

Curriculum Overview

- Process Modeling & Documentation
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Course Title	Process Modeling and Documentation
Course Description	
<p>This course is designed to present practitioners with the basic tools and techniques for documenting processes with ample opportunity to apply practice through case studies and application. Participants will be provided with a framework to establish a common understanding of “process” and the variables that impact process performance. This course will present:</p> <ul style="list-style-type: none"> • an organizing architecture for creating, presenting and maintaining a library of business process models • tools and instructions for documenting business processes - obtaining process information, formatting and depicting processes in the form of process maps and other supporting documents • tools and instructions for creating some high-level systems views of an organization • a model for a process documentation management program • the basis of a Process Documentation Standard <p>Taught by professionals who have modeled hundreds of organizations and processes.</p>	
Course Length	1 or 2 day versions available
Course Outline	
<p><i>Process Fundamentals</i></p> <ul style="list-style-type: none"> • Uses of Process Documentation • Value Creation Architecture • Process Documentation Hierarchy • Super System Mapping • Value-Resource Relationship Mapping • Business Process Framework • Value Creation Processes • Contributing Processes • Management Processes <p><i>Process Documentation Guidelines</i></p> <ul style="list-style-type: none"> • Collecting Process Information <ul style="list-style-type: none"> ○ Leveraging existing documentation ○ Interviewing ○ Observation • Process Profiles • Creating Process Maps • Business Process Modeling Notation (BPMN) 	

- Modeling Process Variations
- Detailed Process Documentation
 - Process Based Procedures
 - Process Based Use Cases
- Supporting Documentation
 - Metrics
 - Roles and Responsibilities
 - Process Enablers
 - Applications, Tools and Interfaces
 - Knowledge Requirements
 - Policies and Declarations
 - Participants Profiles

Process Documentation Management

- Requirements for a robust Process Documentation Management Program
- Review of the Process Documentation Lifecycle
 - Plan
 - Create/Update
 - Approve
 - Store & Manage
 - Utilize & Feedback
- Review of the benefits of effective Process Documentation Management

Applications for Process Documentation

- Integration/Acquisitions
- Process Improvement Projects
- Job Definition
- Training and Development
- Controls
- Technology Projects

Course Objectives

- Effectively document as-is processes, processing systems and organization relationships as the basis for analysis and understanding.
- Apply the modeling tools to real situations

Who Should Attend

This course is designed for individuals who have been assigned to perform process documentation work or process improvement work in their organizations. Process Improvement Practitioners, Business Analysts

Course Variations

The two day version of this course can include mapping of some of the organization's processes.