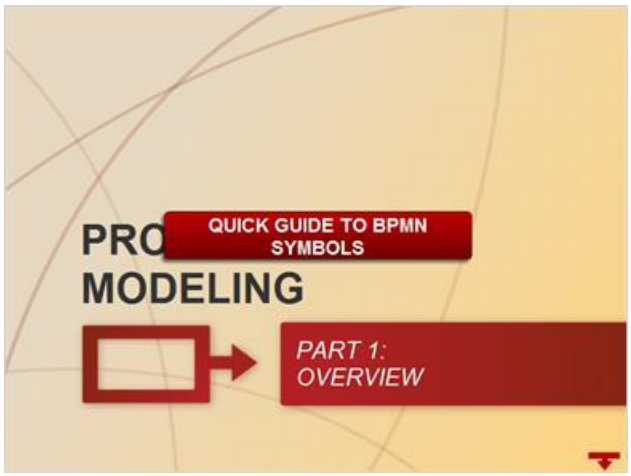
Part 1 - Introduction to Process Modeling

1. Introduction to Process Modeling

1.1 Introduction



Notes:

Welcome to “Introduction to Process Modeling”, part of an on-line training resource for business analysts.

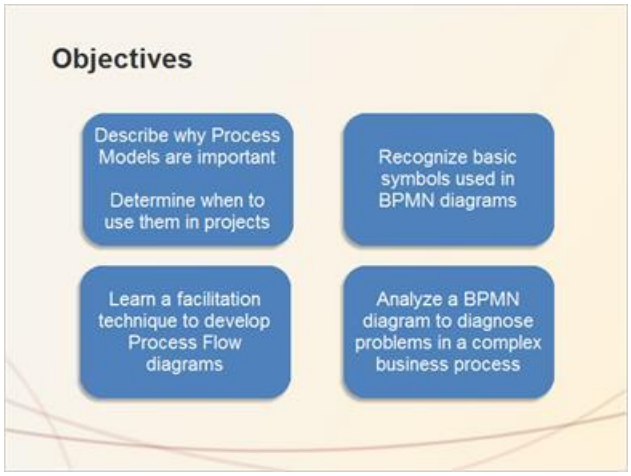
You’ve probably heard the old adage, “a picture is worth a thousand words.” Pictures are often used in business analysis to communicate information about business processes.

While there are many ways to represent business processes, one of the most effective is called “Business Process Modeling and Notation” or BPMN for short, which is a recently developed process modeling specification from the Object Management Group.

Before you proceed, please print a copy of the “Quick Guide to BPMN Symbols”. This guide will help you through the material, and during one of the labs.

When you are ready, click the “Next” button.

1.2 Objectives



Notes:

This module will cover the following learning objectives:

• Describe why process models are important and when to use them in a project.

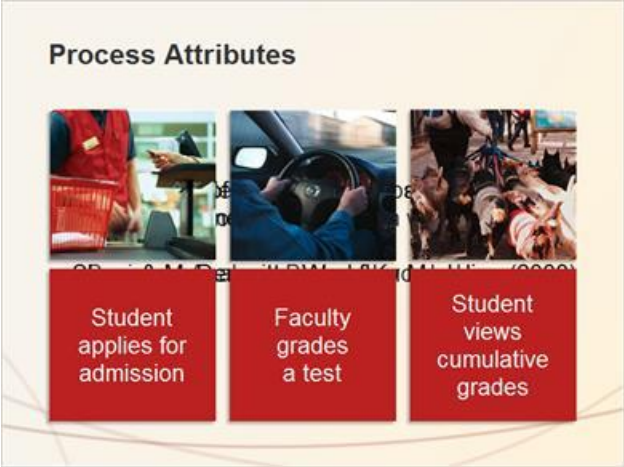
• Recognize basic symbols used in Business Process Modeling and Notation (BPMN) diagrams.

• Learn a facilitation technique used by stakeholders to develop a rough draft of a process flow diagram

• Analyze a BPMN diagram to diagnose problems in a complex business process.

First, we'll discuss how BPMN diagrams communicate significant information about business processes, are quick to develop, and are easy to understand.

1.3 Process Attributes



Notes:

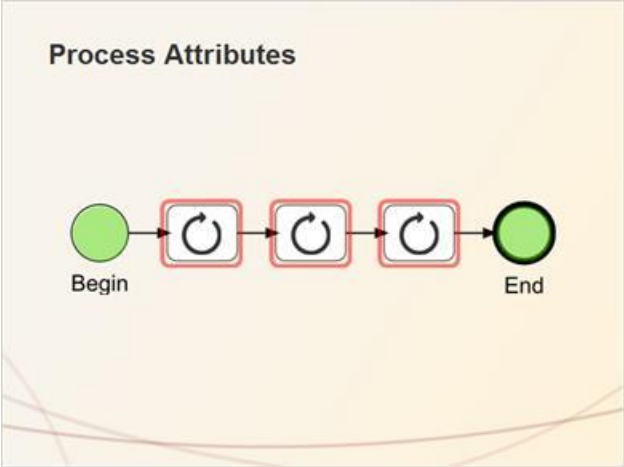
Let's begin by learning about the term "process".

The International Institute of Business Analysis publishes a guide called the Business Analysis Body of Knowledge, which describes a process as "how multiple people or groups collaborate over a period of time to perform work." Authors Alec Sharp and Patrick McDermott in their insightful book, "Workflow Modeling", broadly describe a process as "a collection of activities that is a way to get something done."

Processes are bound tightly to human activity - it is how we get work done. For example, you follow a process when checking out at the grocery store, when driving to work, or when walking a dog.

At UW-Madison a prospective student applies for admission, a faculty member grades a test, and a student views cumulative grades. These are all examples of processes. In a moment I'll share why it is important to document processes.

1.4 Process Attributes



Notes:

What might a process include?

It certainly has one or more action steps, bounded by a beginning and an ending for the purpose of achieving one or more objectives. While steps in a process are repeatable, there may be several alternative paths to completing the process objectives. There may also be decisions along the way.

In addition, the individual or the collaborative group doing the work may encounter errors which abruptly end the process or produce undesirable results. These alternative and exception paths may be triggered by anticipated or unanticipated events or conditions.

Sounds complex doesn't it? The good news is that we can successfully document even complex processes with BPMN.