# Business process description

## Business area functions

*Insert a brief description of the functions of the business area.*

## Consultation list

*Insert a brief description of the stakeholders consulted.*

## Current state

### Business process model

*Insert current state process model diagram.*

### Business process description

*High level description of the end to end process.*

### Business process detail

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| **Process owner:** *Position and name of nominated process owner.* |
| **Process directives:** *List of legislation, policies, standards, procedures, work instructions that support and/or constrain this process.* |
| **Scope of use (internal):** *The number and type of participants involved in and/or impacted by this process. Include a brief description of any business areas not already covered in the ‘Business area function’ above.* |
| **Scope of use (external):** *The number and type of participants involved in and/or impacted by this process. Include a brief description of participants.* |
| **Frequency of use:** *State how often this process is performed.* |
| **Constraints:** *Limitations to the possible changes to a process.* |
| **Assumptions:** *Any assumptions made during performing this process or documenting this process.* |
| **Information capture:** *The mechanisms used to capture the information to support the process (e.g. paper or electronic forms, information manually entered into application).* |
| **Associated application:** *The associated application/s name.* |
| **Upstream process:** *The process which occurs before this.* |
| **Downstream process:** *The process which occurs after this.* |
| **Issues:** *Short description of problems with this process.* |
| **Metrics:** *Metrics used for this process e.g. Percent outstanding requests more than 5 days old.* |
| **Baseline measures:** *Current values e.g. 25% outstanding requests more than 5 days old.* |
| **Target measures:** *Target values e.g. Less than 3% outstanding requests more than 5 days old.* |
| **Reporting:** *Describe any reporting associated with this process.* |
| **Notes:** *Any additional notes captured.* |

### Task descriptions

*Insert/add additional tasks as required.*

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| **Start event** | *Name of start event* |
| **Description** | *Description of start event (if necessary), specifically triggers that cause the process to commence* |

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| --- | --- |
| **Start event** | *It is rare but a process can potentially be triggered by multiple start events.* |
| **Description** | *Description of start event (if necessary), specifically triggers that cause the process to commence* |

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| --- | --- |
| **Task name** | *Name of the first task* |
| **Description** | *Brief description of how and why this task is performed, including actions or decisions involved* |
| **Roles** | *If pools or lanes already present enough information, leave blank. Otherwise, provide roles of people involved in enacting the task* |
| **Supporting ICT** | *Any ICT used to support the task* |
| **Business rules** | *The business rules that support or constrain the execution of this task* |
| **Input** | *Optional. Info flows should already have been documented in the process model. Could include names of data objects used as input to support the execution of this task.* |
| **Output** | *Optional. Info flows should already have been documented in the process model. Could include names of data objects produced as a result of executing this task.* |

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| --- | --- |
| **Task name** | *Name of the second task* |
| **Description** | *Brief description of how and why this task is performed, including actions or decisions involved* |
| **Roles** | *If pools or lanes already present enough information, leave blank. Otherwise, provide roles of people involved in enacting the task* |
| **Supporting ICT** | *Any ICT used to support the task* |
| **Business rules** | *The business rules that support or constrain the execution of this task* |
| **Input** | *Info, materials, products, services, input frequency and volume* |
| **Output** | *Info, materials, products, services, output frequency and volume* |

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| --- | --- |
| **End event** | *Name of end event* |
| **Description** | *Description of end event (if necessary) – including any links to other processes that might follow from the completion of this process* |

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### Process problems

*Insert any problems currently experienced with the process.*

A process problem is something that *has already happened* during a process. For example, mail arrives late and therefore is distributed too late in the day for directors to action before close of business.

### Risk exposure

*Insert any risk exposure associated with the current state.*

A risk is something which *could happen* during a process and has a consequence. For example, a major fire in the building is relatively unlikely to happen, but would have enormous impact on Business Continuity. Conversely, occasional car breakdowns are fairly likely to happen, but would not usually have a major impact on the organisation.

### Assumptions

*Insert any assumptions made in observing the current state.*

An assumption is something a process modeller has assumed during the documentation of a process. For example, it has been assumed the second approval in this process is only required if the first approval is rejected.

### Queries

*Insert any unresolved questions about process uncertainties or information gaps.*

A query is something a process modeller has raised a question about during the documentation of a process. For example, does the director complete this process if the senior manager is unavailable or away?

### Exceptions

*Insert any exceptions to the process.*

An exception is something the business has made clear during the collection of information on a process. For example, this process is not completed if the minister formally requests the grant to be approved regardless of restrictions.