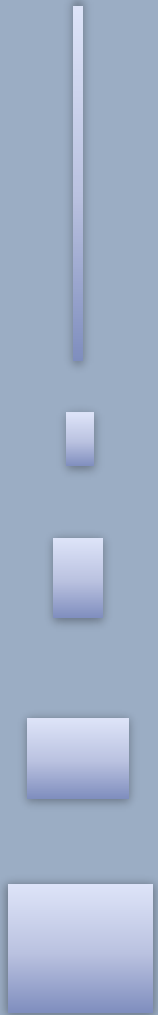


# Part 2

{ Modelling Participant, Technique  
{ and Tools

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# 1. Modeling Participant

- ⌘ Business strategists,
- ⌘ business managers,
- ⌘ financial analysts,
- ⌘ auditors, and compliance analysts,
- ⌘ process performance analysts,
- ⌘ requirements analysts,
- ⌘ systems analysts, or others

may create different process models for their particular purposes.

& Modeling participant typically there will be a **facilitator**, a **modeler**, and several subject matter **experts** involved

- ⌘ For redesign efforts,
  - ⌘ information systems personnel must consider:
    - ⌘ **organizational design** personnel who determining roles, responsibilities and reporting structures or **financial personnel** who are measuring cost and value options

# Redesign

## 2. Modeling Techniques and Tools

## ↳ White Boarding and Flip Charts

- ↳ to **draw the process flows and flip charts** to capture other information
- ↳ later **transcribing the results** into drawing or modeling and reporting tools

## ↳ Butcher Paper and Sticky-notes

- ↳ cover the walls of a room with taped up Butcher paper and have the workshop participants **put removable sticky-notes on the paper** until they have arranged the activities into the **sequence on which they agree.**
- ↳ The resulting model must then be transcribed into a drawing or modeling and reporting tool later

- ↳ Drawing Tools and Reports

- ↳ Visio, PowerPoint or any other electronic drawing tool

- ↳ Electronic Modeling and Projection

- ↳ Utilizing electronic drawing or modeling tools and **projecting the images to large screens** so the model is visible and can be modified during the workshop.



# 3. Process Simulation

- ⌘ Process simulations are a form of **models which provide valuable insight** to process dynamics
- ⌘ Simulations **require sufficient data** which typically allows the process to be mathematically simulated under various scenarios, loads, etc.

↳ Simulation can be **used to achieve** the following:

- ↳ **Validate** a model
- ↳ **Predict** the process design's **performance** under differing scenarios
- ↳ Determine which **variables** have the **greatest affect** on process performance
- ↳ Compare **performance** of different process designs **under the same sets** of circumstances

## ↳ Mock Trials

- ⌘ Mock trials can be similar to **events run in a process laboratory**.
- ⌘ Mock trials include **running test transactions** based on **actual or sample data** from real processes on an end-to-end basis.

## ↳ Technical Simulation/Load analysis

- ⌘ Some **process simulation tools** provide the ability to **perform load analysis**.
- ⌘ For example, *simulating peak, average, and valley transaction loads predict impact on cycle time, resource requirements, bottlenecks, etc.*
- ⌘ Some of the **typical analyses** are *resource utilization, distribution analysis, cycle time analysis, and cost analysis.*