
IT Service Management

Introduction to BPMN 2.0: process mapping

IN 2 DAYS LEARN TO MODEL YOUR BUSINESS PROCESSES IN VISIO WITH THE BPMN 2.0 STANDARD.

The BPMN (Business Process Model and Notation) will help you model the value streams and business activities of your organization in a graphical and visual way, but above all in a standard way. In this way, all stakeholders will share the same language, which will promote a common understanding. Mapping allows you to analyze and improve processes to stay competitive and aligned with business objectives. The BPMN 2.0 standard is the best practice to model your business processes and gain agility.

The 2-day training will help candidates better support a learning and continuous improvement oriented organization.

BPMN

This course presents the BPMN 2.0 version

This version corresponds to the international standard ISO/IEC 195103

LANGUAGE

The course and course material are in English.

COURSE OBJECTIVES

In two days, participants will acquire the following knowledge and skills

- Introduction to the concepts of Business Process Management (BPM)
- Overview of the elements contained in the BPMN 2.0 standard
- Process modeling convention
- Orchestration and collaboration diagrams
- Exercises and practical examples of modeling different types of processes
- Overview of the Visio interface, menus, functions, templates, and shapes useful in mapping
- Review of useful Visio features: connecting shapes, editing shapes, creating templates, using shape data and reporting shapes, layout, and printing
- Tips and tricks to work quickly and structure the mapping approach

TARGET AUDIENCE

Analysts, managers, business process designers, business architects and IT professionals or any other personnel involved in the delivery, management and improvement of digital IT services in a continuous improvement context.

The maximum group size is 15 participants.

COURSE STRUCTURE

This course includes a series of interactive readings supplemented by exercises and small group practice.

COURSE CONTENT

The following items are covered:

- Notions of Business Process Management (BPM)
 - Key concepts in process management
 - What is BPMN
 - Characteristics of the BPMN notation
- Elements of process modeling
 - Types of activities/tasks
 - Borders
 - The connections
 - The events
 - The transactions
 - The flows
 - Trails and corridors
 - The data
- Modeling approach
 - The steps
- Process modeling exercises on Visio

STUDY DAYS

2 days of learning

COURSE PLAN

Day 1:

- Presentation of the concepts of business process management;
- Presentation of the elements of process modeling;
- Practical exercises;

Day 2:

- Presentation of the modeling approach;
- Modeling exercises on Visio.

PREREQUISITES

No prerequisites

EXAMINATION

This training can be used as a basis for a possible certification of the BPMN 2.0 standard.

RELATED NOTE

The course will be presented on the 2013 Professional version of Visio. It is strongly recommended that you bring examples of mapping from your company to better target your learning needs.