



# BUSINESS ANALYSIS FOUNDATION

*Lecture 5 – Business Process*



# CONTENT

- 01 HW review: User story**
- 02 Functional requirement  
Analysis: Business process**
- 03 Business Process Analysis**
- 04 How to present Business Process**
- 05 Homework: Business process**



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# Homework Review



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**01** HW review: User story

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**03** Business Process Analysis

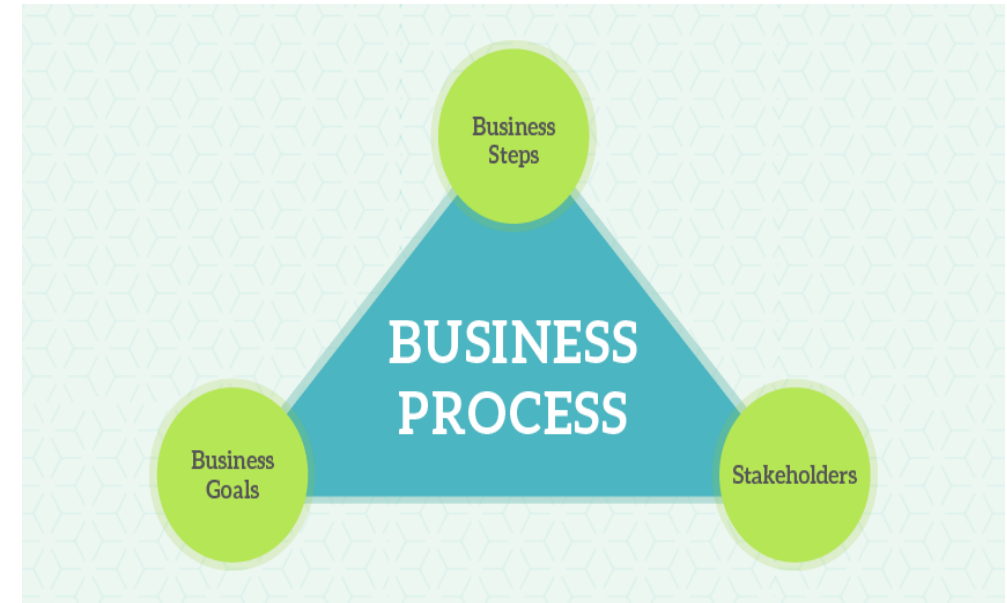
**04** How to present Business Process

**05** Homework: Business process



# WHAT IS BUSINESS PROCESS (BP)?

“A **Business Process** is a set of interlinked activities and steps performed by the people or equipment in an organization in order to achieve the basic organizational goals.”

