
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 assist others in providing proposals from IT enabled business process design and improvement work that meet the business requirements
- P2 follow IT enabled business process design and improvement strategy, policies, plans and standards
- P3 correctly use and apply the procedures, tools, techniques and plans that may be used to design/redesign IT enabled business processes, under direction
- P4 follow the systems development lifecycle, as appropriate to any IT enabled business process design and improvement assignment, in line with organisational strategy, policies and standards
- P5 comply with any relevant legislation, regulations and standards relating to IT enabled business process design and improvement activities, in own area of accountability

Knowledge and understanding

You need to know and understand:

- K1 how to use and apply the procedures, tools and techniques that may be used to design/redesign IT enabled business processes
- K2 how to operate, during IT enabled business process design and improvement assignments, with reference to:
 - K2.1 organisational strategy, policies and standards
 - K2.2 professional and ethical standards
- K3 how to operate with integrity and confidentiality during IT enabled business process design and improvement assignments
- K4 how to comply, during IT enabled business process design and improvement assignments, with:
 - K4.1 all relevant and applicable legislation, regulations and standards
 - K4.2 all relevant internal policies, approaches and standards
- K5 the role and value of IT enabled business process design in improving the business performance and/or business process compliance of an organisation
- K6 what is meant by design and improvement of IT enabled business process, and the stages of activity that constitute it
- K7 what are the potential implications:
 - K7.1 to an organisation of IT enabled business process design and improvement deliverables being incorrect, incomplete or inadequate
 - K7.2 of external factors on IT enabled business process design and improvement assignments
- K8 the fact that, within some organisations, IT enabled business process design and improvement:
 - K8.1 may occur within a wider framework of Business Process

Management (BPM)

- K8.2 may take place as part of wider project programme or business change management activities
- K8.3 may result in the need for organisational design/redesign business change activities and new or enhanced IT and other technology systems services and assets
- K9 the importance for any IT enabled business process design and improvement assignment of:
 - K9.1 having a clear mandate, identified sponsor and scope
 - K9.2 having an awareness of organisational culture and structure
 - K9.3 applying a range of interpersonal communications skills
- K10 the procedures, tools and techniques that can be used to conduct IT enabled business process design and improvement activities

ESKITP2023.02

Assist in developing proposals for IT enabled business processes

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