**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**