
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 correctly identify the scope of and all requirements relevant to a design and improvement assignment for IT enabled business processes
- P2 assist other individuals in the interpretation of information produced by business process modelling and simulation activities, in order to establish the most effective IT solution

Knowledge and understanding

You need to know and understand:

- K1 how to identify the scope of a design and improvement assignment for IT enabled business processes
- K2 how to identify and select:
 - K2.1 business requirements, ensuring that these guide the IT enabled business process design and improvement assignment
 - K2.2 information contained within a business process IT architecture for an organisation
- K3 what are the organisational, technological and commercial triggers that can result in the need for design and improvement of IT enabled business processes
- K4 the potential implications for organisational design/redesign, business change management and IT and technology as a result of design and improvement activities of IT enabled business processes
- K5 the fact that:
 - K5.1 effective business process design and improvement is often required to support projects and programmes
 - K5.2 there are external providers of It enabled business process design and improvement services, and that there are advantages and disadvantages of using them
- K6 the importance of:
 - K6.1 having a design and improvement plan for It enabled business processes
 - K6.2 using information contained within process and IT architectures in design and improvement of IT enabled business process assignments
 - K6.3 using and applying information gained through related activities

ESKITP2024.02

Assist in interpreting information relating to IT enabled business processes

Developed by	e-skills UK
Version number	1
Date approved	August 2013
Indicative review date	December 2015
Validity	Current
Status	Original
Originating organisation	e-skills UK
Original URN	ESKITP2024.02
Relevant occupations	Information and Communication Technology; Information and Communication Technology Professionals; Information and Communication Technology Officer; IT Service Delivery Occupations; Software Development
Suite	IT and Telecoms
Key words	Business Process; Business Change
