

# Course Description

## Modeling and Understanding Business Process AMS170

21 Professional Development Units / On-line 15  
21 Continuing Development Units / On-line 15  
21 Education Hours / On-line 15

### Overview

Defining sound requirements early is a foundational element of the Business Analyst's role. In order to be successful in this role, the Business Analyst must be an effective bridge between the business and information technology "camps". Understanding, modeling and communicating business process requirements, expectations and our core expectations of the effective Business Analyst. This course will provide the participant with a "tools-based" training experience in business process modeling best practices and applications.



### Learning Objectives

- Define the process improvement and process modeling link
- Define the distinct phases of business process improvement
- Understand the roles of the business analyst in process modeling
- Understand and utilize various modeling and mapping techniques
- Create and communicate process benchmarks and metrics
- Understand and utilize various analysis techniques
- Develop strategies for new process design
- Conducting Cost Benefit Analysis
- Developing and controlling implementation plans

### Format

This course is highly interactive and adaptive to participants' interests and needs. A combined lecture and discussion approach is used and is accompanied by individual and team exercises. For effective knowledge transfer and application, participants should bring a project of their choice to work on.

### Delivery Options

### Duration

3 days / On-line 15 hours

### Who Should Attend

Technology project managers, customer project managers, technology project team members and those who wish to gain the understanding of customer and project team integration would benefit by taking this course.