

How to build an effective process & take it from idea to app

A comprehensive walk through of how to gather, brief and assess your requirements.
Then build the solution, in real time.

What we will cover

How to structure a process and assess areas for optimisation

Best practice, and how to apply it practically

Typical organisational challenges when designing a process, and how to tackle them.

Agenda

Introduction

Aims of the session

Share processes and challenges

Identify common challenges and goals

Look at best practice

Building a business case

Discuss learnings

Open Q & A | Ends

Strategic Design Considerations



Other Considerations

- Process Transparency
- Collaborative Working
- Communication
- Automation
- Digitisation
- Process Cycle Time
- Process Execution Time
- Defect Management
- Customer Updates
- Keeping Promises
- Regulatory Compliance

Anatomy of a Process

OUTCOMES

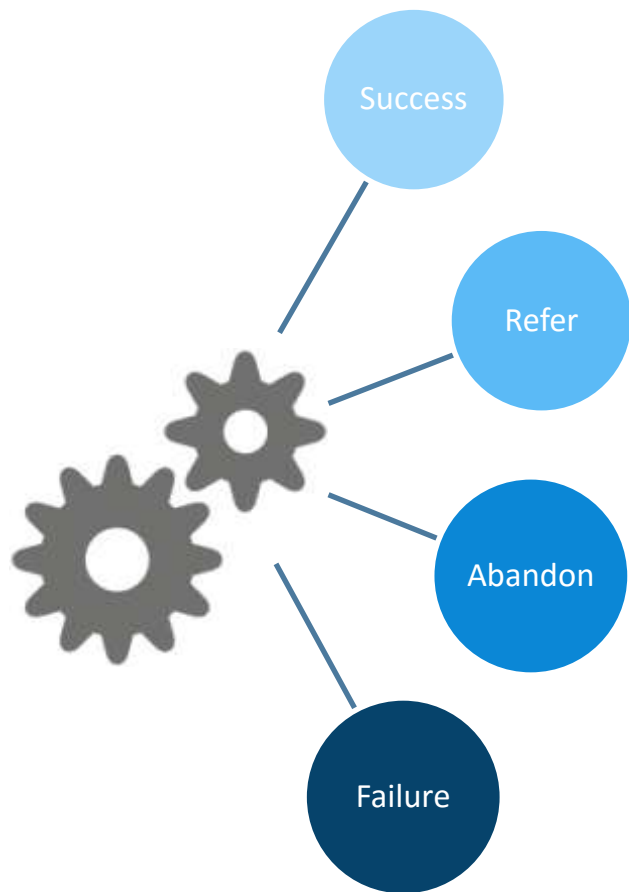
STAGES

ACTORS

DATA

DECISIONS

Process Outcomes



A Process always has an Outcome

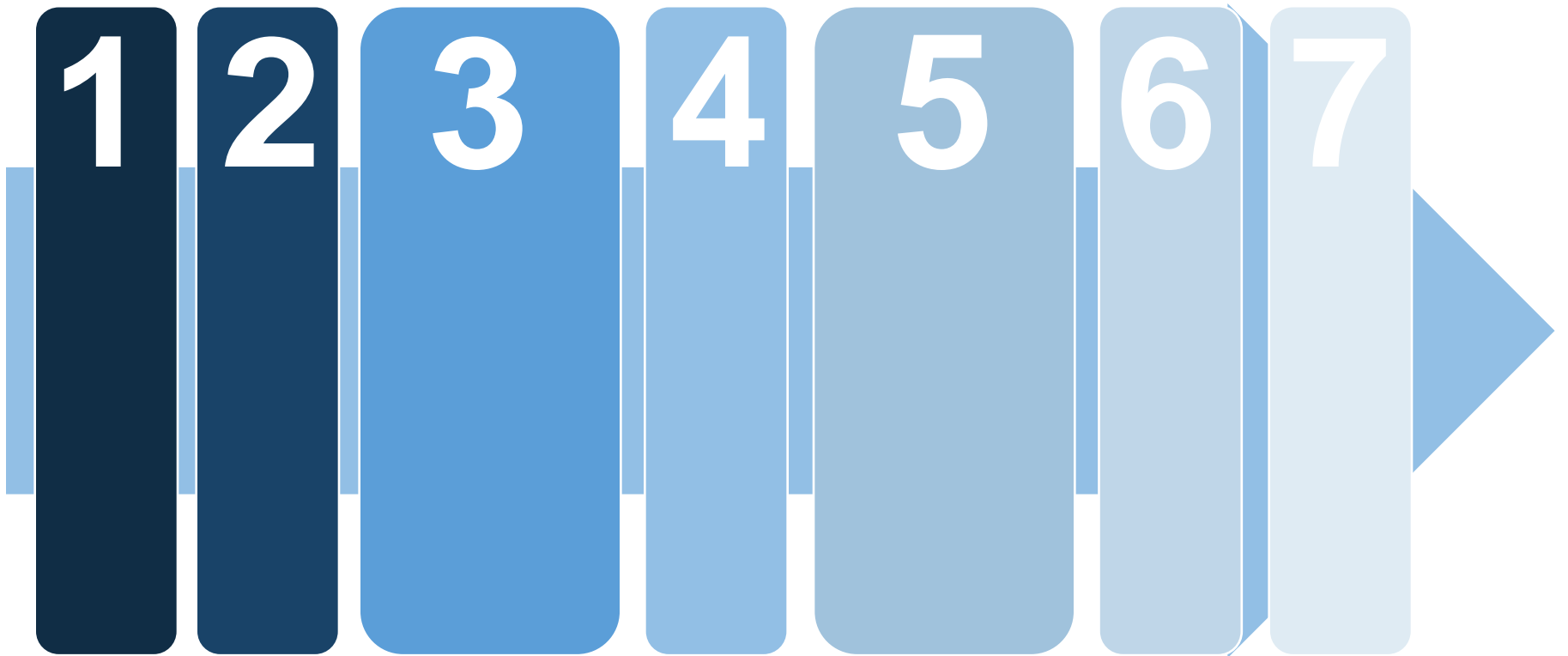
Usually at an End Point

Sometimes after a Time Period

Abandon can be an Outcome

Refer can be an Outcome

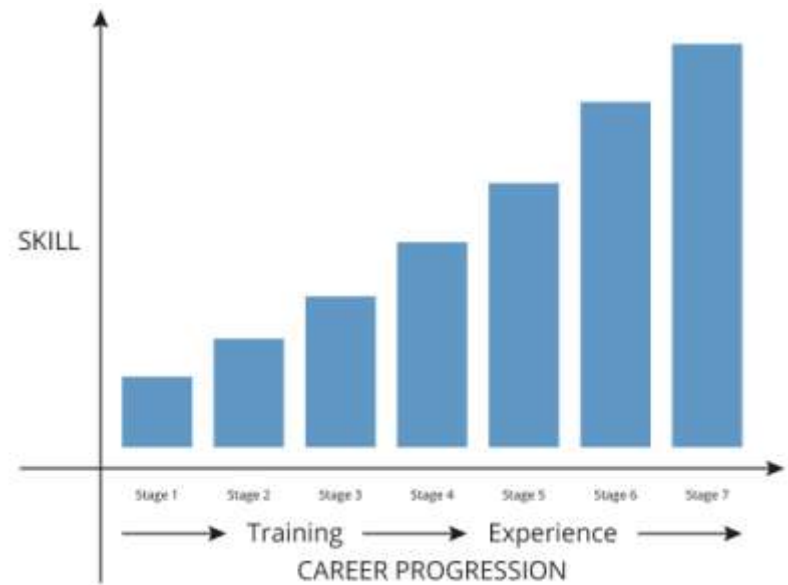
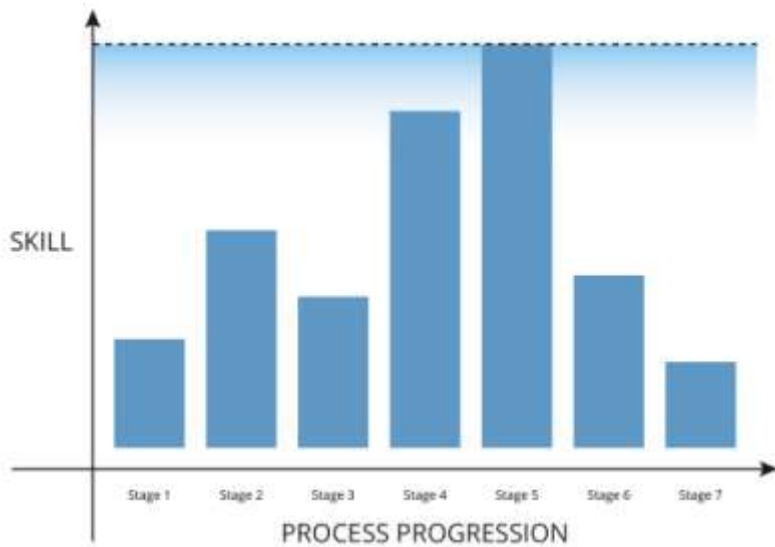
Process Stages



