

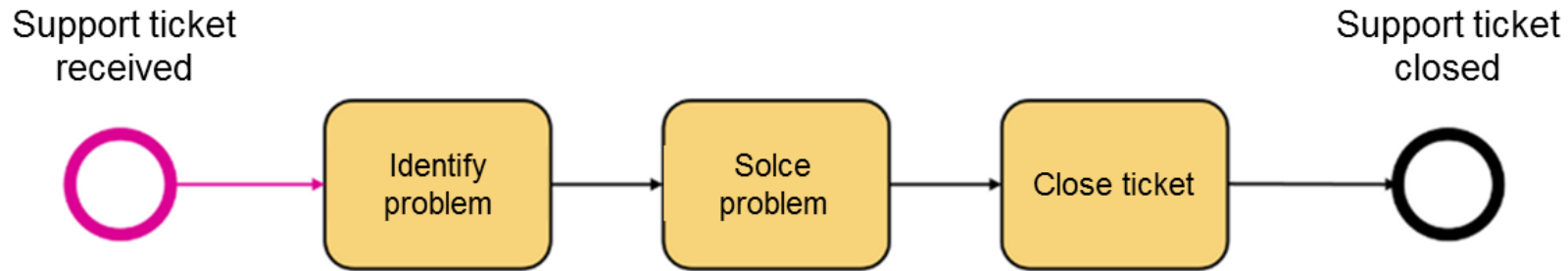
Unit 1 – Business Process Primer for Citizen Developers

Certification: [C_LCNC_01](#)

Low-Code / No-Code Applications

What is a Business Process?

A business process is a repetitive set of tasks or activities that are completed to achieve a goal or outcome for a business.



A business process consists of a chain of activities, events and decisions.

Forms of Business Processes

2 major forms of business processes

- Micro
- Macro

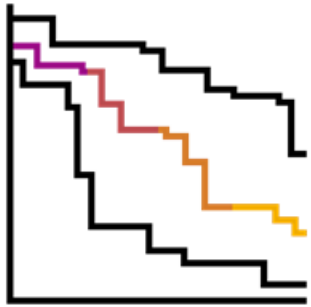
Micro Process	Macro Process
Small set of steps	Consists of many smaller processes within it
Designed to achieve a singular outcome	Larger process with a broader goal
Tend to be more linear and standardized	
Example. Submit help ticket => Receive Help => End	Example. Onboarding new employee <ul style="list-style-type: none">• Creating user account• Ordering equipment• Etc.

Long Tail Processes

- Term to describe Micro process
- No definitive template for a process
- Multiple ways that the same process is completed
- Customized to individual situations, departments, organizations
- Undocumented, heavily reliant on manual steps

