

ALLITSM - Business Process Design

Are any of these points true for your organization?

Do your customers need to understand the inner workings of your company to figure out whom to contact to handle their requests?

Business says that they do not always get what they think they have asked for.

Are your employees frustrated caused by slow processes?

Your processes are documented and communicated but neither understandable nor reflecting the actually used processes.

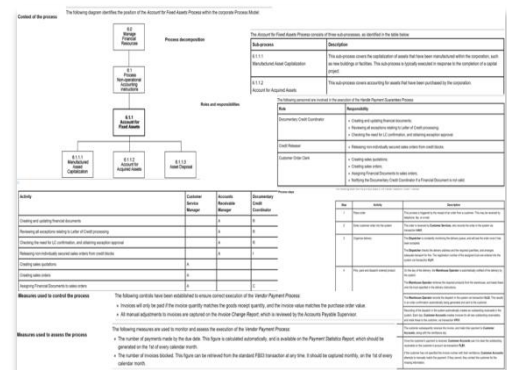
What can you do?

Structured and recognized processes will eliminate above issues. Processes are created during a workshop, involving those people who later will use their process. During the workshops graphical diagrams of the processes (flowcharts) are produced and then used for developing detailed descriptions.

Flowcharts make it very easy to identify the sequence of activities, and the flow of control and/or information between these activities.

With a step table, the steps - which normally correlate to individual tasks - within the process are presented in a tabular form

The Roles and Responsibilities' section provides a concise summary of the positions or organizations involved in the execution of the process, and lists their individual responsibilities. A RACI chart is a way of showing the people involved in a project, process or system.

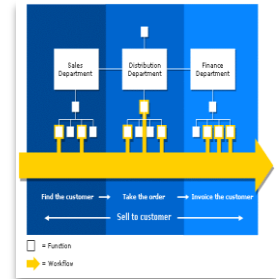


Step	Number	Start	End	Frequency	Priority	Owner	Responsible	Accountable	Consulted	Reviewed
Step 1: Identify the problem	1	Start	End	1	High	ITSM	ITSM	ITSM	ITSM	ITSM
Step 2: Analyze the problem	2	Start	End	1	High	ITSM	ITSM	ITSM	ITSM	ITSM
Step 3: Plan the solution	3	Start	End	1	High	ITSM	ITSM	ITSM	ITSM	ITSM
Step 4: Implement the solution	4	Start	End	1	High	ITSM	ITSM	ITSM	ITSM	ITSM
Step 5: Evaluate the solution	5	Start	End	1	High	ITSM	ITSM	ITSM	ITSM	ITSM

We use Business Process Design

Business process design is the method by which an organisation understands and defines the business activities that enable it to function. Process design is concerned with designing a business' processes to ensure that they are optimised, effective, meet customer requirements, and support and sustain organisational development and growth.

Most organisations are structured into divisions and departments (e.g. sales or finance departments) that are dedicated to performing specific functions and staffed with personnel who are expert at those functions. Business processes cut across these organizational divisions.

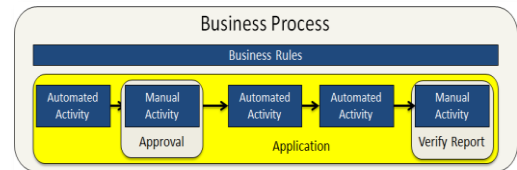


“ A business process is a collection of activities that takes one or more kinds of input and creates an output that is of value to the customer. ”

— Hammer & Champy
Reengineering the Corporation: A Manifesto for Business Revolution

Process Design is typically performed by a team comprising of business analysts, who provide expertise in the designing discipline and by subject matter experts, who have specialized knowledge of the processes being modeled;

A process consists of a mix of automated and manual activities in a structured or ad-hoc manner to deliver expected outcomes. Understanding the overall set of activities that comprise a process and their business rules is essential to operate effective and efficient.



Direct Financial Impact (Gain/Loss) - After Process Design implementation

Saving on Activities due to...

End to End Documentation
Efficiency on Gap Remediation
Process Automation
Smooth Handovers (Reduced rework)
Reporting Automation
Billing Automation
Work Flow Events Automation
Project Management

Approximate Saving

10%
15%
20%
10%
10%
15%
20%
20%

What can we do for you?



Our experts can assess your current situation, requirements, existing processes and provide recommendation.

We can facilitate and lead workshops where tailored processes are designed and produced or optimize your existing processes.

Thereafter we can implement these processes end to end with Clientele® Software embedded within your current IT environment. Provide training to your staff and produce after an agreed timeframe the tangible benefit you gained.