**Student Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Using the video (**[**Overview of Business Modelling (from Lynda.com)**](https://nscconline.desire2learn.com/d2l/le/content/65263/viewContent/662540/View) **as presented in D2L – Section 2.3 Business Processes, please provide a summary of each question and place in the drop box at the end of the class. The purpose of this assignment is to show your learning of Business Processes and tools that will help you in your IT career.**

**Remember, when you are presenting the answers, be sure to provide the details/facts, be descriptive and be able to defend your answers.**

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| 1. What is a Business Process? And why is it important to a business/organization? |
| Answers: A business process is a set of actions that make up a single activity in a business. Business process modelling is taking one or more business processes and visually demonstrating the roles and responsibilities of each person or department involved.  Business process modelling is hugely important. Modelling helps workers get a grasp of their working environment, what’s expected from them, and current processes. Modelling helps higher-ups understand the current situation, prepare for the future, know what needs to be changed, and so much more. This is all necessary to keep up with the increasingly competitive world of business and the growing demands of the customer. |
| 1. What is a Context Diagram? What is its purpose in business? Is it always useful? When should the diagram be utilized? |
| Answers: A context diagram is a diagram that visualizes where a business fits in with its outside surroundings. Its purpose is to help a business understand the world around it and what it needs to do. It distinguishes the parts that the business has full control over, such as itself, and the parts that the business can only influence, such as the customer.  A context diagram demonstrates the many individual relationships between itself and an external factor. In a context diagram, the business itself is placed in the centre. Then, the exterior factors (customer, bank, departments, etc.) are placed separately around the business. Arrows are drawn between each demonstrating a process and role. Each process/role is labelled with a description stating what each factor gives to another  A context diagram is viewed at the highest level. It doesn’t go into the internal factors of the business, but rather takes a bird’s eye view from the outside of it. The ideal context diagram should be simple, easy to read, and fit in one page.  A context diagram is useful for introducing new employees into the flow of the business. It explains the scope of the business and helps employees understand the business’s functions and relationships, all within a quick glance.  A context diagram should be created before any other process model. It is a very important diagram. Understanding how the business interacts with the world around it is essential before you can start digging in deeper to the business. |
| 1. What is a Functional Flow Diagram? What is its purpose in business? Is it always useful? When should the diagram be utilized? |
| Answers: A functional flow diagram demonstrates the interactions that go on within a business. It is similar to context diagrams in many ways except for one big exception. While context diagrams look at the business from the outside, functional flow diagrams look at the business processes and interactions from the inside of it.  The purpose of a functional flow diagram is to show the internal areas in an organization and how they interact in the overall workflow to provide the desired service or product to a customer. A functional flow diagram always starts with a transaction or request from a single external entity, such as a customer. From there, the roles and responsibilities are passed on between internal areas of the organization, starting with the customer relations group. At the end, the customer gets the product or service desired.  To understand functional flow diagrams, imagine how a small delivery pizza shop operates. First, the cashier talks to a customer over the phone and places the customer’s order. Then, the order is sent to the kitchen where the cooks make the pizza. Then, it is sent to be boxed up. From there, the delivery crew picks up the pizza from the shop and delivers it to the customer.  A functional lets every worker know the main roles they have in overall operations. In a team environment like a pizza shop, functional flow diagrams are very useful. Functional flow diagrams help form the basis of a good team.  It’s important to note that a functional flow diagram never mentions how the activities are performed. It just states what everyone needs to do. A great use of functional flow diagrams is to help new workers know their place within the business. As a business expands, cross-functional flow diagrams and flowchart diagrams are used to explain how a process is performed.  Every business should have a functional flow diagram. It’s crucial to fully understand how to go from receiving a customer request to fulfilling that request |
| 1. What is a Cross-Functional Flow Diagram? What is its purpose in business? Is it always useful? When should the diagram be utilized? |
| Answers: A cross-functional flow diagram shows how a single business process is shared between at least 2 individuals or departments. Its purpose in business is to break down a complex process into pieces so each person/department knows exactly what to do.  It differs from a functional-flow diagram because a functional-flow diagram demonstrates the overall workflow between every internal area as well as the customer. Meanwhile, a cross-functional flow diagram breaks down a single, complicated business process that is shared between at least 2 individuals/departments. Cross-functional flow diagrams explain how a single process works across sections while functional flow diagrams just show the roles in overall operations.  A cross-functional flow diagram is designed as a table. The name of the process is the header of the table. Each row is designated to a single person or department. A list of processes is determined, and each process is placed within the proper row from left to right based on the order. The row it is placed in is determined by who performs it. Arrows are drawn between the processes to demonstrate the order each occurs.  Cross-functional flow diagrams are very useful. They are very easy to read and understand. Upon inspection, a person or department should quickly grasp their purpose and responsibilities within a team. Cross-functional flow diagrams are best utilized to improve communication and cooperation between groups for a process. For a large process, this can solely affect how much work gets done and if the work gets finished at all.  A cross-functional flow diagram sometimes includes the customer or another external factor depending on the process.  As a cross-functional flow diagram gets larger, it may be necessary to create flowchart diagrams. A flowchart diagram explains all of the roles and responsibilities for a single person or department. As a cross-functional flow diagram expands, there will be an overload of roles and responsibilities for each, making it necessary to save the finer details for flowchart diagrams. |
| 1. What is a Flowchart Flow Diagram? What is its purpose in business? Is it always useful? When should the diagram be utilized? |
| Answers: A flowchart diagram displays in depth how a single business process plays out for a single person or department.  A flowchart diagram is useful for very large or complicated business processes where an individual or a single department has a load of responsibilities to manage and worry about. A flowchart diagram allows the department or individual to focus entirely on what they need to do themselves. This allows for a better understanding of what is expected from them, leading to increased productivity. Still, it’s important to pair up a flowchart diagram with a cross-functional flow diagram so they know where they fit in relation to others.  However, flowchart diagrams may not be needed for a small, straightforward business. There’s often no need for a simple, easy process to be explained in depth. It can be like explaining how 1 plus 1 equals 2. |
| 1. What are examples of techniques that were identified in the video? Why are these techniques used? |
| Answers: The biggest recurring topic is to work your way down from the highest view to the finer details. Before you go deep into the business, you must understand how it fits in its environment first.  When forming a new business, you should always start with the context diagram. Once you understand your external environment with the context diagram, you can create a functional flow diagram. Every business should have a context diagram and a functional flow diagram at the very least.  Uncomplicated businesses may get by with a context diagram and a functional flow diagram. However, larger businesses will end up with many complicated processes that will need to be explained. Cross-functional flow diagrams are used to break down a single process between multiple groups and show each step needed to make it happen. Once a cross-functional flow diagram expands to a large, complicated proportion, flowchart diagrams should be made for each individual person or group involved. |
| 1. Which modelling tool would you consider using if you were asked to integrate a new data set into a database for the business so new reports? |
| Answers: I would use a flowchart diagram. Because it would be me doing all the work for just a single process, a flowchart diagram would work best. It would give me the room and freedom to jot down everything I will need to know and everything I will need to do to integrate the new data set. |