SETC Training Corporate Logo

Business Analysis Training: Process Engineering (BA201P, 4 jours)

Description

The course Business Process Reengineering (Business Analysis Training) will guide participants on how to use their requirements documents to model and assess existing processes, and apply techniques to analyze, and improve organizational and system processes. Through a mix of presentations, discussions and hands-on practical exercises, participants will apply a variety of modelling techniques and problem-solving tools from BABOK to LEAN to assess as-is processes to move toward creating more efficient and effective processes.

Tarifs

- Tarification: $3,750/person
- Rabais de 10% lorsque vous inscrivez 3 personnes.

Plan de cours

Introduction and BA Review

- Overview of Business Analysis
- Review of Process Fundamentals
- Review of Process versus Project Attributes
- Understanding Business Architecture and Business Capabilities
- Clarifying Business Requirements
- Review of Project Management Approaches

Modelling the As-Is Process

- Documenting Processes
- Creating Process Maps
- Using Alternative Graphical Models
- Using a Requirements Model Diagram

Measuring Performance

- About Metrics, Process Maturity and Critical Success Factors
- The Need for Performance Measurement
- Understanding Performance Indicators: KPIs, PIs, and KRIs
- Using Indicators in a Practical Context: The 10/80/10 Rule

Troubleshooting the As-Is Process

- Understanding the Vision
- Understanding the Business Requirements
- Understanding the Stakeholders
- Eliciting Process Requirements
- Use Cases and UML Diagrams
- Using Lean Methodology: DMAIC
- Using Lean Tools: VSM, 8 Wastes, RCA
- Analyzing Capability Gaps
- Prioritizing Requirements
- Linking Business and Technical Requirements

Designing the To-Be Process

- Defining Process Objectives
- Defining Inputs and Outputs
- Defining Triggers

Defining Activities
Defining Interactions with other Processes
Documenting Processes
Going from As-Is to To-Be Processes
Designing KPIs for the New Process
Management of Requirements and Use Cases
Business Process Modeling Notation (BPMN) in Practice
About BPM Theory
BPM Design Patterns
Basic Patterns
Branch and Join Patterns
Structural Patterns
Multiple Instances Pattern
State Based Patterns
Cancellation Patterns
A Complete Example
Data flow modelling (Diagrams, normalization, ER diagram)
The Science of Testing: Test Plans, Test Cases and Bugs
Testing Basics
A Traceability Strategy for the Organization
Components of a Master Test Plan
Writing and Refining Test Cases
The Test Design Specification
Static Testing
Boundary Value Testing
Decision Table Testing
Garbage Data
State Testing
Test Metrics: Defects and Bugs
Planning for Change
Going from the As-Is to To-Be Process
Managing Stakeholders
Managing Changes
Plan-Do-check-Act (PDCA)
Why do BPR Projects Fail?
Continual Service Improvement
Continual Service Improvement and Monitoring Process
Managing Changes – the 7Rs
Importance of Governance and Oversight
A Note about CoBiT
Conclusion and Recap