



Business Process Modeling

- 10/23/2014
- 10/24/2014



Welcome and Introductions

Catherine Lanzaro:

Application Development Manager

Department of Child Support Services (DCSS)

ITLA-21 Alumni

Harriet Miller:

Web Services Manager

Board of Equalization

ITLA-21 Alumni



Agenda

- Objectives
- BPM: What's it all about?
- Success or Shelf?
- Questions





Objectives

- **Learn about BPM**
 - What is it?
 - Why do it?
 - Disadvantages
 - Advantages
- **Use BPM Tools**
- **Make it Happen at Your Office**
- **Learn How to Measure Success**



Ice Breaker

Finish one sentence below:

- The best job I ever had was...
- The worst project I ever worked on was...
- The riskiest thing I ever did was...





BPM: What is it?

- **Business Process Modeling (BPM)** is a methodology used to identify and document a visual illustration of your organization's current business processes







BPM: Disadvantages

- Don't know where to start
- Day to day work always take precedence
- Takes time

Giving up on a goal because of a setback is like slashing your other three tires because you got a flat...





BPM: Advantages

- Modeling your processes allows you to look at them and make improvements
 - Day to day work is more efficient
 - Helps identify obsolete processes or process steps
 - Helps clarify the big picture

- Break



BPM Tools: Review and Learn

- Learn what tools are available
- Learn the roles in BPM
- Learn to read a BPM

Pizza!

Vision	Objective	Process
Be the #1 Pizza delivery choice	Pizza preparation and delivery that retains customer	Pizza Delivery (phone in order)



Learn to Read a BPM

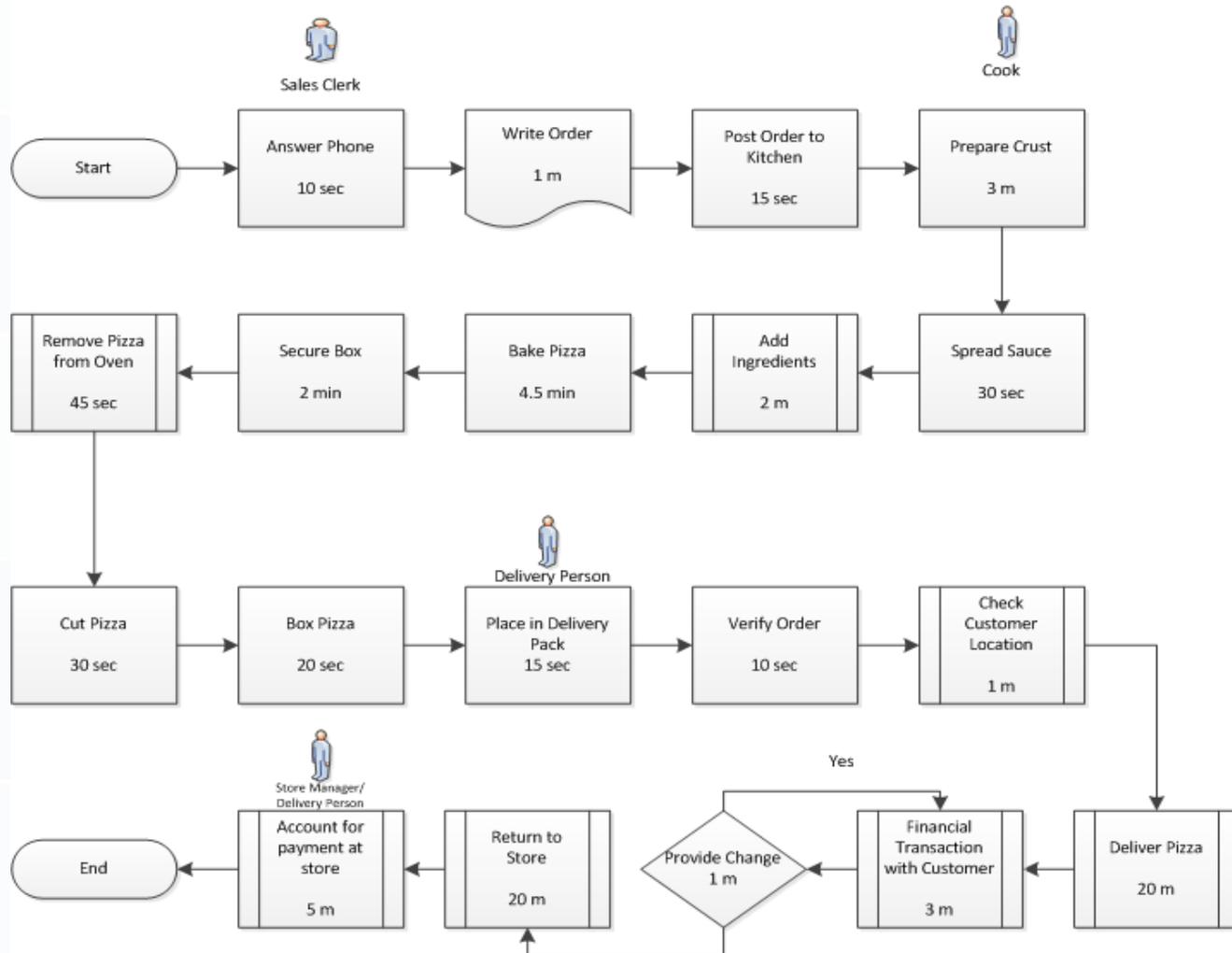
Macro View of Process





Learn to Read a BPM

Micro-View of Process





BPM Tools: Step By Step Instruction

- Walk through the steps to build a model
 1. Identify the Process
 2. Plan and Schedule Resources
 3. Select a Modeling Technique, Plan Interviews and Focus Group
 4. Conduct the Planned Interviews
 5. Document As-Is Process Improvements and Opportunities
 6. Analyze, Evaluate and Submit for Approval

- Break



BPM Tools: Practice

- Experience the Process Steps 1-6
- Build an actual model by using the BPM tools
- Class Exercise





Back at the Office

- How to make it happen back at your work?
- How to get buy-in?
- How to get resources?
- How do you sell it?





Measure Success

- You did it!
 - You made it happen back at work
 - You got buy-in
 - You got resources
 - You sold it
 - You and your team developed models
- Success or shelf?
 - What are you going to do with the models you created?





Questions





One Last Thought...

*The best time to plant a tree
is twenty years ago. The
second best time is now.*

- Chinese Proverb