

Process Modeling Management

Learn how to:

- Describe the Process Modeling Management (PMM) framework
- Define key PMM terms and concepts
- Conduct major activities performed during each phase of PMM, including workflow modeling
- Perform the business analyst's role and responsibilities in PMM
- Apply PMM methodologies and techniques specific to the business analyst's role and responsibilities

 For pre- and post-course assessments, visit www.esi-intl.com/MyESI.

BABOK® Guide knowledge areas:

Business Analysis Planning and Monitoring
Elicitation
Requirements Analysis
Requirements Management and Communication

PMBOK® Guide knowledge areas:

Project Integration Management
Project Scope Management
Project Quality Management
Project Time Management
Project Cost Management
Project Risk Management
Project Human Resource Management
Project Procurement Management
Project Communications Management

ACE CREDIT recommendation:

Undergraduate: 2 credit hours

PDU: 21.0 **CEU:** 2.1 **CDU:** 21

This course has been updated to reflect the *BABOK® Guide*—Version 2.0.

 **Endorsed Education Provider**

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The importance of the business analyst's role in defining process requirements during the planning phases of a project continues to gain recognition across all industries. The business analyst, working in conjunction with the project manager, facilitates the solution of business challenges. However, when gathering requirements for a new or existing project, business analysts must be mindful that any project may require the development and redesign of accompanying processes that not only enhance the success of a project, but also increase the project's chance of meeting the organization's business goals.

This highly interactive course provides participants the opportunity to perform the four phases of a process improvement project—define, analyze, implement and control. Key deliverables and outputs are emphasized during each phase, as well as the importance of tying all outputs back to the business strategy. You'll practice identifying and prioritizing the processes that require improvement, as well as creating the documents needed to communicate these changes to the rest of the organization. You'll focus on the competencies necessary to perform workflow modeling to ensure you have the core tools required to document the processes. You will also practice creating AS-IS and TO-BE process maps and learn the steps to conduct a gap and stakeholder analysis. Finally, you'll develop the competencies required to create new process benchmarks and measurements for new processes.

You'll leave this course with the preparation necessary to perform your business analysis responsibilities within the process improvement process and to employ the required skills in accordance with sensitive cost, organizational and stakeholder requirements.

Reminder: Prior to taking this course, you should have acquired the background as taught in *How to Gather and Document User Requirements*.

Course Topics

1. Key PMM Terms and Concepts

- Process modeling, process management, process improvement
- Process management activities
- Workflow modeling
- Key benefits of PMM
- Process improvement project (PIP) phases
- Business analysis roles and responsibilities
- Managing organizational change

2. Conducting the Define Phase

- Obtaining consensus on processes to be included in PIP
- Relating processes to business strategy
- Developing high-level plans for risk, communication and change management

3. Conducting the Analyze Phase

- Conducting workflow modeling
- Creating swim lane diagrams
- Conducting value stream mapping
- Developing AS-IS process map
- Defining and gathering metrics
- Creating process benchmarks
- Performing gap analysis
- Performing root cause analysis
- Conducting stakeholder analysis
- Performing high-level cost-benefit analysis

4. Conducting the Implement Phase

- Documenting, validating and confirming new goals and objectives
- Formulating measurements
- Designing the TO-BE process
- Updating risk, communications and change management plans

5. Conducting the Control Phase

- Communicating findings
- Carrying out implementation plans
- Monitoring and controlling results