BUSINESS PROCESS DESIGN, MODELLING AND ANALYSIS

Understanding how your organisation works

*An intensive three-day workshop on **Riva***

by its originator, Martyn Ould

• BUSINESS PROCESS MANAGEMENT •

The business process has come very much into the limelight as a result of increased interest in how organisations can work efficiently and in the enabling business process management technologies. Equally, the quality of support given by information systems to a business is increasingly under scrutiny. Following this interest has come the need to be able to represent and think about business processes in a rigorous fashion.

*The **Riva** method has been explicitly designed to satisfy that need.*

With its roots in business theory, rather than software development, the **Riva** method has gained a reputation for addressing the business aspects of processes in a way that is accessible by the everyday user, whilst giving the analyst powerful tools for understanding, change, and design.

This three-day workshop on **Riva** has been developed alongside the method itself for the past twenty years and has been refined to give analysts wanting strong tools the opportunity to acquire them and gain some practice with them.

This workshop challenges attendees to see processes in a more powerful light.

• WHO CAN BENEFIT? •

This course will benefit you if

– you want to design new processes or organisational structures
– you need powerful methods for process diagnosis and improvement
– you are preparing process definitions intended for a Quality Management System
– you specify IS solutions, especially those involving BPM systems, workflow, or document management.

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Riva is a method for the design, modelling, and analysis of business processes. It is about modelling organisational behaviour in a way that is revealing and communicative. Its key concepts are the *process*, the *role*, and the *interaction*. It concentrates on the dynamics of the organisation and its collaborative content.

Riva starts with a powerful and fast technique for preparing a *process architecture* of the organisation, showing exactly what processes there are and how they interact. The architecture is derived from an understanding of what business the organisation is in, rather than its current structure or culture. Once this architecture is understood, individual processes can be examined in their own *process models* and organisational and cultural issues can be addressed.

The sorts of process models that **Riva** generates are designed to be of real practical use in a number of process management situations, above all the re-engineering or re-design of business processes in a radical incremental change context. **Riva** process models can also be used in quality management systems as definitions of the way that a business wishes to do its business in order to deliver quality in its products or services. Finally they are the starting point for the development of process support systems based on process management products, or on traditional information management systems.

The method is intended for analysts who want to take a process-oriented view of a business or organisation, as well as people in an organisation wanting a way of thinking about how their business works. Those working in re-engineering, change management, information system strategy and implementation, process improvement, and quality management will derive benefit from using the method.

Riva has now been used in a variety of business areas – amongst them finance, utilities, civil engineering, computer manufacture, government, logistics, supply chain, charities, pharmaceuticals, software product development, and information service provision – and for a variety of purposes, including the re-structuring of a business along process lines rather than functional lines, re-engineering of a sales and marketing function, the design of an energy market, assessment of the effect on a business of changes in regulatory requirements, analysis of usability problems of an installed information system, the preparation of requirements for a new information system, and the evaluation of the 'fit' of a proposed software package with a business.

In short, **Riva** provides the analyst with the intellectual machinery necessary for working with processes – much more than just a way of drawing pictures.

The workshop is three days long and can accommodate up to twelve people. Attendees are taken through a mixture of lectures and practical working, developing the ideas from the micro to the macro level. The programme is as follows:

Introduction. We start by examining our motivations for modelling business processes, and the consequent demands on a process modelling notation and method.

Building the process architecture. We work through a rigorous way of constructing a *process architecture* that is aligned solely to the raison d'être of the organisation, and that must form the basis for all thinking about the organisation's processes.

Principles. We examine two central process concepts of **Riva** – the *role* and the *interaction* – and explore them thoroughly.

Constructing a process model. With the notation in hand we use it to capture the detail of organisational behaviour within a process, in particular capturing all the collaboration and concurrency that is so vital to speed and efficiency.

Modelling process relationships. Standing back from the process detail, we look at the different ways that processes themselves can interact and the concurrency that can be achieved through a network of collaborating processes.

Process analysis, improvement and design. Having put in place the 'machinery' we need, we use it to answer the sorts of questions that can be asked about a business and its processes, in particular for organisational change and process improvement; and we examine how a new process can be designed or an existing one redesigned.

Logistics. We finally place the method in the context of a modelling project: in particular how to plan the project, and how to run group and individual sessions.

Case studies and exercises. The workshop involves the use of small worked examples throughout to give individual attendees an opportunity to work with the concepts. Attendees also work in teams on a number of more significant case studies.

Changes in emphasis can be accommodated at no extra charge. A longer version involving additional exercises and practice in the method's use can also be provided. Please contact us to discuss customisation to deal with the specific process environment of your organisation.

Attendees receive a copy of all workshop materials.

• FURTHER INFORMATION FROM •
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