

Process  
Modeling  
Series

# DESIGNING BUSINESS SOLUTIONS

## *Using Essential Process Models*

**Designing Business Solutions:** *Using Essential Process Models* provides a repeatable process that transforms solution-neutral business requirements into an External Systems Design that may be used to guide the design of one or more technology-based business solutions.

While the analysis and definition of business requirements has become quite stable, many organizations struggle with how to use the results of analysis as a tangible guide to design. The concepts and practices taught in this *Tryon and Associates* course provide a design team a repeatable strategy to...

- Consider the impact of multiple, simultaneous solutions to a business problem.
- Identify the assumptions of a total, system-wide solution.
- Identify which business processes and data will be automated.
- Identify which business processes and data will be performed manually.
- Declare the technologies that will be used to create the business solution(s).
- Identify the location for interfaces between the manual and automated components of the design.
- Identify the type and characteristics of each interface.
- Identify the targets for further detailed software design.

Organizational demands to reinvent or reengineer current business processes result in efforts that target how a business performs today. Disciplines such as Structured Analysis guide analysts through a repeatable process to refine those initial “as is” requirements into technology-free or solution-neutral views of business processes and data. This facilitates adding needed new requirements and examining the effectiveness of existing policies and rules. But the ultimate objective of these projects is to create a new, total solution to the business system.

External System Design, or system-wide design, has traditionally been viewed as simply matching available technology to the business requirements. Only minor business participation was needed as software engineers and technology experts crafted a solution to the defined business need.

Today, however, producing this high-level, conceptual design also demands the direct involvement of the same subject matter experts and end-customers who participated in the definition of the business processes and data. Their perspective and selection authority are needed because...

- There is a expanding selection of technologies that could be used to create the business solution.
- New business solutions often require purchasing new technology and products.
- The end customer plays a far more sophisticated role interacting with new technology components.

- The location, content and type of interfaces between manual and automated components of new solutions must be custom-fit to the business operations.
- New business solutions often provide more than one technology answer to the business requirements.
- Each selected solution component carries direct initial and operational cost implications.
- End customers are more demanding and sophisticated in their expectations of technology.

**Designing Business Solutions: *Using Essential Process Models*** is a direct continuation of the concepts and deliverables presented in the **Reengineering Business Processes** seminar. The case study introduced in that session is also used in this class. **Designing Business Solutions** completes the transition from pure business requirements to a product that may be used for detailed design. While the end result of this process is used as input to the technical software design process, this seminar is intended for the general business audience needed to create a general solution strategy that will satisfy the ultimate user or customer.

While there are numerous software products that support this analysis discipline, the course emphasizes the fundamental tools and techniques of Structured Analysis along with the mental process for using the discipline. Any software product that supports this method, directly or indirectly, may then be used intelligently by a systems analyst or business analyst.

### ***Learning Objectives***

The specific goals and objectives for this seminar are to provide each attendee with an understanding of...

- How to identify the assumptions for a new business solution.
- How to declare an *automation boundary* that divides business processes and data into subsets that will be performed manually from those that will be performed by technology.
- How to identify the location for and the content of interfaces that cross the automation boundary.
- How to create a *New Physical Model* that displays the result of this allocation for review and verification before the actual solution is constructed.
- How to define *Physical Events* and their associated responses.
- How to specify user interfaces.

### ***Audience***

This seminar is targeted specifically to members of the analysis or reengineering team who defined the business processes and data. The seminar is also intended for technology experts who will participate in the design of a new solution to the business requirements. Finally, this course should be attended by operations experts or end customers responsible for insuring a proper fit of the new solution into the intended human organization and facilities. This audience often includes designated systems analysts, business analysts, reengineers, TQM specialists, project managers, team members, operations specialists, industrial engineers, systems engineers, software engineers, interface designers and technology specialists. Various staff managers may find this seminar series informative if they wish to understand the total analysis process.

### ***Prerequisites***

Participants in this seminar should have already completed **Reengineering Business Processes**. Attendees to this seminar will benefit from some exposure to the concepts and products of the Data Modeling discipline.

### ***Duration***

**Designing Business Solutions** is designed as a very compact, fast-paced three-day seminar. Each day lasts a full eight hours and includes time for breaks and lunch.

### ***Format***

This seminar is divided between instructor-led lecture and team workshops. Consistent topic coverage is insured by the use of easy-to-follow seminar notes. The instructor introduces each topic adding illustrations, examples and analogies to explain the material. Seminar attendees are encouraged to add their observations or ask questions at any time. Group discussions are often used to explore a specific topic. Topics are then examined using enjoyable workshop exercises where attendees may experience the dynamics and process for using a technique. Results are then evaluated by the instructor and other attendees.

### ***Materials***

Each attendee receives a full set of presentation materials and workshop answers used by the instructor during the seminar. They will also receive numerous articles, examples, templates and common processes that are identified during the course. A comprehensive bibliography is provided of all books and reference materials noted during the seminar. Each attendee will receive an attractive Certificate of Completion following the seminar.

### ***Authors***

**Designing Business Solutions** was written by Chuck Tryon, founder of *Tryon and Associates* and Jim Warren, a senior associate with *Tryon and Associates*. This seminar was created based on their combined experiences with Structured Analysis and application design.

### ***Scheduling and Pricing***

This seminar is typically scheduled on-site for a specific client. Please review the general scheduling and pricing policies. A complete price quote will be provided on request. On occasion, this seminar is offered on a public basis. Contact *Tryon and Associates* for more information about scheduling or attending this seminar.

### ***Contact Information***

Additional information on this and other *Tryon and Associates* seminars may be obtained by calling (918) 625-8258. Seminar descriptions and other helpful information are available at [www.TryonAssoc.com](http://www.TryonAssoc.com).

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