Great focus for citizen development

Consequences of Poorly Defined Processes



Missed performance expectations



Reactivity, chaos and inconsistency



Generally poor morale among staff

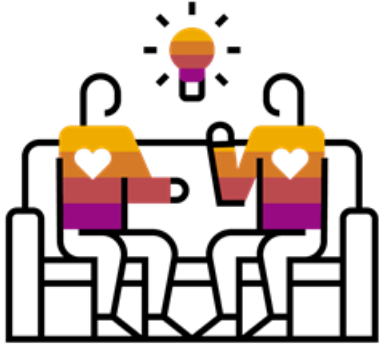


Long learning curve for new employees



Lack of quality and lower competitiveness

Benefits of Processes that Run Like Clockwork



Time for creativity and
problem-solving



Lower costs and
increased productivity



Happier employees
and customers



Better communication and
employee accountability



Greater agility and
responsiveness

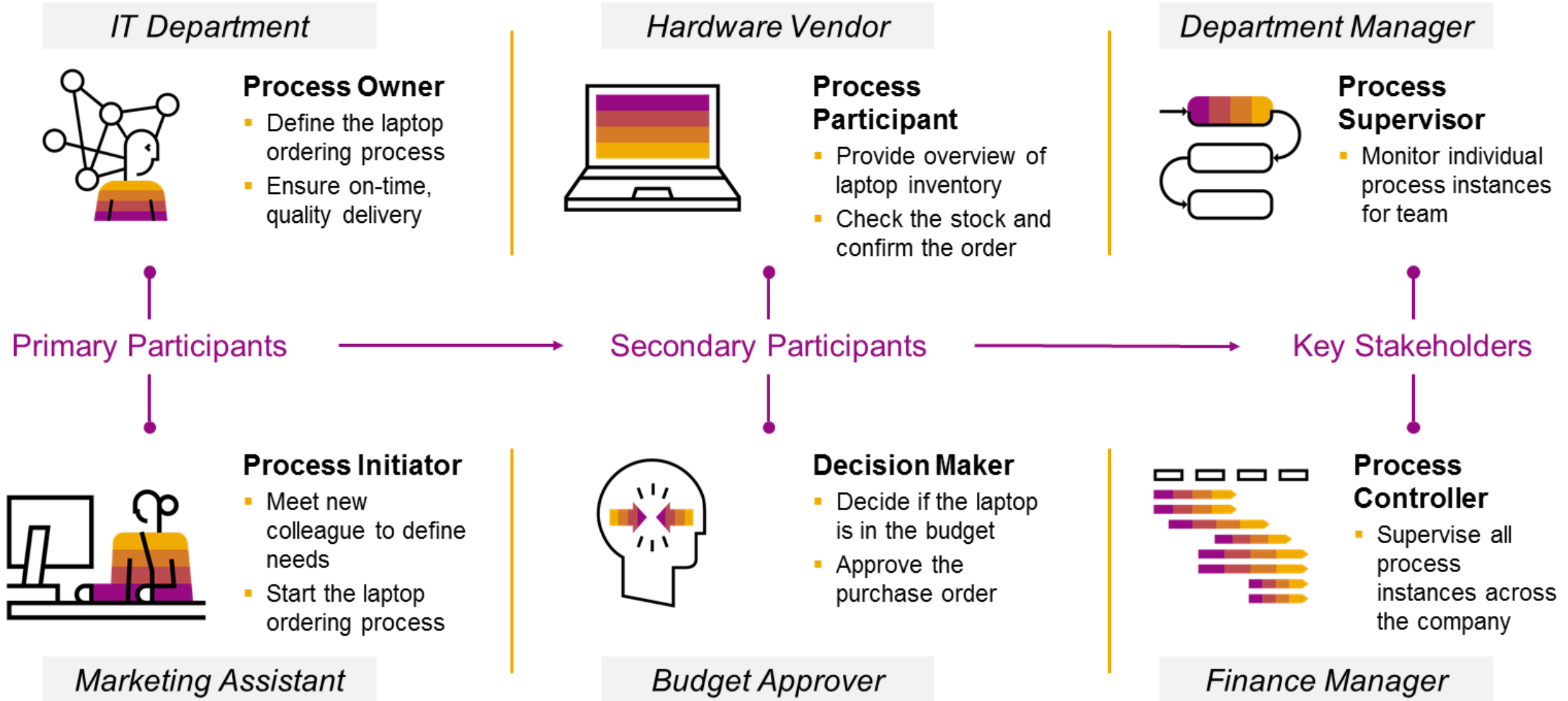
Participants in an average Business Process

3 main types of participants

- Primary participant
- Secondary participant
- Need to be kept informed of process

Primary Participant	Secondary Participant	Need to be kept informed
Process owners, Process initiators	Process Participants, Decision makers	Instance status, Metrics visibility
Example. Ordering a new laptop Process owner <ul style="list-style-type: none">• Defines and owns the entire process• IT department Process initiator <ul style="list-style-type: none">• Hiring manager, HR, New employee	Example. Ordering a new laptop Process participant <ul style="list-style-type: none">• Hardware vendor Decision maker <ul style="list-style-type: none">• Approver	Example. Ordering a new laptop Informed about individual instance <ul style="list-style-type: none">• Manager Informed about wider overview <ul style="list-style-type: none">• Financial controller

Roles Involved in a Laptop Ordering Process



Business Process Management (BPM)

- Business Process Management is how an organization can analyze, measure and improve its processes
- Can bring great benefits
- Can also create resistance to adaptation
- Important to strike right balance between standardization and flexibility
- Methodology itself is not a software, but can be greatly facilitated by software

Business Process Management Software

Enterprise level software that enable business to design, model, execute, automate, monitor and improve their process

Benefits

- Efficiency – standardized set of tools to manage processes
- Identify problems quickly
- Collaboration between departments – easier and automatic
- Frees people from doing boring / chaotic work

Automation Capabilities

- Process automation – Perform complex business process automatically

Factors for Complexity

Each business process has unique goals, paths and needs. There are four key factors that increase the complexity of mapping, running and automating a business process.



