

## Certificate in Modelling Business Processes

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### Quick facts

**Code:** BCP/140

**Course:** Modelling Business Processes

**Level:** Practitioner

**Duration:** 3 days

**Assessment:** Examination (fourth day)

### Summary

This certificate is concerned with the investigation, modelling and improvement of business processes. Its focus is on a range of modelling and analysis techniques which should be used within a framework for business process engineering.

### You will learn

Holders of the certificate should be able to:

- Identify and model core business processes at an organisational level;
- Model business processes at an operational level;
- Analyse activities within business processes;
- Analyse managerial and performance aspects of activities and processes; and
- Evaluate and re-design business processes.

### Syllabus

- **The context for business process modelling**  
Relationship between business systems and automated systems; purpose of modelling business processes; approaches to business process modelling.
- **Identifying business processes**  
Definition of a business process; differences between the process view and the functional view of an organisation; advantages of the process view; importance of metrics; value chain analysis; relationships between processes; building an organisational view of processes
- **Modelling business processes**  
Overview of different modelling techniques (swim lane diagrams, activity diagrams); modelling notation and rules; events that trigger business processes; the outcomes from business processes; the stakeholders involved with business processes
- **Evaluating and improving business processes**  
Modelling as-is business processes; identifying problems with the as-is process; problem analysis; benchmarking; identifying inappropriate workflows; identifying inappropriate IT support; staffing issues; challenging the business rules; modelling the to-be business processes; implementing the new approach
- **Transition from business modelling to system requirement specification**  
Extent of IT support for the business processes; scoping the IT development effort; documenting IT system requirements; integration of process; modelling, requirements definition and systems development; related issues (organisational design, procedure design, skills profiling and training, managing change)

## Entry

There are no strict pre-requisites for this course, however, to gain most value from the course the following basis is recommended:

- Have 12 months work experience in a Business Change role.

## Intended Audience

This course is for Business and IT professionals who would like to do business change better.

The course is primarily for:

- Business Analysts, particularly those whose work has a high informational content;
- Managers with accountability for staff who deliver business change;
- Business and project stakeholders with input to or acceptance of business change; or
- People who work in a project team.

## Duration

This course is delivered in the following format:

- Three full days (8:30 to 16:30), with an
- Assessment on the fourth day

## Course delivery

Learning is driven by a combination of coach-led seminars, workshops and discussions each blended around a comprehensive case study.

Our approach encourages individual thinking and group participation, facilitates knowledge sharing and provides a safe environment for delegates to practically apply their skills and knowledge.

## Course materials

Comprehensive course notes are provided and supplemented by a collection of template forms to support the transition of skills and knowledge.

## Course workload

Delegates will need to:

- Comprehend course materials and demonstrate understanding;
- Actively participate in seminars, workshops and discussions;
- Investigate business situations and feedback solutions to case study exercises; and
- Spend additional effort on revision and example examination questions.

## Assessment

The format for the examination is a one hour written (open book) examination based on a business scenario.

Delegates who pass the examination are awarded the certificate displaying their result. Those who do not achieve the minimum pass grade are awarded a certificate of attendance, provided they have participated in the full course.

## Qualifications

This course is a core module in:

- D01: Diploma in Business Change

and an optional module in:

- D03: Diploma in Business Analysis

We advise you to refer to the relevant award descriptions for information on the circumstances in which the course can count towards these qualifications because from time to time the structure and requirements of a qualification may change.

## More information

For full details, including course fees and start dates, visit our course and qualifications website, [www.baworks.co.za/training](http://www.baworks.co.za/training).

We make every effort to ensure that this information is accurate but it could change if regulations or policies change or because of financial or other constraints.