



**BUSINESS ANALYSIS  
PROFESSIONAL  
TRAINING COURSES**

**International Accreditation**

---

**BUSINESS PROCESS MODELING**

Business Borderlines offers a three-level of Business Analysis and Requirements Engineering training program to guide BA Professionals, IT and Project Managers and Executive Management with a comprehensive understanding and Hands-on Experience for Business Analysis Processes, Documentation, Tools and Techniques which qualifies for the International Diploma of Business Analysis by BCS; British Computers Society, UK.

Business Borderlines is a specialized BAaaS provider offering a uniquely selected portfolio of services aimed at supporting businesses address significant issues, such as;

- High IT Cost without generating enough Business Value.
- Missing Business Opportunities because of IT Project delays.
- Incomplete Business Visibility and increasing Business Risk.
- Insufficient alignment with Corporate Strategy.
- Challenges to reaching Operational Excellence.
- Difficulty in translating Innovative Business Ideas into Profitable Products and Solutions



# Course Overview

Processes are the lifeblood of all organizations, they define an organization's ability to quickly adapt to a changing business climate and ultimately affect the cost and overall profit of an organization. Identifying, understanding, modeling analyzing and optimizing processes is an essential skill for every role within the organization.

Through an extensive practical workshops and hands-on exercises, participants will learn to;

- Business Process Management Concepts & Basic BPMN Basic Modelling
- Identify and model core business processes at an organizational level
- Identify and model business processes at the process level
- Identify the events that trigger the business processes
- Identify the outcomes from the business processes
- Model the actors, tasks and process flows that comprise a business process
- Analyse the tasks within a business process
- Identify the business rules applied within tasks
- Analyse the performance issues of individual tasks
- Identify the performance measures applied within a business process
- Analyse and improve business processes

The course will empower organization through their program delegates to apply these skills practically in their business analysis as an effective Business Analyst, immediately reducing rework & cost, adding value and building effective relationships with project stakeholders.



# Target audience

- Department Managers
- Business Analysts
- Product Owners and business representatives
- Project Managers
- Developers and Testers



## The Context for Business Processing Modelling

- Demonstrate an understanding of the purpose and benefits of business process modelling.
- Identify the three levels of the business process hierarchy; organisation, process and task level.
- Explain the importance of the process view versus the functional view of an organisation.
- Describe the use of the POPIT model in assessing the impact of a new process design.
- Discuss the use of pilot, phased, direct changeover and parallel running to implement business change.

## Modelling the Business Processes

- Understand the construction of a business process model for a given business scenario, using the following elements:
  - 3.1.1 Actors.
  - 3.1.2 Swim lanes.
  - 3.1.3 Tasks.
  - 3.1.4 Decision points with guard conditions.
  - 3.1.5 Start and end points.
  - 3.1.6 Process flows.
  - 3.1.7 Forks and joins
- Explain why using a standard notation set is important.

## The Organizational Context for Business Processes

- Understand the construction of an organizational level model of business process for a given business scenario.
- Understand how to construct an organizational model for a given scenario (Paul et al, Business Analysis, 3rd Edition).
- Apply knowledge to distinguish between the external and internal elements of an organizational model.
- Explain how the processes on the organizational model support the delivery of the value proposition.

- Apply knowledge to distinguish between the terms process, task and step; describe how they relate to each other.
- Demonstrate that a task typically involves one person (actor) at one place at one time (OPOPOT), and that it is represented as a single 'box' on a process model.
- Based on a given business scenario, identify external, internal and time-based business events.
- Explain the difference between internal performance measures and customer expectations of performance.

## Documenting Tasks

- Understand how to construct a task description for a given business scenario, which includes the following elements:

- 1 The name of the task.
- 2 The actor (or role) carrying out the task.
- 3 The trigger or business event that initiates the task.
- 4 Any inputs to the task.
- 5 The outputs expected from the task.
- 6 The costs associated with the task.
- 7 The measures that are applicable to the task.
- 8 The standards that constrain the task.
- 9 A detailed breakdown of the steps within the task.
- 4.1.10 The business rules that are to be followed in performing the task.

- Demonstrate an ability to document the steps and business rules within a task, using UML activity diagram notation, or structured English.

## Improving Business Processes

- Apply the following approaches to improving business processes: task automation; removal of gaps and disconnects; process re-engineering.
- Show understanding of the need to challenge business rules and assumptions when improving business processes.
- Identify the areas of a business process that may contribute to unsatisfactory performance from a given scenario.
- Explain the use of business scenarios in identifying combinations of conditions that the improved business process will need to handle.
- Conduct a gap analysis on a given 'to be' business process model, in order to identify the functional requirements for the IT system support for that business process.



# Accreditation



**BA202 Business process Modeling is a part of the International Diploma of Business Analysis by BCS; British Computers Society, UK. Business Borderlines is the exclusive training provider in Egypt for the international business analysis diploma.**

Accredited by BCS, United Kingdom.



# Delivery Modes



Online self-paced



Live Online Classroom



Physical Classroom Course



**Lead Trainer :** Angie Eissa, CBAP, CPRE, MSc BIT,  
BCS BPM, BCS Strategy , TOGAF

- Head of BA Practice at BBL
- Assistant Lecturer Eslsca University – Post Graduate Studies – Master’s Degree
- LinkedIn Profile <https://www.linkedin.com/in/angieeissa/>



# Our testimonials



## **Pierre Ammoun :**

Was apprehensive about taking the course, it turned out to be an eye-opener! Explanation by relevant examples with role-play were extremely helpful to understand the concepts. As for the scope of the course, the amount of details covered and how it can be applied in real scenarios is positively scaring! I Highly recommend this course.

**Pierre Ammoun**  
CEO of PCS, Lebanon



## **Emad ElShorbagy :**

The feedback from the attendees was more than perfect, also the organization of the whole process was flawless FCA highly recommends BBL for their training services

**Emad ElShorbagy**  
After-Sales Senior Manager





HOME OF BUSINESS ANALYSIS



12 Omar Ibn El Khattab St, Nasr City,  
Cairo 11526, Egypt



[Info@businessborderlines.com](mailto:Info@businessborderlines.com)



[www.Businessborderlines.com](http://www.Businessborderlines.com)



+202-23055227



+2010000 600 78