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

Redesign

- 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

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.*