
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 select the procedures, tools and techniques that may be used to design It enabled business processes
- P2 use and apply the systems development lifecycle, as appropriate to IT enabled business process design and improvement, in line with organisational strategy, policies and standards
- P3 use and apply the most appropriate approaches to undertake IT enabled business process design and improvement assignments in order to address the business needs, as directed
- P4 assist in the testing of new or enhanced IT enabled business processes prior to their implementation, under direction
- P5 assist other individuals in the planning and implementation activities associated with new or enhanced IT enabled business processes
- P6 assist with monitoring the effectiveness and quality of existing and new IT enabled business processes

Knowledge and understanding

You need to know and understand:

- K1 how to identify and select the procedures, tools and techniques that may be used to design/redesign IT enabled business processes
- K2 how to use and apply the most appropriate approaches to undertake design and improvement assignments for IT enabled business processes
- K3 how to take actions to ensure that sensitive business information is not disclosed inappropriately during design and improvement of IT enabled business processes
- K4 the relationship within an organisation between design and improvement of IT enabled business processes, business analysis, business change management, benefits realisation, organisational design/redesign, systems analysis and systems design
- K5 what are the:
 - K5.1 issues associated with undertaking design and improvement of IT enabled business processes
 - K5.2 potential implications of failings of integrity, confidentiality and information security during design and improvement of It enabled business processes
- K6 what the professional and ethical standards are within an organisation relating to design and improvement of IT enabled business process
- K7 why design and improvement deliverables for IT enabled business processes need to be:
 - K7.1 monitored for effectiveness and quality
 - K7.2 managed and monitored for alignment with business requirements and standards
- K8 the importance of:
 - K8.1 undertaking design and improvement of IT enabled business process in line with organisational strategy, policies,

procedures and standards

- K8.2 aligning design and improvement activities for IT enabled business processes with any related organisational design/redesign, business change, IT and other technology changes and/or projects and programmes
 - K8.3 identifying any organisational design/redesign, business change activities and any IT or other technology system, service or asset changes required as a result of design and improvement of IT enabled business processes
 - K8.4 maintaining the integrity and confidentiality of information during design and improvement of IT enabled business processes
- K9 the need for monitoring the effectiveness and quality:
- K9.1 of design and improvement activities for IT enabled business processes
 - K9.2 of external providers of design and improvement services for IT enabled business processes

ESKITP2024.03

Prepare designs for 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	ESKITP2024.03
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