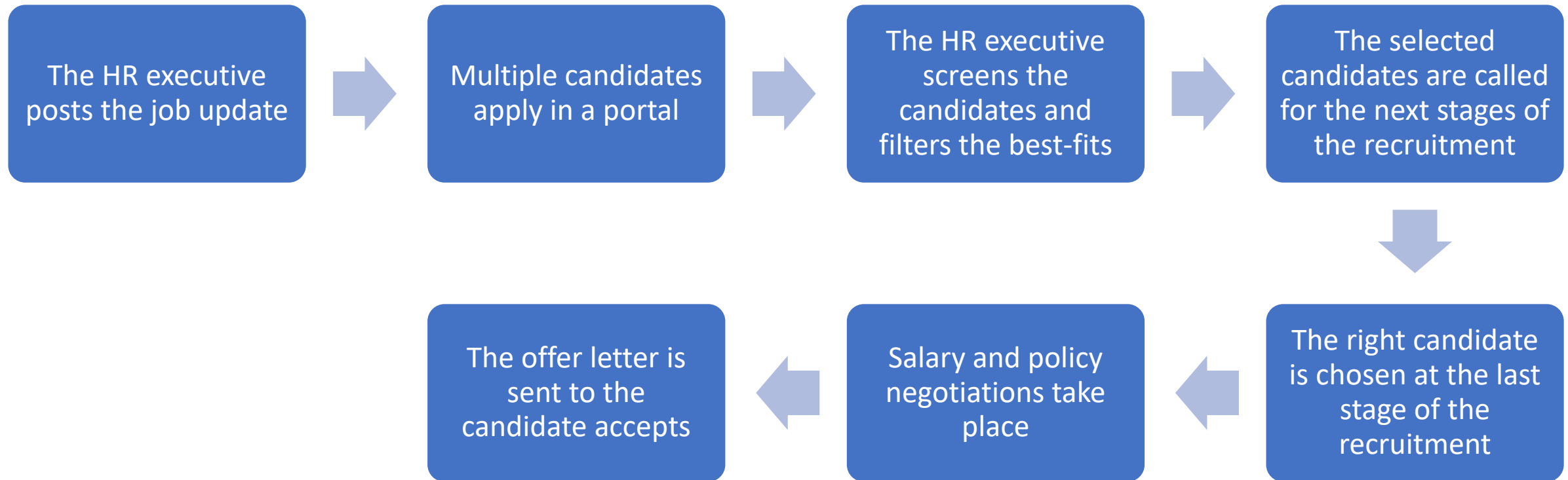


Business processes should have **purposeful goals**, be as specific as possible and **have consistent outcomes**.

# PROCESS EXAMPLE



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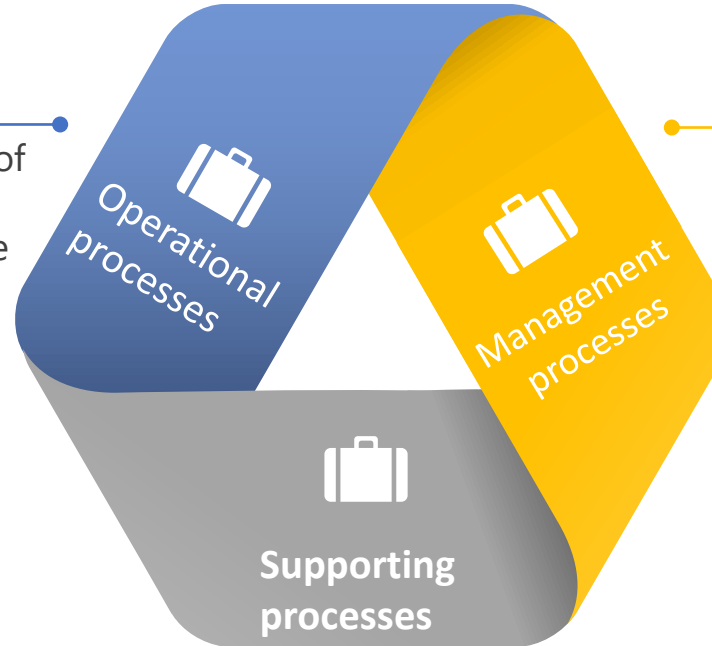
# BUSINESS PROCESS CATEGORIES



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## Operational Processes

E.g: Order to cash process; manufacturing of the products; buying in the produce from supplier; packing into boxes; delivery of the products



## Management Process

E.g: budgeting; governance; Infrastructure; internal communications; strategic planning; capacity management...

## Supporting processes

E.g: technical support; accounting; call center Sales; HR; marketing funnels; ....



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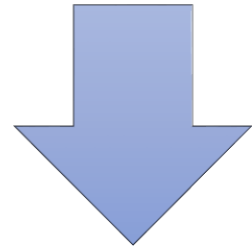
**05 Homework: Business process**



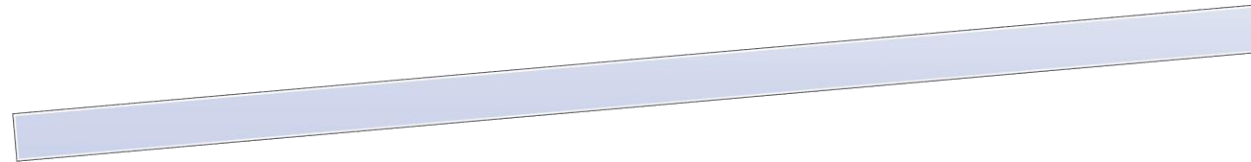
# What is Business Process Analysis?

Business process analysis (BPA) is a methodology to understand the health of different operations within a business to improve process efficiency.

# Business Process Analysis # Business Analysis



BPA collects data and makes recommendations based only on the core processes



BA define any problem or need



# How to Analyze a Business Process



Identify The Process



Collect Process Information



Analyze As-Is process



Develop To-Be Plan

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# How to present the Business Process?



