

ProcessStep Process Architecture Methodology

Business Process Architecture includes understanding (analysis), developing, modeling, documenting and improving business processes. End-to-end.

ProcessStep -our process analysis and documentation methodology- **is a structured and interactive approach** to Business Process Architecture. ProcessStep is user-friendly and the attractive VISUAL output continues to “wow!” the business and IT community. The methodology is “tool independent” and can be applied to any process mapping software tool or even manual drawings. It is easy to understand and interpret, showing users:

- The Purpose and Scope of each process
- WHAT the Process Steps are
- WHO the Role Players are
- HOW Steps are performed
- WHEN activities take place
- WHAT the interfacing Processes and Systems are and WHERE they are located
- WHAT the Risks, Controls, Checks, KPI's, MI, QM and Change Management elements are and WHERE they are located
- WHAT the Input and Output to each Step is.

ProcessStep starts from the “Big Picture”, using a holistic view to understand business and its processes. The result is that **ProcessStep has various uses and applications in the business**. For instance, it is used to record business processes for training and quality documentation purposes, to identify problem areas and inefficiencies, to identify duplication of effort or gaps, to analyse and drive out systems requirements, to identify risk and control areas, to identify management information requirements and key performance indicators, to plan and manage organisational change and identify job skill requirements.

Organisations often invest large sums of money in Information Technology projects, only to find that the requirements have been misunderstood, that the system is designed to reflect poor or outdated business practice, or that the system is poorly used by the business after implementation. The result is

ProcessStep, the Process element of TenStep SDO

loss of promised benefits. **ProcessStep ensures that systems requirements are understood in a business context upfront** – it aligns how the enterprise will use the system and / or information. It is a communication tool to tell the wider business community how the new system will be used. Once the system is developed, the same processes are used during implementation and training phases. It assists with the business change management plan and is a great tool to achieve benefits.

ProcessStep ensures that business process architecture teams realise most or all of the following benefits (depending on the project's focus):

- Understanding of systems requirements in the context of business use
- Realizing the benefits of IT projects through interactive change management
- Identification of process gaps or weaknesses where breakdowns normally occur
- Early identification of training needs
- Improved controls, risk management & compliance
- Noticeable and measurable skills improvement
- Role clarification
- An enlightened, motivated task force
- Easy access to accurate and common process information by all staff
- Knowledge sharing across the organisation
- Understanding the “big picture”, how one process impacts another
- Cost savings resulting from improved process efficiencies.

