

# Introduction to the BPMN diagram and the RACI matrix («BPRAI»)

In this training, you'll explore the BPMN diagram and the RACI matrix – two simple but powerful visual tools used to organize tasks and responsibilities within projects and companies.

**Duration:** 2 days

**Price:** 1'790.–

**Course documents:** Handouts

## Content

- BPMN diagram structure (swimlanes and artifacts)
- The start and end event of the described process
- The activities by type: Send and Receive Task, Manual Task, Script Task, Sub Process, Transaction
- The Gateways: Parallel Gateway, Exclusive Gateway, Event-Based Gateway, Complex Gateway
- Deliverables and storage
- The resource roles and responsibilities (RACI matrix): responsible, Accountable, Consulted, Informed

## Key Learnings

The main goal of this training is to be able to use BPMN and RACI in order to visualize who does what in an organization and with which responsibilities.

- Explore a simple visual standard used as a reference to place all actors within common processes
- Identify key steps, prerequisites and deliverables, chains of activities and the conditions for each activity
- Independence from tools and editors: from the free software to those requiring at least 100 users, all use the recognized ISO norm ISO/IEC 19510:2013
- Being understood by all your colleagues, whatever their expertise and organizational domain. In fact, the BPMN diagram applies equally well to IT, HR, finance and production business processes. One of the best-known examples to start with is the delivery of a pizza ordered online
- Establishing roles and responsibilities according to project phases and/or product deliverables

## Methodology & didactics

- Lectures and exercises presented techniques
- Good practices will be illustrated with tangible exercises and simulated work situations

## Target audience

This training is designed for anyone who wishes to learn to visually describe a process.

## Any questions?

We are happy to advise you on +41 44 447 21 21 or [info@digicomp.ch](mailto:info@digicomp.ch). You can find detailed information about dates on [www.digicomp.ch/courses-service-project-management/lean-and-process-management/course-introduction-to-the-bpmn-diagram-and-the-raci-matrix](http://www.digicomp.ch/courses-service-project-management/lean-and-process-management/course-introduction-to-the-bpmn-diagram-and-the-raci-matrix)