

Business Process Analyst

2-day workshop

Beginner to intermediate level

Is this workshop for me?

- You are new to or want to enter a career as a business analyst
- You do not know what is expected of you as a business analyst
- In your current position, you are responsible for business process analysis and optimisation and you want to brush up on your skills
- You want to understand how consultants think and arrive at their conclusions

Workshop format

This is most successfully done as an in-house workshop where a group from the same company is trained.

Copies of the slides will be provided to the delegates

Overview of the workshop

The shift from traditional functional focus to process focus has changed the way we have to approach optimisation in any organisation. Business Analysts have to provide, to a large extent the necessary guidance to a business in where opportunities for process optimisation lie.

This workshop will include tools and techniques for process analysis that consultants have developed over many years. By understanding the tools available, the obstacles in the job of an analyst and the outcomes that can be expected from the analyst, you can stay ahead of the pressure that is part and parcel of the job of being a business analyst.

Objectives of the workshop

- Understanding the environment a business analyst works in
- Providing you with the tools to analyse business processes
- How to look for and gather the right information for analysis
- Different methods of problem solving
- How to eliminate waste
- Providing a practical experience of using these tools

Being a business analyst

Duration: 1,5 hours

- How did you get here?
- Why people are a little scared of you
- Challenges facing organisations
- Common mistakes business analysts make
- Your responsibility as a business analyst
- Professionalism and integrity

Interactive discussion about job descriptions for business analysts and what the market and your company perceives a business analyst should be and do.

Process thinking

Duration: 1 hour

- What is a process
- Process vs function
- Process architecture
- Continuous improvement
- Business Process Re-engineering
- Cost of quality
- Six Sigma
- Value adding and non-value adding processes
- Process variation

Case Study: How efficient processes can improve your reporting

Process mapping

Duration: 1,5 hours

- Setting up the process project
- Types of process mapping
 - Flow diagram
 - Brown paper
 - Rail diagram
 - Etc.
- 3 steps to process mapping
- Waste hunting
- Process mapping rules
- Assessing a process map

Case Study: How Business Process Mapping can save an IT Project

Interactive discussions will be held around what a workflow is to your organisation; translating workflows into system requirements; helping business customers agree on the process.

Research and data collection

Duration: 1 hour

- Information gathering process
- Asking the right questions
- Information gathering techniques
 - Individual interviews
 - Focus groups
 - Questionnaires
 - Attitude surveys
 - Work measurement/ observation
 - Existing documentation
 - Brainstorming

Case Study: Discussions around applying the information gathering process in your own work environment

Problem solving tools

Duration: 2 hours

- Cause and effect diagram
- Pareto analysis
- Scatter charts
- Histogram
- Control charts
- Brainstorming

Interactive discussions will be held around where these different techniques are applicable and where they are used in your organisation.

Process Clean-up

Duration: 1,5 hours

- Waste identification
- Eliminate
- Simplify
- Integrate
- Automate
- Selling the solution

Case Study: How proper processes can save you time.

Practical exercise

Duration: 2,5 hours

- Gathering information
- Mapping a process
- BPR

This will be a practical session where delegates will get case information and have to solve problems by mapping and cleaning up the process.