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## Overview

The 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 professional role (2024) involves:

- **Collating and verifying information relating to IT enabled business processes (2024.01);**
- Assisting in interpreting information relating to IT enabled business processes (2024.02);
- Preparing designs for IT enabled business processes (2024.03); and
- Assisting in communicating design information for IT enabled business processes (2024.04).

**Performance  
criteria**

*You must be able to:*

- P1 gather, collate and document relevant information from a wide range of sources to support the design and improvement of IT enabled business processes, under direction
- P2 accurately gather information relating to the implications of IT enabled business process designs, so that they can be applied to a range of related organisational, business change, IT and other technology activities
- P3 document proposals and decisions developed during IT enabled business process design and improvement assignments
- P4 assist other individuals in the verification of information collected, used, produced and documented during design and improvement work of IT enabled business processes

**Knowledge and understanding**

*You need to know and understand:*

- K1 how to gather and collate information:
  - K1.1 contained in system architecture, design and operational documentation
  - K1.2 produced by process modelling and simulation activities
- K2 how to gather information from a range of individuals and other sources, as appropriate
- K3 how to source, gather and collate information relating to:
  - K3.1 the organisational structure
  - K3.2 process design and improvement proposals that may meet the business requirements most effectively
  - K3.3 any organisational, business change, IT and other technology implications of IT enabled business process design and improvement activities
- K4 how to record and store:
  - K4.1 design and improvement proposals for IT enabled business processes that may meet the business requirements most effectively
  - K4.2 the implications for organisational design/redesign, business change activities and any IT and other technology systems, services and assets as a result of design and improvement activities for IT enabled business process
  - K4.3 decisions made as a result of design and improvement activities for IT enabled business processes
- K5 how to record design and improvement deliverables in a clear and understandable manner for IT enabled business processes
- K6 the importance, during IT enabled business process design and improvement assignments of:
  - K6.1 documenting relevant information in a clear and

understandable manner

- K6.2 verifying the accuracy, currency, completeness and relevance of information collected, produced, used and documented

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Collate and verify information relating to IT enabled business processes

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**Suite** IT and Telecoms

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