

Activity 4.2 – Learning Highlights

Business Process Modeling Notation (BPMN)

BPMN uses symbols to map out business processes, making them easier to understand and improve for everyone involved.

Value Stream Mapping (VSM)

- 1. Process Identification**
- 2. Objectives and Scopes**
- 3. Map the current state**
- 4. Waste Identification**
- 5. Map the future state**
- 6. Action Plan and Implementation**

Security And Privacy

Security and privacy are a big deal no matter what IT domain you're in. Build systems that follow rules like GDPR, which has some pretty strict guidelines on data privacy. The real-world examples have shown how you need different security setups depending on the situation, like encrypting transactions for online shopping or keeping student info safe in schools.

Techniques For Researching And Analysing User Characteristics And Expectations

- **Surveys**
- **Questionnaires**
- **Focus Groups**
- **Interviews**
- **Usability Testing**