

Analyst Essentials Program

Suitable for:	Business analysts, process experts, senior business users
Product:	analystView
Course length:	2 days instructor-led learning; half-day computer-based training

Analyst Essentials Program

Program Description

The **Analyst Essentials** training program familiarizes students with analystView – Global360's process modeling and simulation tool. Students undertaking this training program learn how to design create process maps, set up and run process simulations and view simulation results.

Program Structure

- » Introduction to Process360 (1/2 day computer-based learning).
- » analystView Essentials (3 days instructor-led training).

All students begin their education program with Introduction to Process360. This computer-based course provides students with a high-level overview of the capabilities of the Process360 software suite. Following Introduction to Process360, students progress to *analystView Essentials*.

Learning Objectives

- » To introduce Persona-based BPM and its unique approach to BPM.
- » To provide students with an overview of the tools built into the Process360 suite.
- » To enable students to model a process using analystView
- » To enable students to set up and run simulations in analystView.
- » To familiarize students with simulation best-practices.
- » To familiarize students with the reports and information that can be extracted from simulation data.

Prerequisites

- » Experience in a business analyst role
- » Familiarity with Windows, Visio experience is useful but not essential

I. Introduction to Process360 Agenda

Introduction

- » The common challenges businesses face today
- » The Process360 as BPM solution suite
- » Persona-based BPM
- » The Continuous Process Improvement cycle
- » The 360 Degree Approach as Global 360's successfully proven approach to BPM

Product Overview

- » Overview
 - Document & Information Management
 - Case Processing
 - Process Management
 - Business & Integration Services
- » Capture, content and storage
- » Process360 user interface tools
 - Process360 viewParts
 - Dashboard Web Parts
 - Forms Designer

Builder Persona: Analyst

- » The role of the business analyst in the Builder persona
- » Insight360 Process Designer
- » Pre-deployment simulation
- » XPD export from Insight360 Process Designer for use in designerView
- » Insight360 Process Designer simulation capabilities

Builder Persona: Developer - designerView Basics

- » Overview of designerView
- » Basic navigation on designerView
- » Process maps
- » Submaps
- » Tasks and task categories
- » Routes
- » Validating maps
- » The Build process

I. Introduction to Process360 Agenda (cont.)

The Builder Persona: Administrator - adminView Basics

- » Overview of adminView
- » Workspaces
- » Users, logins and profiles
- » designerView integration with adminView
- » Tools
 - Worklist Tool
 - Database Tool

Participant Persona

- » Understand typical participants and their typical jobs
- » Data Entry
- » Processor
- » SharePoint & ASP.Net out of the box Participant interfaces
 - userViews
 - web parts
 - viewParts
- » viewParts overview
 - Current Workload
 - My Inbox
 - Document viewer
 - CaseList Editor
 - Attributes Editor
 - Notes Editor

Manager Persona

- » The difference between the Manager and the Participant Personas
- » The Supervisor Role
- » Manager viewParts
 - Team Status
 - Assignment Management
 - Worklist Management
 - Worklist search
- » Integration with Insight360

II. analystView Essentials Agenda

Introduction	
»	The Analyst Persona
»	analystView & the Process360 BPM suite
»	Product Components required for Design, Simulation & Process Intelligence
Process Designer - Modeling a process	
»	Simulation & modeling goals
»	As-is & To-be modeling
»	Define a map and project
»	Using Process Modeler to build a project and model a business process
»	Exporting & designerView
Process Simulation: Setup	
»	Overview of Simulation Outputs
»	Simulation Options
•	Configuring Prism connections
•	Start & Stop options
•	Time settings
•	Fields
•	Arrivals
•	Roles & Performers
•	Distributions
•	Routing & weighting
Process Simulation: running simulations in Process Designer	
»	Running a simulation
»	Processes Statistics
»	Activities Statistics
»	Participants Statistics
»	Roles Statistics
»	To-be simulations

II. analystView Essentials Agenda (cont.)

Process Analysis: Implementation Best-practice

- » Output of Documentation.
- » Process Definition report
- » Simulation Setup report
- » Simulation Results report
- » Use of the Team Studio design repository
 - Checking in a process
 - Checking out a process
- » Process version history
- » Process collaboration sites
- » Requesting, gathering and merging user feedback about the process design

Process Analysis: Prism Architecture

- » Simulation architecture
- » Prism events
- » Staging & Event queuing
- » Dimensions, Measures & Cubes
- » The analystView Cubes
 - Process Statistics
 - Activity Statistics
 - Labour Statistics
 - Logged Event Statistics
 - Timed Sequence Statistics
 - Work in Progress
 - Activity in Progress
 - Timed Sequence in Progress
- » Custom Measures & Dimensions
- » Predefined measures
 - Work Quantity measures
 - Labor Measures
 - Time Measures

II. analystView Essentials Agenda (cont.)

Process Analysis: managerView & reporting

- » Reporting overview
- » Common reports
- » managerView overview
- » Building reports in managerView
- » Publishing managerView reports