



Business Process Analysis

AI-Assisted Process Analysis

3 Days | Virtual and Face-to-Face

Business process analysis remains a fundamental activity that supports critical change efforts in an organization. While artificial intelligence is rapidly changing how analysis work is performed, successful process improvement efforts still depend on human skills such as analytical thinking, stakeholder engagement, and evidence-based decision making. This course teaches analysts how to augment a proven framework for business process analysis with AI to accelerate discovery, modeling, analysis, and process redesign activities.

Using a case study or real-life project, participants engage in a hands-on workshop that spans the entire course. Participants create As-Is models, identify problems and opportunities, determine root causes, set improvement goals, evaluate improvement opportunities, design To-Be processes, and develop transition plans. Throughout the workshop, participants identify opportunities to incorporate AI tools. They then apply a repeatable AI checkpoint framework to ensure that AI-generated content is reviewed, validated, and approved before it influences business decisions.

Learning Objectives

- Practice a structured framework for business process improvement
- Use AI to accelerate process discovery, analysis, and redesign activities
- Develop As-Is and To-Be process models using multiple modeling techniques
- Identify and validate business rules, process metrics, process issues, and root causes
- Evaluate and prioritize process improvement opportunities
- Perform impact analysis and transition planning for recommended improvements
- Apply the B2T AI Review Framework to identify assumptions, validate findings, and support informed decision-making
- Distinguish between AI-generated suggestions and evidence-based conclusions
- Develop a practical approach for incorporating AI into real-world process analysis efforts

Intended Audience

This course will be beneficial to any person, in any size organization, hoping to improve their business processes. Access to an AI tool such as Microsoft CoPilot or ChatGPT is needed.

Prerequisites

We recommend that students first attend our [Essential Skills for Business Analysis](#) class or have experience in project scope definition, eliciting requirements from subject matter experts, and understanding how business requirements fit into the entire systems development effort.



B2T AI Review Framework

Throughout this course, participants apply the B2T AI Review Framework whenever AI is used to support analysis activities. The framework helps analysts use AI to accelerate analysis work while ensuring that business decisions grounded in human judgment, business context, and appropriate governance.

The framework follows a four-step cycle:

AI Generates – AI produces draft content, analysis artifacts, recommendations, or alternative approaches.

Human Checkpoint – The output is evaluated for accuracy, completeness, business context alignment, and practical usability.

Refine – The analyst improves the output through additional prompting, analysis, stakeholder input, and professional judgment.

Approve – The appropriate stakeholder reviews the information and determines the next course of action. The analyst provides the context and supporting information needed to enable effective decision-making.

Each AI-Assisted Workshop includes opportunities to apply this framework so participants learn to use AI as an analysis accelerator while providing the judgment, context, and expertise needed to deliver effective business solutions.



Learning Topics

Topic
Set Your Sights
• Understand the need for business process analysis and process improvement • Review a framework for process improvement • AI-Assisted Workshop: ◦ Choose a process to improve and establish its context ◦ Identify stakeholders and their expectations ◦ <u>AI Review Checkpoint</u> • Solidify strong project objectives, success criteria, and scope • AI-Assisted Workshop: ◦ Develop improvement goals for the selected process ◦ <u>AI Review Checkpoint</u>
Start Where You Are
• Review elicitation techniques and the need for an elicitation plan • AI-Assisted Workshop: ◦ Summarize interview notes and existing process documentation ◦ Draft an elicitation plan ◦ <u>AI Review Checkpoint</u> • Review workflow modeling techniques such as ANSI, Swim Lane, Business Process Diagrams, UML, SIPOC, and Value Stream Maps • Understand the current business process by developing a visual representation utilizing various workflow analysis techniques ◦ Discuss the reasons for creating As-Is diagrams and models ◦ Discuss the appropriate level of detail for the model • Review guidelines for visual process representation to improve communication and understanding • Learn to listen for business rules when eliciting business process requirements ◦ Use decision tables and decision trees to represent business rules ◦ Understand how a decision model can be used for complex business rules • Use data artifacts to analyze information currently used by the business • Collect metrics or measurements to establish the business process baseline • AI-Assisted Workshop: ◦ Create an As-Is business process model ◦ Document one or more business rule associated with the selected process ◦ Extend the model to show information used by the process ◦ Identify key metrics for the process ◦ <u>AI Review Checkpoint</u> • Validate the business process model

Topic
(Un)Pack Your Bag - Identify essential business processes to ensure understanding of what work must be done - Decompose business processes into sub-processes and tasks using a process list or process decomposition diagram - Learn techniques for identifying business processes: top-down, bottom-up, and event driven - AI-Assisted Workshop: - Identify essential processes - Create a process decomposition diagram and supporting business process descriptions <u>AI Review Checkpoint</u> - Identify potential problem areas by challenging your As-Is model - Review Lean's 7 forms of waste - Review Six Sigma root cause analysis techniques for identifying process issues including the "5 Whys" and Cause and Effect/Fishbone Diagram - Discuss other potential areas of concern - AI-Assisted Workshop: - Review the case study process model and identify process problems <u>AI Review Checkpoint</u>
Map a Route - Learn 9 strategies for changing a process - AI-Assisted Workshop: - Identify potential improvements <u>AI Review Checkpoint</u> - Evaluate and prioritize potential improvements - Test process improvements for potential pitfalls or negative side effects - AI-Assisted Workshop: - Perform impact assessment for proposed improvements <u>AI Review Checkpoint</u> - Create a To-Be model that redesigns the business process and addresses all essential processes - AI-Assisted Workshop: - Propose and document an improved process <u>AI Review Checkpoint</u>



Topic
Blaze the Trail
• Identify transition needs by performing gap analysis to identify differences between the As-Is process and the recommended To-Be process • Identify risks and impacts to the organization • Develop a plan to manage impacts and the transition • AI-Assisted Workshop: ○ Compare your solution to the existing process ○ Identify changes and detail the impacts of each change ○ Develop a transition plan and backlog ○ <u>AI Review Checkpoint</u> • Evaluate the solution effectiveness
Course Summary
• Course retrospective • Develop a post-class "Go Do It!" plan with next steps for the student's current project, including opportunities to apply AI-assisted analysis techniques



This class is a part of the **B2T Training Business Analyst Certification Program**. For more information on the program, please see our [Certification](#) page.