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## ➤ Text Description

- Word
- Excel

## ➤ Modeling

- Flowcharts
- UML Activity Diagram
- BPMN

## ➤ Others

# How to present the Business Process?



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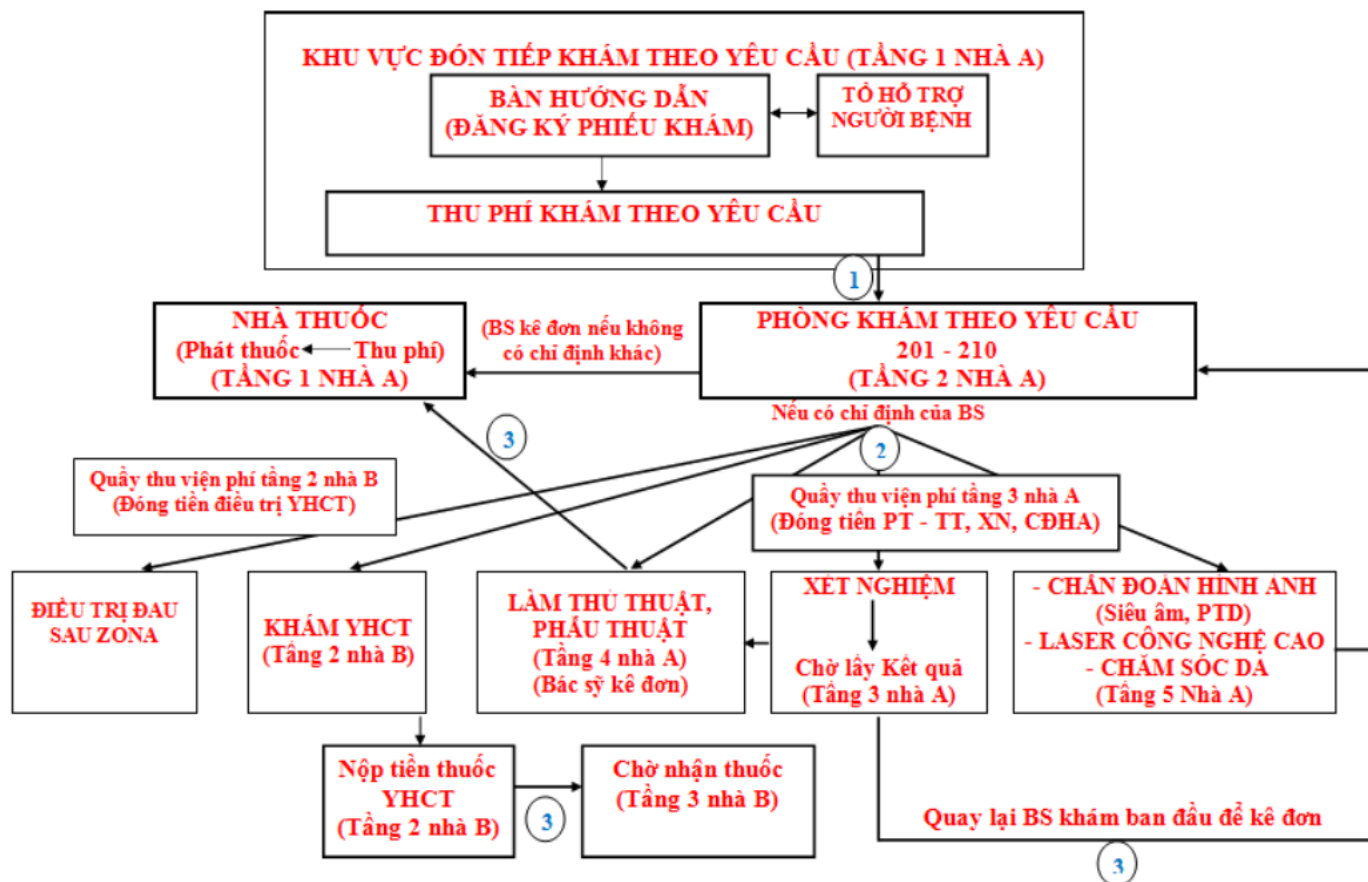
Step No.	Previous steps	Actors	Step Name	Description	Next step	Note
1						
2						
3						