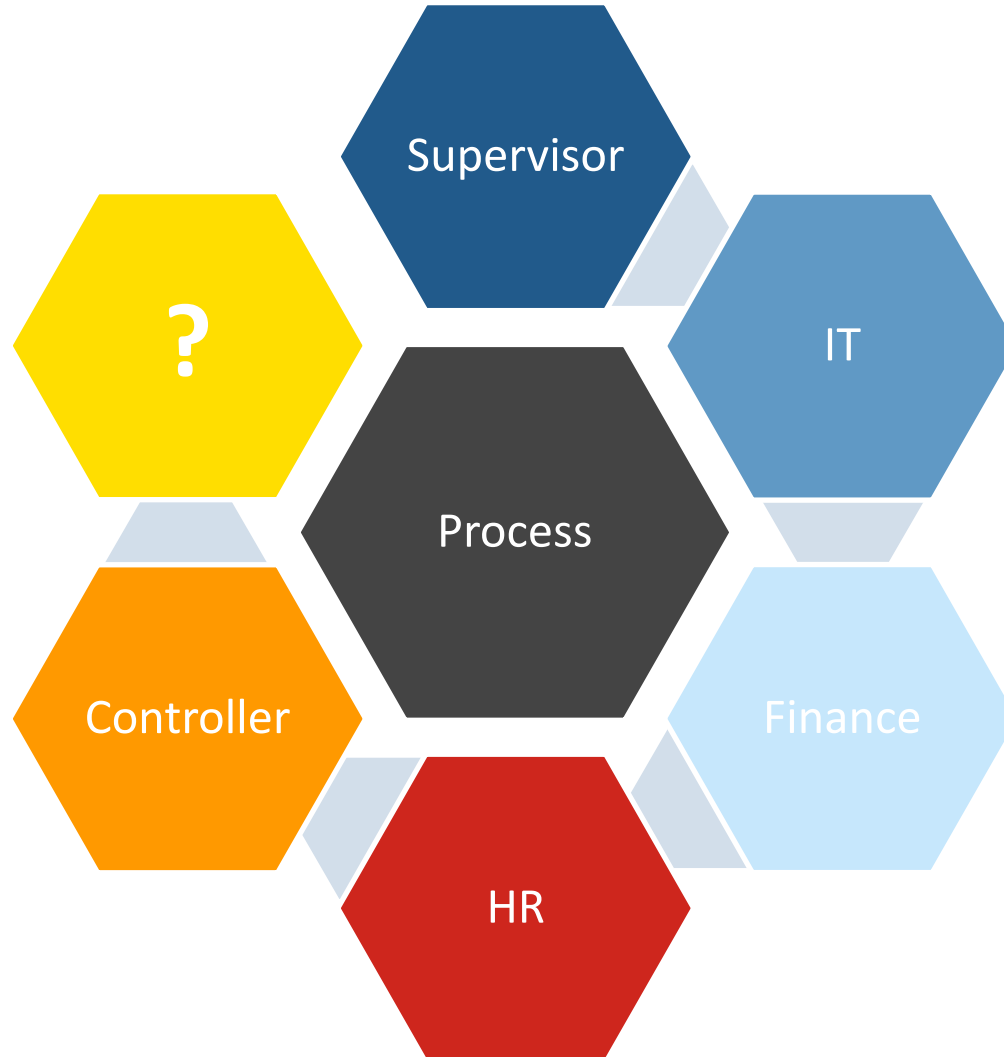
Process Stages Example – Complaints

1	Initiate	Receive Data from Complainant
2	Assess	Assess Type and Severity of Complaint
3	Investigation	Investigate to Facilitate Adjudication
4	Adjudication	Make Decision whether to Uphold or Deny Complaint
5	Negotiation	Informal Corrective Action
6	Action	Appropriate Action WRT Outcome
7	Report	Report Outcome to Relevant Parties

Process Stages – Skill Diversity



Actors



Actors

Role

- What role does the Actor perform in the Process?

Location

- Internal or External? What System Access would be optimal?

Source Data

- Does the Actor have control of any Source Data? What Inputs do they provide?

Competencies

- What Competencies are required for the Actor to perform their Role in the Process

Delivery

- What Quality Levels are they expected to achieve?

Interaction

- What other Actors do they interact with? What are the Channels of Communication used? Any conflicting Expectations?

Expectations

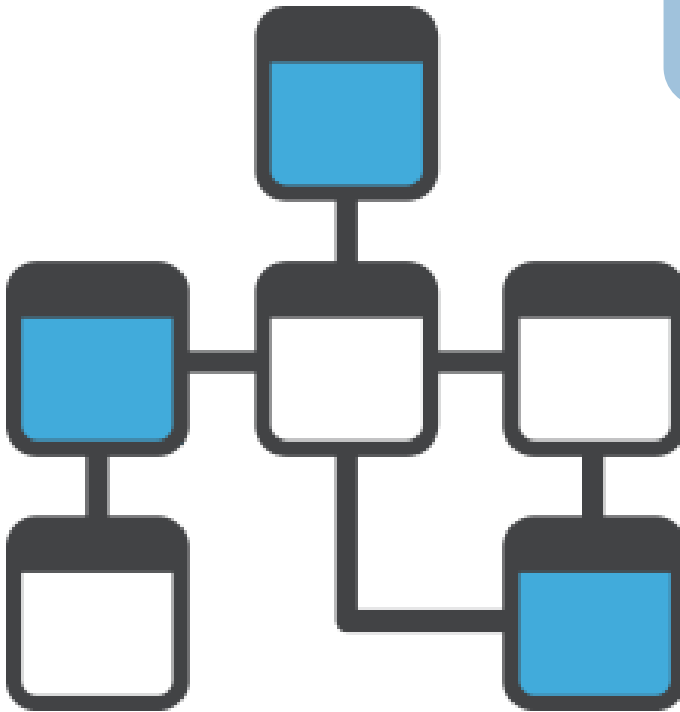
- What are the Actors expectations from the Process? What Outcomes are preferred? What Quality Standards are they expecting?

Communication

- What communication channels are used by the Actor? What are their communication expectations?

Data

Data is the foundation of any solution



Digitisation Benefits



Decisions

Decision

- What Key Decisions are made during the process?

Data

- What Data is involved?

Process

- Does the Decision change Process Execution?

Actor

- What Actors are involved?

Rules

- What Rules is the Decision based on? Are there any Regulations that need to be considered?

Outcome

- What are the possible Decision Outcomes?

Building a Business Case



IT Leaders

- Optimised budget
- Re-managed workforce via citizen developers
- Removal of BAU bottleneck
- Single platform, unlimited solutions, pre-configured with low code technology

Operations Leaders

- Single platform, multiple solutions
- Full transparency and accountability across all systems
- Managed by the business

Business Leaders

- Scaleable cost, based on usage
- No limit on new processes or updates
- Unlimited users

Users and System Managers

- Full training provided through portal and 1:2:1 sessions
- Tiered access structure
- Mobile and desktop accessible

The Team

- Agile reporting, improved accountability
- Apply instant updates to systems
- Lifetime customer and team support
- No reliance on 3rd party priorities

Thank you for listening, please get in touch if you have any questions

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0330 111 0570