment to concentrate on their individual learning experience but also provide the practicality of ample parking and fully designed and equipped training rooms.

You will be greeted upon arrival by our training co-ordinator who is your point of contact throughout the day should have any specific queries.

A delicious buffet lunch is provided catering for a variety of dietary needs.

The EQV Experience

Our training courses take the attendee on a journey of learning and development. Throughout the course everyone is engaged in a stimulating and participative way.

Our courses are designed to encompass many different kind of learning activities making sure they appeal to different natural styles of learning that individuals have.

Activities may include a selection of syndicate work, discussion, pair work, case studies, games, role play, quizzes and presentations.

During the event an individual works on their own implementation plan so that they have a clear plan of how they are going to support their own skills transfer back in the workplace. Whilst it is important for the attendees to enjoy the workshop we want to ensure they apply as much as possible back in the workplace.