Example: Opening online account

# How to present the Business Process?

Example: On-demand medical examination

SƠ ĐỒ QUY TRÌNH KHÁM BỆNH THEO YÊU CẦU TẠI BỆNH VIỆN DA LIỄU HÀ NỘI



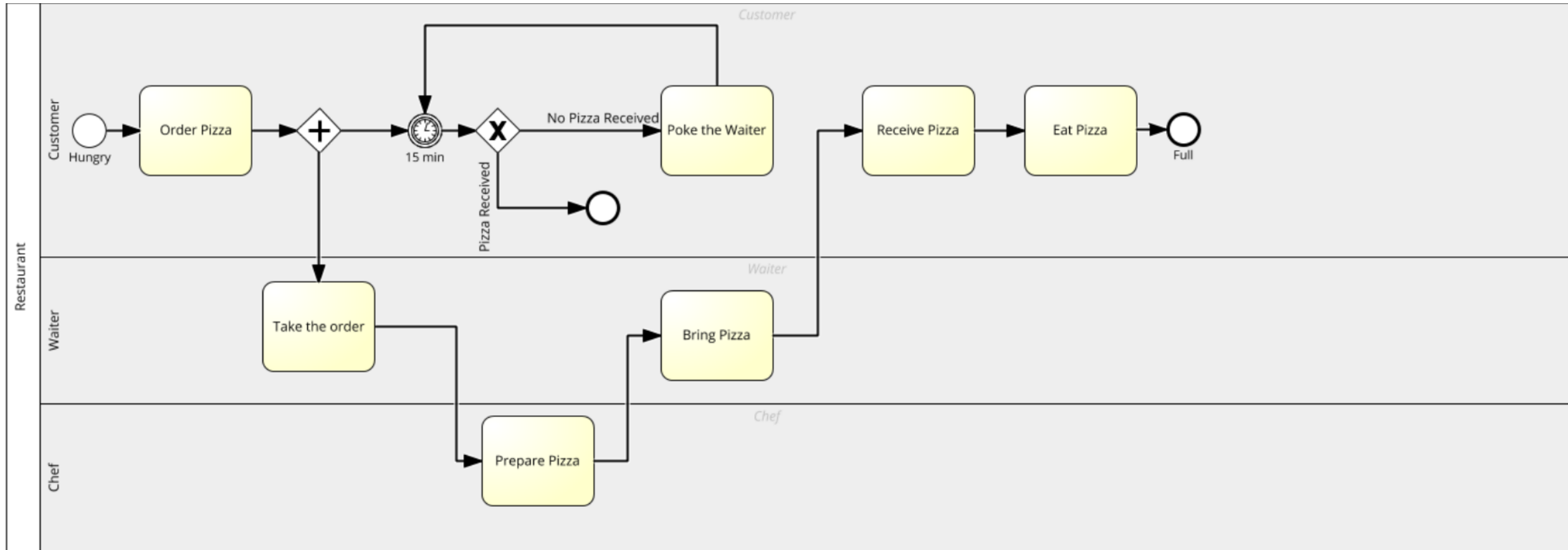


# How to present the Business Process?




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Example: Pizza in a restaurant



# How to make a business process flow diagram



1. Determine the main components of the process

2. Order the activities

3. Choose the correct symbols for each activity

4. Make the connection between the activities

5. Indicate the beginning and end of the process






6. Review your business process diagram

# How to make a business process flow diagram



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## Flowchart

Symbol	Name	Function
	Start/end	An oval represents a start or end point
	Arrows	A line is a connector that shows relationships between the representative shapes
	Input/Output	A parallelogram represents input or output
	Process	A rectangle represents a process
	Decision	A diamond indicates a decision

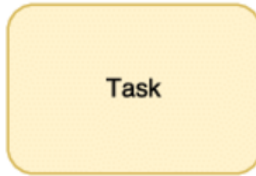
# How to make a business process flow diagram



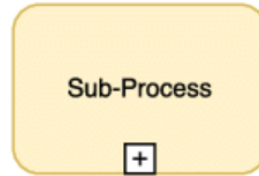
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## BPMN

