

➤ BA005 –Process Mapping (2 Day)

Course Description

Business Analysis is about understanding business requirements so that solutions developed will meet business needs. A Business Analyst (BA) gathers requirements and documents them textually or within models. An organization, any organization, is a collection of processes. Process mapping is a simple, yet powerful, method of looking beyond functional activities and rediscovering your core processes. Managing these processes is crucial to the success of your organization.

*Ideal for BAs
& all involved
in Continuous
Improvement*

Course Objectives

Upon completion of this course you will gain an understanding of:

- ✓ Context for Process Mapping
- ✓ Value and Benefits of Process Mapping
- ✓ Information Gathering Techniques
- ✓ Process Mapping Technique
- ✓ Analyzing Current State and Identifying Improvement Opportunities
- ✓ Documenting your Process Maps

Through group interaction and practice exercises, students will have the opportunity to gain tips and techniques for requirements gathering & process mapping. The use of a case study will enhance the learning environment.

Competencies supported: Communication, Project Management, Facilitation, and Requirements Gathering