



Analyzing Business Processes

Course Overview

Understanding the business processes has a critical impact on gathering requirements for any project that will impact those processes. Understanding who is affected, outcomes, and behavior changes is critical to developing a plan that will address all the components of effective change management as well as supporting the overall success of the project.

Key Outcomes

Upon completion of this course, participants will be able to:

- » Identify the processes that make up an operation
- » Use process analysis tools such as the interview and use case diagrams
- » Develop documentation that represents the processes
- » Identify points of improvement and/or requirements from the analysis

Course Outline

Operations are made up of processes

- » Inputs and outputs of a process
- » Activities and their interrelationships
- » Purpose of analyzing processes

Process analysis tools

- » The interview
- » Use case studies
- » Process flow diagrams
- » Root cause analysis

Development documentation

- » Develop work flow charts
- » Swim lanes
- » Reviewing interview feedback
- » Identify need for further analysis

At-a-Glance:

Course Length:

2 days

Course Number & Level:

223.ABP2 – Development

Professional Development Units

(PDUs): 14

Continuing Education Units (CEUs):

1.4

PMBOK® Guide Knowledge Areas**Covered:**

- » Project Integration Management
- » Project Scope Management

Tracks:

- » Business Analyst

Identify improvements and or requirements

- » Identify process bottlenecks
- » Identify points of weakness
- » Develop requirements list
- » Develop traceability matrix