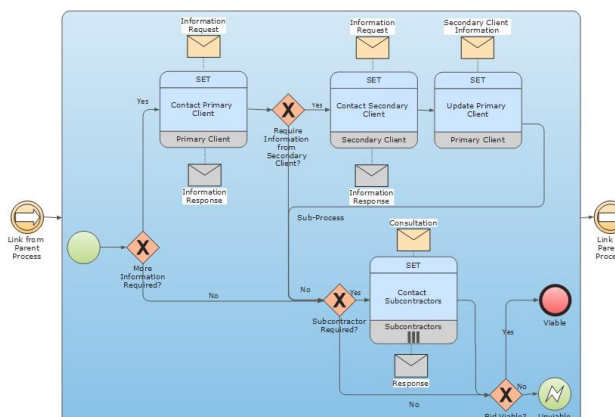


## Business Process Mapping using BPMN



A course providing those involved in process management or improvement with sufficient understanding of BPMN V2.0 to allow them to produce business process diagrams that conform to a recognised standard

### Overview

Business Process Model and Notation (BPMN 2.0) is a standard for business process modelling that provides a graphical notation for specifying business processes in a Business Process Diagram based on a flowcharting technique. The objective of BPMN is to support business process management for both business users and IT specialists by providing a notation that is intuitive to business users yet able to represent complex process semantics.

This course is aimed at providing business analysts and others involved in process management and improvement activities with sufficient understanding of the notation and the associated rules to allow them to produce Business Process Diagrams that conform to a widely recognised standard. The benefit to the participant's organisation will be the in-house capability to create Business Process maps that can be shared and readily understood by all stakeholders, both within and external to the organisation.

### Aims

The aims of the course are to provide participants with:

- Reasons for adopting BPMN as the preferred modelling convention
- Skill and confidence in creating process maps using BPMN basic notation
- Familiarity with BPMN advanced notation
- The opportunity to share process maps that can be readily understood by others within the organisation and external stakeholders.

## Learning Objectives

By the end of the programme, you will be able to:

- Explain the concept of the business process
- Explain how process maps can help a business
- Explain the rationale for selecting BPMN as the preferred methodology for mapping processes
- Describe how to illustrate the decomposition (hierarchical expansion) of operations into processes and tasks
- Define a process in terms of its objectives, boundaries, key components and conversations
- Map a business process using advanced notational techniques
- Describe options for documenting a process.

## Workshop Content

### What is a Business Process?

- Input-Transformation-Output Model
- Process Classification Framework
- Process Decomposition

### Defining the Business Process

- Objectives
- Boundaries
- Activity Properties
- Conversation

### Business Process Mapping Level 1

- An introduction to BPMN
- Basic notation
  - Activities, start and end events, sequence flow
  - XOR gateways and exception flow
  - Pools and lanes
  - Sub-processes and in-line and hierarchical expansion
  - Loopback to handle exceptions
  - AND gateways and parallel flow (concurrency)
  - Collaboration diagram and message flow
  - Collaboration with Redefined Scope
  - Collaboration with Sub-Process
  - Data Objects and Artefacts
  - Basic Notation Review

### Business Process Mapping Level 1

- New Car Sales Case Study Part 1
- Purchase Process Case Study
- Mapping a client process

### Business Process Mapping Level 2

- Advanced Notation
  - Splitting and Merging Recap
  - Splitting and Merging Conditional Flow
  - More Start Events
  - Intermediate Events
  - Event Gateways
  - Repeating Activities
  - Interrupting and Non-Interrupting Boundary Events
  - More End Events
  - Transactional Sub-Processes
  - More Sub-Processes
  - Batch Processing
  - Collaboration, Conversation and Choreography Diagrams

### Business Process Mapping Level 2

- Worked Examples
- Refining the client example
- Creating Conversation and Choreography Diagrams for a client process

Product Code: BPMN

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