

Course Description

Analysis, Evaluation and Improvement of Business Processes AMS1045

21 Professional Development Units
21 Education Hours

Overview

For most organizations advancing Business Analysis skills the focus is turning to process improvement as the key to survive in the future and the way existing practices may be out of date and no longer appropriate in today's changing workplace. Business process improvement is based on a model approach that requires a set of modeling and analysis tools for a consistent and thorough application. The various modeling and analysis tools are introduced to meet the specific needs of business process improvement as well as creating a foundation to incorporate new interfaces and shared business process improvement methodologies. This activity-oriented, intensive workshop is designed to enable participants to describe, analyze and improve work procedures, processes and situations.

This approach to enhance the role of the Business Analyst will result in a more rounded contributor to the organizational impact of the BA function.

Learning Objectives

- Review techniques and best practice model
- Learn to choose the best process for improvement
- Develop the Project Plan and work with Project Teams and Project Managers
- Elicit Requirements and "As-Is" Process Information
- Develop and Validate the "As-Is" Model and apply modeling techniques
- Evaluate the effectiveness of the existing process through analyzing and design creativity
- Presenting Improvement and receive sign-off on the "To-Be" model

Format

The format of the class is highly interactive and how-to oriented. Discussion of concepts and principles is followed by team exercises using a real project chosen by the attendees. The emphasis is on the practical application and adaptation of selected tools and processes to the BA environment.

Delivery Options

Duration

3 days / On-line 18 hours

Who Should Attend

Anyone seeking to further their knowledge of best practice BA concepts should take this intermediate-level BA program.