Collaboration & Access



Timing



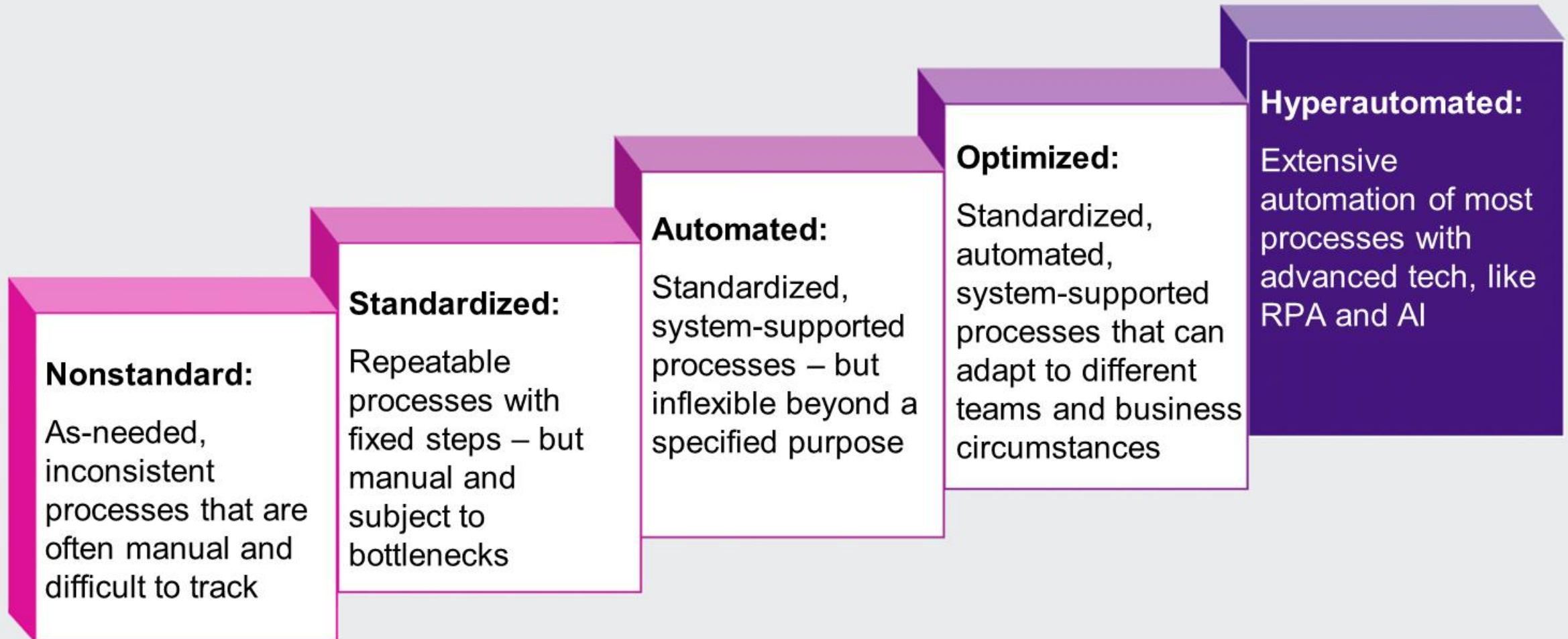
Routes & Logic



Data & Metrics



The Process Automation Maturity Spectrum



Hyperautomation

Rapidly identify and automate as many business and IT processes as possible

Achieved using multiple technologies, tools, platforms including

- Artificial Intelligence (AI)
- Machine Learning (ML)
- Robotic Process Automation (RPA)
- Business Process Management Software (BPMS)
- Low code No code tools

