
Overview

This sub-discipline Business Process Design and Improvement (202) is concerned with the competencies required to (re)design or (re)engineer IT enabled business processes within an organisation with a view to enhancing the performance of the business process through improvements to the supporting IT systems.

Process (re)design typically involves the assessment of the elements that constitute an IT enabled business process, improving the effectiveness and efficiency of essential elements and removal of those elements that do not add value so that the overall business process becomes more efficient and effective. Process redesign activity is usually undertaken as a result of either business analysis recommendations or as the result of continuous process review.

Working in the associate professional role (2023) involves:

- **Collating information on IT enabled business processes, under direction (2023.01);** and
- Assisting in developing proposals for IT enabled business processes (2023.02)

**Performance
criteria**

You must be able to:

- P1 gather and document information relevant to an IT enabled business process design and improvement assignment, its scope, context and its requirements
- P2 document, clearly and accurately, the results from IT enabled business process modelling and simulation activities
- P3 assist others in identifying relevant information relating to IT enabled business processes that are to be designed/redesigned
- P4 assist others in documenting, clearly and precisely, the deliverables from a particular IT enabled business process design and improvement assignment

Knowledge and understanding

You need to know and understand:

- K1 how to source, gather and collate information:
 - K1.1 relating to the scope of an IT enabled business process design and improvement assignment
 - K1.2 relating to projects and programmes that require IT enabled business process design and improvement activities in order to be effective
 - K1.3 contained within an IT enabled business process architecture for an organisation
 - K1.4 gathered through IT business analysis and other related activities
- K2 how to record and store information:
 - K2.1 relating to the scope of an IT enabled business process design and improvement assignment
 - K2.2 from a range of individuals and other sources as appropriate
 - K2.3 produced by process modelling and simulation activities
- K3 the importance of documenting the deliverables from IT enabled business process design and improvement work, in a clear and understandable manner
- K4 the need for monitoring the alignment of IT enabled business process design and improvement work:
 - K4.1 with the business needs
 - K4.2 with all relevant legislation, regulations and external standards
 - K4.3 with all relevant, related activities

ESKITP2023.01

Collate information on IT enabled business processes, under direction

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