

STEPCHANGE PROGRAMMES PROVIDE

- ⌚ Rapid capture of existing processes
- ⌚ Expert analysis by sector specialists
- ⌚ Technology solutions specifically tailored and rapidly deployed
- ⌚ Fast ROI and shared savings approach

STEPCHANGE – POWERED BY

iGrafx®

Stepchange are the chosen partner for delivering iGrafx to the Public Sector in the UK.

The market leading process analysis tool chosen by Leeds City Council, Birmingham City Council and the NHS.

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An introduction to iGrafx Process for new users with previous experience of process mapping

The course covers:

Introduction to the process environment

An introduction to the components of a process simulation model, covering Processes, Simulations and Reports. The course will cover each of the key elements used to develop a dynamic process model that provides valuable information used to analyse business processes.

The Trace (animation) mode of process simulation is introduced. The course covers the use of animation to follow the flow of transactions during simulation and analyze a process for bottlenecks.

Process and activity behaviour.

Each activity in a process diagram may have a behavior assigned to it. Using the Properties dialog box, students learn to describe activity behaviors such as batching, resource requirements, work, delay, sub processes, splits, decisions, and more.

The five-step process for executing a simulation project is introduced. Students are introduced to the five-step methodology, and use these methods to analyze and optimize a process for optimal resource.

Managing activities, resources and the process generator

Hands on session using real life examples to see the impact of changing resources, process volumes and activity flow.

Controlling the flow

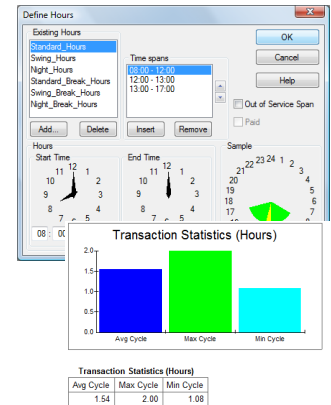
Introduction to the features of the technology allowing the use of customized expressions, functions and attributes to control the flow of activities through the process model.

Process Behavior Modelling and what-if analysis

Using three practical simulations the course will reveal the power of iGrafx PROCESS 2011.

Transactions will be created and introduced to the process and available resources will be specified. With this information embedded in the process map “real time” analysis will enable statistics to be gathered including resource utilization, cycle time, capacity and other pre-defined and customisable statistics.

The course concludes with the use of customisable reports that can be used to support business case preparation and change management activities.



The hands on course includes practical process model building and all training materials

Stepchange deliver Process Transformation Services to the Public Sector

⌚ Business Case Builder ⌚ Process Improvement Programme ⌚ Transformation Government