

BUSINESS CASE AND COURSE SYLLABUS: BCS MODELLING BUSINESS PROCESSES



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Need to know

Course name:

BCS Modelling Business Processes

Course price:

£995+VAT weekday virtual, £1195+VAT weekday classroom, £1395+VAT weekend virtual

Course duration:

3 days midweek, 2 days weekend

Course dates:

[Click here to see upcoming dates for this course](#)

Payment options:

Payment is taken via our website by card or bank transfer. Other payment options can be discussed.

Key skills learned:

- Identify, analyse and model business processes at various levels
- Identify process measures and opportunities for improvement
- How to apply theory to practice by working with peers in small groups

The impact this will have on learners

The BCS Modelling Business Processes course will equip learners with the skills they need in order to identify, model and improve business processes in your organisation to deliver business improvement and change.

The confidence boost that formal training can bring will also mean better employee output because they will need less direction and support to achieve success in their role.

The positive impact this will have on your business

- Theoretical knowledge to support practical skills, even in beginner BAs
- Improved new and existing processes
- Higher productivity
- Increased efficiency
- Less reliance on senior team members
- More company loyalty

Benefits at a glance of training with Metadata Training:

- Flexible training to fit any schedule
- Mid week or weekend courses
- Small class sizes for maximum learning experience
- Exam price included in the course price
- Take the exam when suits the learner best
- 5* support

Success stories

[Click here to read reviews for Metadata Training](#)

Syllabus overview



1. The Context For Business Processing
Modelling (15%)



2. Modelling At The Enterprise Level
(15%)



3. Modelling At The Event-Response
Level (30%)



4. Modelling At The Actor-Task Level
(15%)



5. Improving Business Processes (20%)



6. Managing And Implementing
Change (5%)

Full syllabus

1. The Context for Business Processing Modelling (15%)

Candidates will be able to:

1.1 Demonstrate an understanding of the purpose and benefits of business process modelling.

- a. Benefits for customers.
- b. Benefits for business staff.
- c. Benefits for the organisation.

1.2 Identify the three levels of the business process hierarchy

- a. Enterprise level.
- b. Event-response level.
- c. Actor-task level.

1.3 Explain the importance of the process view versus the functional view of an organisation.

- a. Organisation chart.
- b. Enterprise level process.

2. Modelling at the Enterprise Level (15%)

Candidates will be able to:

2.1 Interpret the construction of an organisational model of business process.

- a. Porter's value chain.
- b. Value proposition.
- c. SIPOC.
- d. Harmon's Organisational Model.

2.2 Explain how the processes on the organisational model support the delivery of the value proposition.

- a. Product/service attributes that define the product itself (functionality, price, quality, choice, availability or timing).
- b. Customer relationship aspects.
- c. Image and reputation aspects.

3. Modelling at the Event-Response Level (30%)

Candidates will be able to:

3.1 Interpret the construction of a business process model.

- a. Event.
- b. Actor.
- c. Task.
- d. Swimlane.
- e. Decision point.
- f. Fork and join.
- g. Outcome.
- h. Process flow.
- i. Timeline.

3.2 Explain why using a standard notation set is important.

- a. Unified Modelling Language (UML).
- b. Business Process Model and Notation (BPMN).

3.3 Apply knowledge to distinguish between modelling business process terms and describe how they relate to each other.

- a. Process.
- b. Task.
- c. Step.

3.4 Demonstrate that a task typically involves one person (actor) at one place at one time, and that it is represented as a single 'box' on a process model.

- a. OPOPOT (one person, one place, one time).

3.5 Identify the different types of business events.

- a. External.
- b. Internal.
- c. Time-based.

3.6 Explain the purpose of process performance measures and the difference between internal performance measures and customers' expectations of performance.

- a. Financial.
- b. Customer experience.
- c. Process efficiency.

4. Modelling at the Actor-Task Level (15%)

Candidates will be able to:

4.1 Construct a task description

- a. The name of the task.
- b. The actor (or role) carrying out the task.
- c. The trigger or business event that initiates the task.
- d. Any inputs to the task.
- e. The outputs expected from the task.
- f. The costs associated with the task.
- g. The measures that are applicable to the task.
- h. The standards that constrain the task.
- i. A detailed breakdown of the steps within the task.
- j. The business rules that are to be followed in performing the task.

4.2 Demonstrate an ability to document the steps and business rules within a task.

- a. UML activity diagram notation.
- b. Structured English.
- c. Use case descriptions.

5. Improving Business Processes (20%)

Candidates will be able to:

5.1 Apply approaches to improving business processes.

- a. Simplification.
- b. Redesign.
- c. Bottleneck removal.
- d. Change task sequence.
- e. Redefine boundary.
- f. Automate processing.
- g. Robotic Process Automation (RPA).

5.2 Show understanding of the need to challenge business rules and assumptions when improving or automating business processes.

- a. Simplification.
- b. Redesign.
- c. Bottleneck removal.
- d. Change task sequence.

5.3 Identify the areas of a business process that may contribute to unsatisfactory performance.

- a. Lack of required skills.
- b. Insufficient resources.
- c. Lack of ownership.
- d. Lack of supporting systems.
- e. Constraints posed by out-of-date business rules.

5.4 Explain the need to test processes through use of business scenario analysis.

- a. Strengths of scenario analysis.

5.5 Prepare a gap analysis on a 'to be' business process model, in order to identify the functional requirements that could be supported by an IT solution.

- a. Functional requirements.

6. Managing and Implementing Change (5%)

Candidates will be able to:

6.1 Describe the considerations of introducing a new process design.

- a. People, Organisation, Process, Information, Technology (POPIT™).
- b. The value of POPIT™ in impact assessment.

6.2 Show understanding of the need to challenge business rules and assumptions when improving business processes.

- a. Direct changeover.
- b. Parallel running.
- c. Pilot running.
- d. Phased implementation.

Examination format

This certificate is assessed through completion of an invigilated online exam which candidates will only be able to access at the date and time they are registered to attend.

Type	Multiple Choice and Multiple Response questions
Duration	60 minutes
Supervised	Yes
Open Book	No
Passmark	26/40 (65%)
Delivery	Digital or paper based.
Calculators	Calculators cannot be used during this examination.

Adjustments and/or additional time can be requested in line with the BCS reasonable adjustments policy for candidates with a disability, or other special considerations including English as a second language.



Got more questions?



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Book a call with a
course adviser

