
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 assist in the presentation of process design and improvement proposals to meet the business requirements most effectively, to sponsors, stakeholders and external bodies
- P2 assist with effective and timely communication to sponsors, stakeholders and external bodies on all aspects of design and improvement work for IT enabled business processes

Knowledge and understanding

You need to know and understand:

- K1 how to identify and select internal and external sponsors and stakeholders for design and improvement work for IT enabled business processes
- K2 how to provide design and improvement proposals to meet the business requirements for IT enabled business processes
- K3 how to provide relevant information from IT enabled business process design and improvement assignments to appropriate individuals and groups
- K4 how to communicate the deliverables from design and improvement work for IT enabled business process to sponsors, stakeholders and other individuals and bodies
- K5 who are the sponsors of and stakeholders for any design and improvement assignment for IT enabled business processes
- K6 the importance of addressing the needs of sponsors and other stakeholders throughout any business process design and improvement assignment
- K7 the importance of ensuring that sensitive information is not disclosed inappropriately during business process design and improvement assignments

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Assist in communicating design and improvement information for IT enabled business processes

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