What have we learnt so far

- What is a Business Process ?
- Key roles in a Business Process
- What is Business Process Management and its software ?
- Process automation in your business
- Challenges of implementing automation
- New field of Hyperautomation

Key Summary Points – Unit 1

Primary Participant	Secondary Participant	Need to be kept informed
Process owners, Process initiators	Process Participants, Decision makers	Instance status, Metrics visibility
<p>Example. Ordering a new laptop</p> <p>Process owner</p> <ul style="list-style-type: none">• Defines and owns the entire process• IT department <p>Process initiator</p> <ul style="list-style-type: none">• Hiring manager, HR, New employee	<p>Example. Ordering a new laptop</p> <p>Process participant</p> <ul style="list-style-type: none">• Hardware vendor <p>Decision maker</p> <ul style="list-style-type: none">• Approver	<p>Example. Ordering a new laptop</p> <p>Informed about individual instance</p> <ul style="list-style-type: none">• Manager <p>Informed about wider overview</p> <ul style="list-style-type: none">• Financial controller

Key Summary Points – Unit 1

Hyperautomation

Rapidly identify and automate as many business and IT processes as possible

Achieved using multiple technologies, tools, platforms including

- Artificial Intelligence (AI)
- Machine Learning (ML)
- Robotic Process Automation (RPA)
- Business Process Management Software (BPMS)
- Low code No code tools

Key Summary Points – Unit 1

2 major forms of business processes

- Micro
- Macro

Micro Process	Macro Process
Small set of steps	Consists of many smaller processes within it
Designed to achieve a singular outcome	Larger process with a broader goal
Tend to be more linear and standardized	
Example. Submit help ticket => Receive Help => End	Example. Onboarding new employee <ul style="list-style-type: none">• Creating user account• Ordering equipment• Etc.

Key Summary Points – Unit 1

Question 3

Choose the correct answer.

A business process which is customized to individual situations, departments, or organizations is known as a what?

- ☒ Long tail process
- ☐ Long lead process
- ☐ Long legged process
- ☐ Long side process

Key Summary Points – Unit 1

Question 6

Choose the correct answer(s).

Which of the following are considered a benefit of a well-defined business process?

- ✓ ☒ Improved efficiency
- ✓ ☒ Streamlined communication
- ✓ ☒ Increased organizational agility
- ☐ Reduced headcount

Key Summary Points – Unit 1

The Six Stages of Business Process Management

Reengineering

Change and simplify the process to fit evolving needs

Optimize

Modify and improve the process based on feedback

Monitor

Track improvements to see how they perform

Design

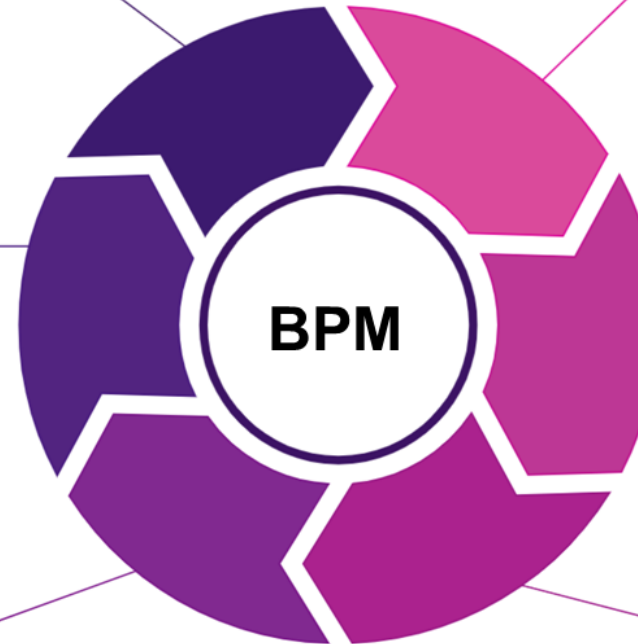
Identify existing processes and design new versions

