PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: BCS Certificate In Modelling Business Processes	**Course Duration**: 3.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: BCS Certificate In Modelling Business Processes	

Course Syllabus

Our BCS Certificate In Modelling Business Processes training course will cover the following topics:

Module 1: The Context for Business Processing Modelling

What is business process modelling?

- Why model business processes?
- Benefits of carrying out process modelling

Importance of modelling business processes

- Comparing the functional and process views of organisations
- Enabling business improvement and refinement
- Facilitating large-scale system changes and integration

Creating effective process models

- Performing detailed analysis
- Modelling the as-is process
- Identifying improvements and the to-be process
- Involving stakeholders in process modelling

Creating a hierarchy of business processes

- Organisation
- Process
- Task

Process modelling and Business Analysis

- Supporting requirements engineering
- Reinforcing the business case
- Helping with downstream testing

Module 2: Using an Organisational model for processes

- The strategic context for business processes
- Mapping process relationships
- Building an organisational view of processes

- Delivering value to customers and the value proposition

Module 3: Modelling Business Processes

Business process modelling techniques

- Identifying actors
- Specifying the start and end point in the process
- Clarifying tasks, process flows, rules, and decisions

Modelling the as-is business process

- Events that trigger business processes
- External business events
- Internal business events
- Time-based business events

Identifying outcomes from business processes

- Timelines for business processes
- Business process measures
- Internal measures
- External measures

Module 4: Documenting Tasks

Identifying tasks

- One person, place, and time
- Documenting steps to complete the tasks

Documenting business rules

- “If … then … else” statements
- Decision tables
- Decision trees

Measuring task performance

Module 5: Evaluating and Improving Business Processes

Identifying problems with the as-is business processes

- Measuring performance: time, quality, and resource usage/cost
- Determining target and actual values
- Aligning with corporate strategy and tactics as well as customer needs

Improving the process

- Using problem diagnosis techniques
- Process improvement techniques

Modelling the improved process

- Checking for quality and completeness
- Supporting development of the Requirements Catalogue

Module 6: Transitioning to the "to Be "Process

Implementation strategies

- Creating a pilot
- Deploying implementation strategies

Planning the transition

- Simulating and refining the to-be process
- Estimating resource usage
- Realising benefits

Decommissioning the as-is process

- Supporting the transition
- Enabling cultural change
- Supporting stakeholders through the change process
- Sustaining continuous improvement

Course Overview

Our three-day BCS Certificate In Modelling Business Processes training course provides the framework, skills and techniques you need to model business processes and deliver process improvements successfully.

Our BCS Certificate In Modelling Business Processes training course will help you to apply practical business analysis techniques that can help to improve your business processes.

Course Learning Outcomes

BCS Membership Offer: If you do not hold a BCS certification and successfully pass the examination for this training course - you will be given one year's complementary BCS Membership. This offer is only valid for your first BCS qualification.

Our BCS Certificate In Modelling Business Processes training course will cover other important, related issues such as human performance and process measurement, as well as theoretical concepts supported by detailed case studies. It's the perfect opportunity for you to apply your knowledge to both AS-IS and TO-BE process models.

Audience

Our BCS Certificate In Modelling Business Processes training course is suitable for Business Analysts, Business Managers and members of their team, Business Change Managers and Project Managers.

Entry-Level Requirements

There are no entry-level requirements for our BCS Certificate In Modelling Business Processes training course.

Recommended Reading

Recommended Reading List:
Title: Business Analysis (3 rd Edition)
Author: Debra Paul, Donald Yeates and James Cadle
Publisher: BCS Publication
Date: 2010
ISBN: 9781906124618

Title: Business Analysis Techniques: 72 Essential Tools for Success
Author: James Cadle, Debbie Paul and Paul Turner
Publisher: BCS Publication
Date: February 2010
ISBN: 9781906124236

What's Included

For all virtual classroom training courses, a printed copy of the latest edition of the comprehensive course manual will be sent to your home address in good time for the start of your BCS Certificate In Modelling Business Processes training course. In addition, a link will be emailed to you to enable you to access an electronic copy of the same comprehensive manual for convenient future reference.

Exam Information

You will receive all of the training you need to prepare for the BCS Certificate In Modelling Business Processes examination. If you pass the examination, you will be awarded the BCS Certificate In Modelling Business Processes. You will also be one step closer to the BCS Diploma In Business Analysis.

BCS Certificate In Modelling Business Processes Examination:

- Type: 40 Multiple Choice Questions
- Duration: 60 Minutes
- Supervised: Yes
- Open Book: No
- Pass Mark: 26/40 (65%)
- Delivery: Digital

Candidate Responsibilities

- You need to complete registrations for both BCS and Questionmark.
- You will receive an email inviting you to register on the e-professional portal. Once you have completed this registration, you will be able to see the booking details that your training provider had given to BCS.
- The exam date and time may not reflect what you will book with Questionmark, but we will update this once the exam has taken place so your certificate will have the correct date.
- You will also receive an email with log in details for Questionmark. This will enable you to complete your registration and book your exam. The link for registering is here.
- If you are unable to see an assessment to schedule once you have registered, please contact BCS via customerservice@bcs.uk.
- If you're unable to select a remote proctored time and date, contact support@questionmark.com.

Create Proctor Session

- To select the exam date and time click on ‘Schedule’. If you have multiple exams to schedule it is advised that you only schedule the exam you wish to take otherwise you may encounter an error 500 screen.
- If you do encounter this then please clear your browser cache before proceeding.

What's Next

If this BCS Certificate In Modelling Business Processes training course is part of your BCS Diploma in Business Analysis programme, you have a choice of further modules:

- BCS Certificate In Business Analysis Practice
- BCS Certificate In Requirements Engineering
- BCS Foundation Certificate In Business Change
- BCS Foundation In Business Analysis

Additional Information

Our BCS Certificate In Modelling Business Processes training course will also cover other important, related issues such as human performance and process measurement, as well as theoretical concepts supported by detailed case studies.