

Business Rules and Decisioning Masterclass

Ronald Ross

24-25 May 2010, London

Fee £1095 + VAT

Group Booking & Series

Discounts Available



Overview

If your processes don't always produce the correct or consistent results, then you probably have a decisioning problem. You need the right techniques to fix these decisioning problems – process models, use cases, data models and other business analysis tools just don't do the job.

Decisions are day-to-day, minute-to-minute decisions in running the business. Generally, the decisions are made within some business process, which might or might not be formally organized by a model. The important thing about these operational decisions is that they are highly repetitive – they might be taking place hundreds or thousands of times per day, per hour, or even per minute. They are predictable and fairly well structured in terms of the kinds of outcomes they produce. You want such decisions to be consistent and traceable across platforms, channels and organizational units.

Business Rules are the criteria for making these decisions. Business rules should be treated as a first-class requirement so they can be validated, managed and changed as easily and as quickly as possible. For that, you need to know how to express business rules, and organize them into decision tables wherever possible.

This hands-on workshop gives you the essential tools you need to achieve order-of-magnitude improvements in your company's capacity to manage decisions. The result is simpler, smarter process models and a huge boost in business agility. Learn applied techniques from the recognized world leader in the field.

Learning Objectives

- Conduct smarter, more effective business analysis
- Identify and analyze decisions in business processes
- Capture business rules
- Write clear, business-friendly rule statements
- Create robust decision tables
- Identify anomalies in decision logic and correct them early
- Perform concept analysis and develop a structured business vocabulary
- Develop a pragmatic rule management approach

Seminar & Workshop Outline

What Business Rules and Decisioning Are About

- Why business rules
- What business rules are, and are not
- Business processes vs. business know-how
- What every business analyst needs to know about decisions and decision logic

The Basics of Analysis

- Skill sets
- Rules vs. facts
- Business policies vs. practicable rules vs. automated rules
- Addressing exceptions

Expressing Your Decision Logic

- What to avoid and why
- Eliminating ambiguity
- Guidelines
- How to express business rules clearly

Workshop

Business Rules from Business Process Models

- Pattern Questions
- Templates

Workshop

Decision Analysis

- Identifying patterns
- Developing scope
- Gatekeeper rules
- Standard cases vs. simple special cases vs. complex special cases
- When limited-supply resources are being allocated

Decision Tables: Keys to Success

- What's the decision
- What outcomes are possible
- What questions do you ask
- What possible answers are there
- How do you organize the table
- What outcomes for each case
- How do you wrap it up

Workshop

Decision Tables: Analysis Skills

- The traditional format and its limitations
- Decision tables in real life
- One, two and n dimensions
- Completeness
- Decision table dependencies
- The principle of single point of update
- Putting in exclusions and fixes

Workshop

Challenging Your Business Rules

- Validation and verification
- Forms of redundancy
- Equivalences, subsumations, conflicts and other anomalies
- Rule quality

Workshop

Concept Analysis

- What do terms really mean
- How you figure it out
- Why it really does matter
- Guidelines for definitions
- Do's and don'ts
- What every business analyst should know

Workshop

Fact Models: Developing a Structured Business Vocabulary

- Visualization
- Developing facts - case studies
- Using rules for current business practices
- What to avoid
- Facts from rules

Workshop

Business Rules from fact models

- Pattern Questions
- Templates

Workshop

Rulebook Management

- What
- Why
- How
- Governance

Audience

- Business Analyst
- Systems Analyst
- Decision Support
- Enterprise Architect
- Business Architect
- Information Architect
- Change Management
- Business Improvement Manager
- IT Manager
- IT Consultant
- Project Manager

and all IT Professionals responsible for achieving order-of-magnitude improvements in their company's capacity to manage decisions.

Special Features

- Taught by the author of 3 of the most popular books in the space:
 - *Business Rule Concepts (Second Edition)*
 - *Principles of the Business Rule Approach*
 - *The Business Rule Book*
- All delegates will receive a free copy of Ron Ross's book *Business Rule Concepts (3rd Ed.)*, 2009
- The most up-to-date ideas and hands-on best practices in business rules and decisioning
- Bridging business vision, technical innovation and practical experience

Business & Systems Analysis Series

Mastering the Requirements Process

23-25 February 2010, 13-15 September 2010, London

Enterprise Level Business Process Management

22-23 March 2010, London

Business Process Modelling, Analysis and Design

24-26 March 2010, 1-3 December 2010, London

Mastering Business Analysis

26-27 April 2010, London

Business Rules and Decisioning Masterclass

24-25 May 2010, London

Group Booking Discounts

If 5 delegates from the same organisation register at the same time for the same or various seminars, then the 5th delegate is free. We regret that this offer cannot be used in conjunction with the Series Discount.

Presenter



Ronald Ross is recognized internationally as the "father of business rules." He is active in seminars, consulting services, publications, and methodology. He serves as Executive Editor of www.BRCommunity.com and its flagship publication, *Business Rules Journal*, and as Chair of the Business Rule Forum conference. He is a sought-after speaker at events world-wide. Mr. Ross is the author of eight professional books, including *Business Rule Concepts (2009)* and *Principles of the Business Rule Approach*, Addison-Wesley (2003). He has a Masters in information science and over 35 years experience in the industry.

In-House Training

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