### Activities

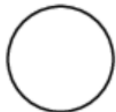


Task



Sub-Process

### Events



StartEvent



EndEvent



Timer



IntermediateEvent

### Gateways



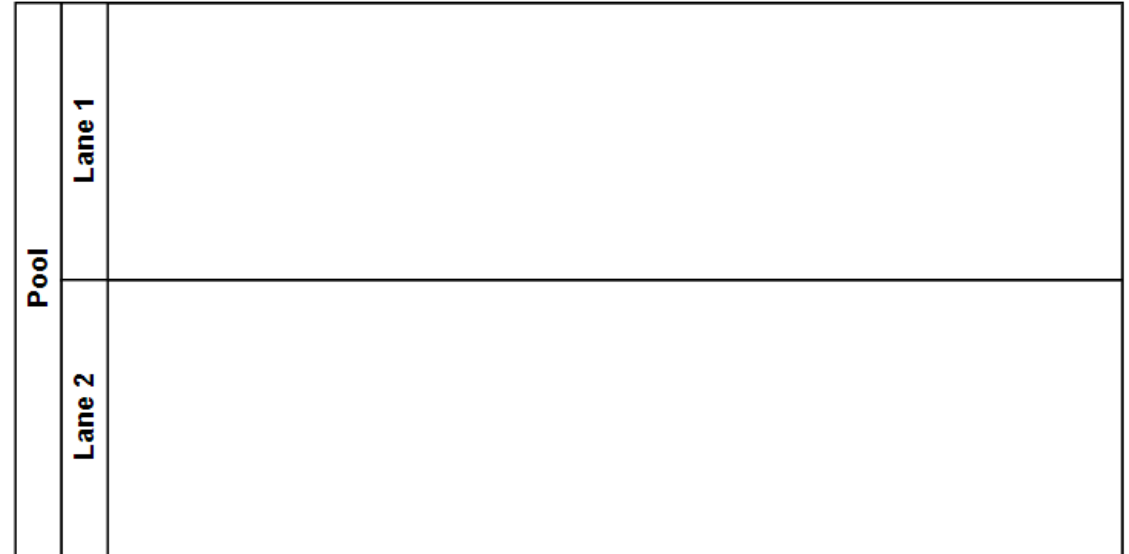
Exclusive



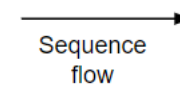
Parallel



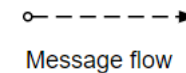
Inclusive



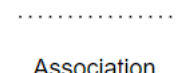
### Connecting objects



Sequence  
flow



Message flow



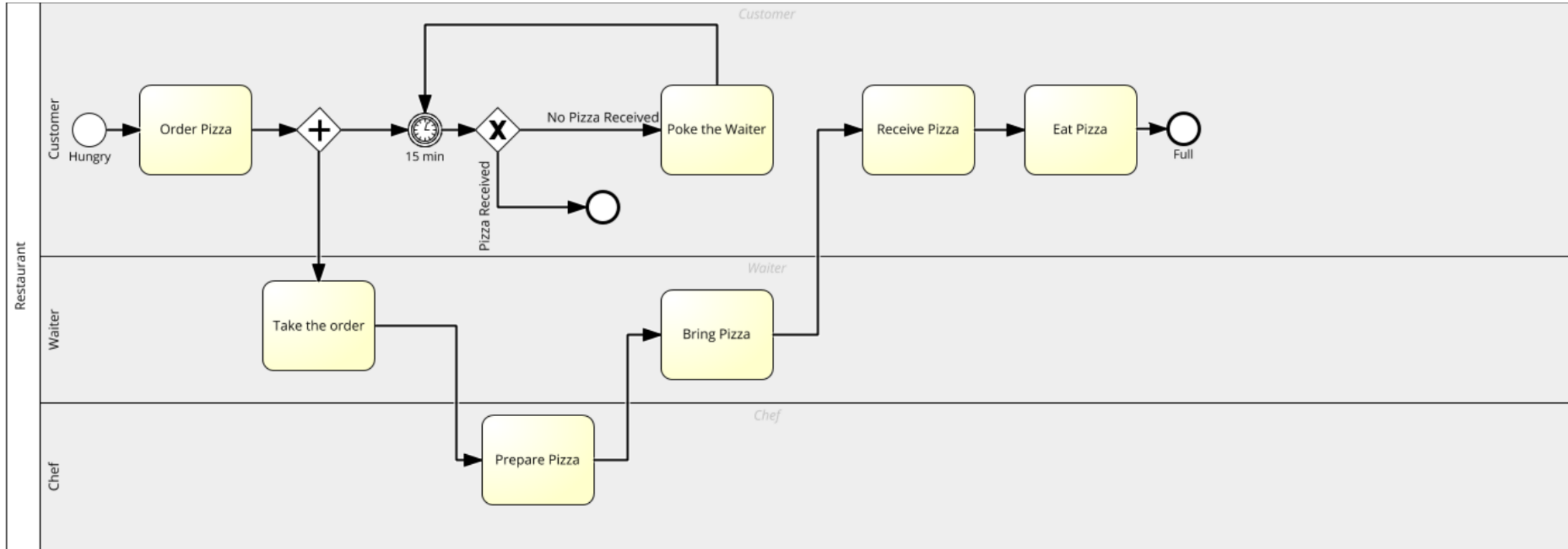
Association

# How to make a business process flow diagram



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Example: Pizza in a restaurant



# How to make a business process flow diagram



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Practice: Opening online account

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# TODAY HOMEWORK



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## Draw the **BUSINESS PROCESS** of the eOffice.

- Draw the overall BP of the e-Office and choose 1 specific BP to draw.
- Please draw BP by common and simple notation.
- Please do not use BPMN notation.



THANK YOU !

Any Questions ?