Model

Look at how the process should behave in different scenarios

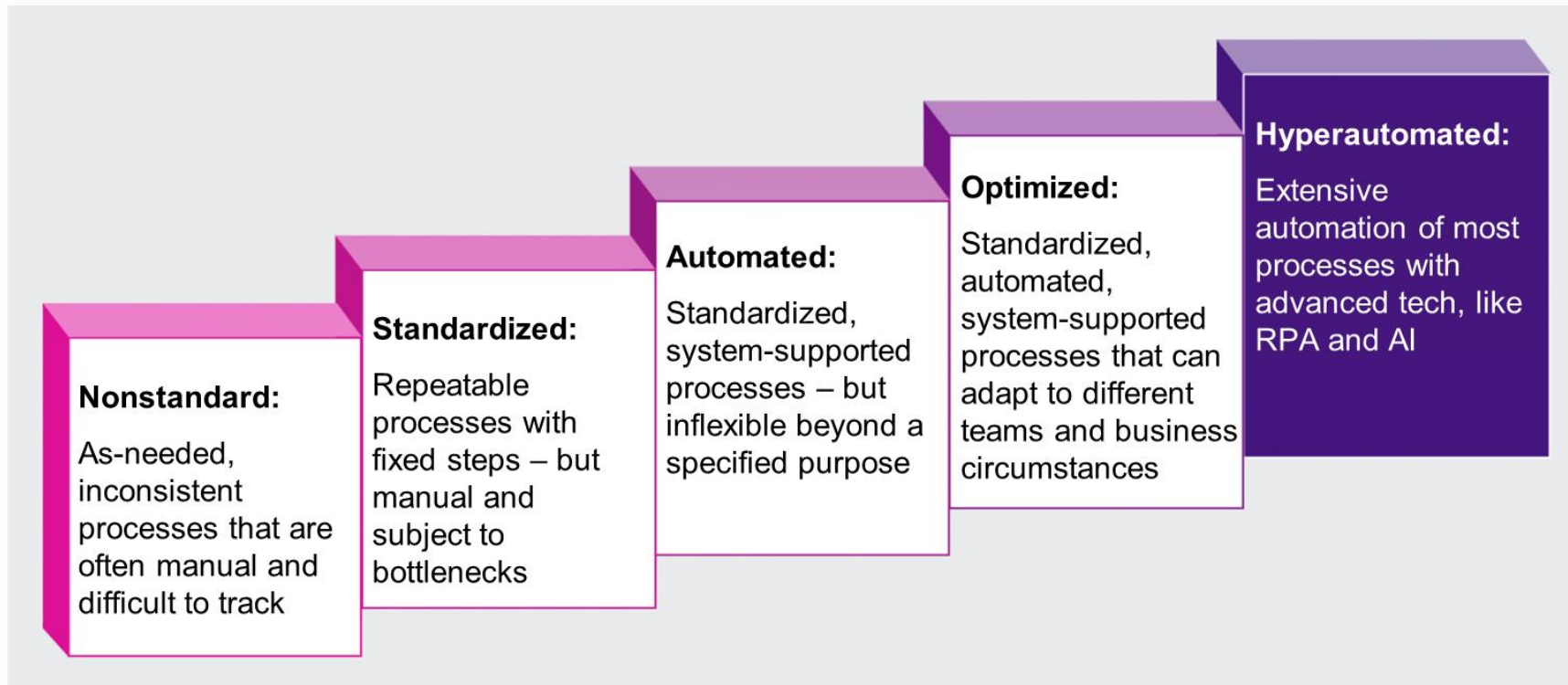
Implement

Carry out the process and align with supporting applications



Key Summary Points – Unit 1

The Process Automation Maturity Spectrum



Key Summary Points – Unit 1

Question 14

Choose the correct answer(s).

Which of the following are typically major features of Business Process Management Software (BPMS)?

- ✓ ☒ Drag and drop form builder
- ✓ ☒ Visual process designer
- ✓ ☒ Testing and simulation tools
- ☐ Video editing

Key Summary Points – Unit 1

Question 17

Choose the correct answer(s).

Timing is one of the key complexity factors involved in automating business processes. What are the other three?

- ✓ ☒ Collaboration and access
- ✓ ☒ Routes and logic
- ☐ Affordability
- ✓ ☒ Data and metrics