## Overview

|  |  |
| --- | --- |
| **Process name** | Process Name |
| **Business Area** |  |
| **Process Owner** |  |
| **Contacts** |  |

### Purpose

|  |  |
| --- | --- |
| **Goal** | Why does this process need to be performed? What does “done” mean? |
| **Customer** | Describe the customer and the value they receive from the process. |

### Key metrics

|  |  |
| --- | --- |
| **Frequency** | Daily / weekly / monthly / rarely etc. |
| **Volume** | Typical volume. Individual / batched? |
| **End-to-end time** | Typical time from start to finish. |
| **Effort** | How much time from people? |
| **Fixed costs** | What costs money regardless of how often process is performed? |
| **Variable costs** | What costs more each time process is performed? |

## Context

### Constraints

|  |  |
| --- | --- |
| **Regulatory constraints** | What external rules constrain the design of the process or decisions made during the process? |
| **Business rules** | Business rules that govern decisions, authorisation limits etc. |

### Links

|  |  |
| --- | --- |
| **Links to other processes** | Hand-offs to other processes? What needs to happen upstream? What downstream processes rely on this? |

## Performing the process

Consider including any relevant process models here.

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| --- | --- |
| **Trigger / inputs** | When does the process begin? What event? What needs to be received? |
| **Steps** | What activity happens in the ‘happy path’? |
| **Alternate paths** | What different routes may be taken and why? |
| **Outputs / outcomes** | What is produced as an output and where does this go?What different outcomes may be reached? |

## People

### Roles

|  |  |
| --- | --- |
| **Responsible** | Who actually performs the steps of the process? |
| **Accountable** | Who must ensure the process is performed? |
| **Consulted** | Who needs to provide information or authorisation? |
| **Informed** | Who must be informed whether the process is completed? Who is watching? |
| **Other stakeholders** | Is anyone else involved? Who, and why? |

### People resourcing

|  |  |
| --- | --- |
| **Resourcing levels** | What level of people resourcing is maintained to perform the process? Is it always fully utilised? |
| **Skills & knowledge** | What skills and knowledge are required to perform the process? |
| **Resourcing issues** | Any current issues with resourcing (e.g. availability, recruitment, training etc.)? |

## Physical needs

### Resources and materials required

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| --- | --- |
| **Materials consumed** | What resources are consumed to perform the process? Where do these come from? How do they get here? |
| **Resources** | What other resources are required (e.g. templates / information)? Where do they come from? |

### Where the process is performed

|  |  |
| --- | --- |
| **Location** | Where is the process performed? Centrally? Distributed? |
| **Physical environment** | What kind of physical environment is required? |

### Issues with physical resources or environment

|  |  |
| --- | --- |
| **Physical issues to address** | Are there any issues with physical resources or environment? |

## Information, technology, and records

### Technology capabilities

|  |  |
| --- | --- |
| **Capability** | **System /technology** |
| What capabilities are delivered through technology. | What systems or applications are used to provide each capability? |
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### Information, data and records

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| --- | --- |
| **Information** | What information is used in the process? How is it structured? |
| **Data management** | How is the quality of data ensured? |
| **Personal data** | What personal data is captured or used in the process? |
| **Records and retention** | What records are created? Where are these held? When are they destroyed? |

### Technology issues

|  |  |
| --- | --- |
| **Capability gaps** | Are there any features or capabilities not currently supported by the technology available? Are there plans to address these? |
| **Non-functional issues** | Are there issues with performance, availability, security, accessibility of systems? |

## Management and performance

### Risks and controls

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| --- | --- |
| **Key risks** | What are the key risks? How likely are they? How big are the impacts if they do occur? |
| **Preventative controls** | What controls prevent or reduce the likelihood of the risk events from occurring? |
| **Detective controls** | What controls detect when a risk event occurs? Who finds out? |

### Monitoring and understanding performance

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| --- | --- |
| **Performance indicators** | What measures of performance are tracked? How are these captured? What is considered “good” or “acceptable”? |
| **Reporting and monitoring** | How is performance reported or monitored? Who by, and how frequently? |
| **Errors, delays and failures** | How often are errors, delays, or other failures identified? What are the typical problems? |
| **Availability demand** | How long can the business go without this process? Has it typically been available when needed? |

### Current performance

|  |  |
| --- | --- |
| **Recent performance** | How has recent performance been? Is it getting better or worse? |
| **Process owner satisfaction** | How happy is the process owner with the current performance levels? Is changing things a priority? |
| **Staff satisfaction** | How do staff feel about how this process is performing? What would they like to change about the way it is undertaken? |
| **Customer satisfaction** | What is known about how the customers of the process feel about it? Have they asked for changes? |