

Business Analysis for Agile BPM Process Transformation

WB825 (Classroom)

ZB825 (Self-paced)

Course description

This course teaches you agile methods to approach business process analysis for Business Process Management (BPM) implementations.

The course focuses on proven business process transformation analysis approaches for delivering process transformation projects by using an agile methodology and the extensive IBM knowledge base collection of IBM Systems Solution Implementation Standard (ISSIS) artifacts. ISSIS represents an agile methodology that the IBM Cloud Services organization uses to maximize client return on investment. It provides IBM technology and product-specific best practices and BPM artifacts that are derived from hundreds of project implementations.

The course begins with an overview of Business Process Management and change management concepts. You learn about managing upstream and downstream process transformation impacts, and the cross-functional importance of business processes to the overall objectives of an organization. The course then explores the agile business process analysis methods and supporting project tasks and work products that make a process transformation project successful. It covers concepts and activities such as process analysis, process improvement, working with As-Is and To-Be processes, Business Process Model and Notation (BPMN), and identifying and working with key performance indicators (KPIs).

This course also introduces you to IBM Blueworks Live (BWL), which is software as a service (SaaS) that can help organizations quickly document and improve business processes by enabling collaboration and process automation in a secure, cloud-based environment. BWL represents one approach to collecting process transformation information that is required to create appropriate BPM deliverables such as user stories for each process task and process participants.

Throughout the course, you participate in hands-on demonstrations and predefined case study exercises that are designed to reinforce the concepts and skills that are covered in the lectures.

For information about other related courses, see the IBM Training website:

http://www.ibm.com/training

General information

Delivery method

Classroom or self-paced virtual classroom (SPVC)

Course level

ERC 2.0

Product and version

IBM Blueworks Live

Audience

This course is designed for all project team members who are involved in the analysis and definition of organizational processes.

Learning objectives

After completing this course, you should be able to:

* Describe Business Process Management (BPM) and its benefits to an organization
* Describe agile business process analysis methods and supporting project tasks and work products that are used in a process transformation project
* Document business process and decision management opportunities and attach relevant references to clarify project goals and requirements for the process transformation
* Define detailed business requirements as user stories within the process context
* Create a macro design with design thinking
* Map high-level Activities and Participants in a business process by using Blueworks Live
* Generate and refine a detailed Process Diagram by using Blueworks Live
* Establish a change management plan to garner acceptance and buy-in for process improvement initiatives
* Document detailed processes through validation and enhancement of blueprints, with key inputs and outputs and known issues and impacts
* Create process user stories for project task estimation and prioritization
* Describe DevOps and how it affects development projects
* Explain the difference between BPM projects and other IT implementation projects
* Facilitate process discovery sessions
* Identify key performance indicators (KPIs) for a process
* Identify next steps for process improvement initiatives
* Describe the tools that are available in the IBM Systems Solution Implementation Standard (ISSIS) repository and how they can be used for business process and rules analysis
* Describe the working relationship between the Business Analyst, Subject Matter Experts, Solution Architect, and development team

Prerequisites

This course has no prerequisites.

Duration

3 days

Skill level

Intermediate

Notes

The following unit and exercise durations are estimates, and might not reflect every class experience. If the course is customized or abbreviated, the duration of unchanged units will probably increase.

This course is an update of the following previous course:

* WB009, *BPM Process Analysis Methods I*

Course agenda

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| Course introduction  Duration: 15 minutes |

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| Unit 1. Introducing the Process Transformation Methodology  Duration: 2 hours | |
| Overview | This unit provides an overview of the Process Transformation Methodology that process analysts use to model, analyze, and ultimately improve organizational processes. |
| Learning objectives | After completing this unit, you should be able to:   * Describe Business Process Management (BPM) and its benefits to an organization * Describe the Process Transformation Methodology * Identify common characteristics of a process-centric pattern * Describe process transformation roles and work streams |

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| Unit 2. Using the Agile Process Transformation Methodology  Duration: 2 hours | |
| Overview | This unit covers the Agile principles and the Playback methodology for business process transformation. |
| Learning objectives | After completing this unit, you should be able to:   * Create a macro design with design thinking * Describe Agile principles and the Playback methodology |

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| Exercise 1. BPM assessment  Duration: 45 minutes | |
| Overview | In this exercise, you assess your knowledge of BPM by describing how you apply BPM concepts to your organization. |
| Learning objectives | After completing this exercise, you should be able to:   * Describe BPM and how it can affect an organization * Describe and define BPM benefits |

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| Unit 3. Introduction to Blueworks Live  Duration: 2 hours | |
| Overview | This unit provides an introduction to Blueworks Live and Business Process Model and Notation (BPMN). |
| Learning objectives | After completing this unit, you should be able to:   * Apply change management tools to an organization’s processes * Describe Blueworks Live and Business Process Model and Notation (BPMN) * Generate and refine a detailed process diagram by using Blueworks Live * Advocate good practices for modeling in Blueworks Live * Use process documentation in Blueworks Live |

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| Exercise 2. Case study and Blueworks Live setup  Duration: 1 hour | |
| Overview | In this exercise, you learn about the predefined case study and start applying some BPM concepts to it. You also set up your Blueworks Live account. |
| Learning objectives | After completing this exercise, you should be able to:   * Describe a use case for BPM with relevant current business process analysis * Identify case study process milestones and activities * Create a Blueworks Live account |

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| Unit 4. Exploring the Business Process Management Analyst role  Duration: 2 hours | |
| Overview | This unit explores the skills that are required for the Business Process Management Analyst role. |
| Learning objectives | After completing this unit, you should be able to:   * Apply “process” thinking * Define the components of a process-driven culture * Analyze a process by using the BPM methodology * Evaluate key inputs and outputs * Review known issues and impacts * Create the As-Is process |

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| Exercise 3. Analyzing a process to create the As-Is process model  Duration: 2 hours and 30 minutes | |
| Overview | In this exercise, you analyze a process to create the As-Is process model. |
| Learning objectives | After completing this exercise, you should be able to:   * Identify an organization’s challenges * Document business requirements * Create the As-Is process model |

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| Unit 5. Improving business processes  Duration: 2 hours | |
| Overview | This unit begins with the As-Is process model, identifies candidates for automation, and identifies efficiencies to create the To-Be process model. |
| Learning objectives | After completing this unit, you should be able to:   * Define key performance indicators (KPIs) * Add value through process analysis * Create the To-Be process |

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| Exercise 4. Improving a process  Duration: 2 hours | |
| Overview | In this exercise, you improve a business process and create the To-Be business process. |
| Learning objectives | After completing this exercise, you should be able to:   * Create the To-Be business process |

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| Unit 6. Discovering the IBM Systems Solution Implementation Standard (ISSIS)  Duration: 1 hour and 30 minutes | |
| Overview | This unit explores the resources that are available in the IBM Systems Solution Implementation Standard (ISSIS). |
| Learning objectives | After completing this unit, you should be able to:   * Navigate the IBM Systems Solution Implementation Standard (ISSIS) portal to gather the type of material that is used for a process transformation project * Explore the ISSIS method library composition and terminology * Locate the IBM Business Process Manager collection of documentation * Maximize use of typical Business Analyst work products, templates, and deliverables * Conduct Playbacks * Navigate the hybrid cloud and process transformation |

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| Unit 7. Business analysis practices  Duration: 1 hour | |
| Overview | This unit describes common practices of successful business analysts. |
| Learning objectives | After completing this unit, you should be able to:   * Advocate good practices for IBM Blueworks Live * Set up a Business Process Center of Excellence with Business Analyst contributions * Create effective user stories |

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| Exercise 5. ISSIS and user stories  Duration: 45 minutes | |
| Overview | In this exercise, you learn about the BPM artifacts that are available in ISSIS. |
| Learning objectives | After completing this exercise, you should be able to:   * Use tools in ISSIS to help process analysis * Complete the user stories template for the To-Be process * Use BPM templates |

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| Unit 8. Ensuring a smooth transition  Duration: 1 hour | |
| Overview | When the project Playback Zero phase comes to a close, the quality of the business analyst’s deliverables is critical to the implementation team. This unit covers the success factors that are involved in a smooth transition from Playback Zero to the next Process Transformation project iteration. |
| Learning objectives | After completing this unit, you should be able to:   * Dissect Playback Zero * Prepare Business Analyst deliverables and the relationship with the BPM team members * Import a process into IBM Business Process Manager * Work with DevOps * Review the next steps |

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| Exercise 6. Playback Zero  Duration: 1 hour | |
| Overview | In this exercise, you experience a typical Playback Zero session. |
| Learning objectives | After completing this exercise, you should be able to:   * Conduct Playback Zero |

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| Unit 9. Course summary  Duration: 30 minutes | |
| Overview | This unit summarizes the course and provides information for future study. |
| Learning objectives | After completing this unit, you should be able to:   * Explain how the course met its learning objectives * Identify other IBM Training courses that are related to this topic * Access the IBM Training website * Locate appropriate resources for further study |

For more information

To learn more about this course and other related offerings, and to schedule training, see **ibm.com**/training

To learn more about validating your technical skills with IBM certification, see **ibm.com**/certify

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