
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 senior professional role (2025) involves:

- **Implementing the infrastructure for the design and improvement of IT enabled business processes (2025.01);**
- Developing the infrastructure to support the design and improvement of IT enabled business processes (2025.02);
- Managing the implementation of IT enabled business processes (2025.03); and
- Communicating design and improvement information for IT enabled business processes (2025.04).

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Implement the infrastructure for design and improvement of IT enabled business processes

Performance criteria

You must be able to:

- P1 identify and implement the procedures, tools and techniques applicable to design and improvement activities for It enabled business processes
- P2 select and apply organisational standards relating to the design and improvement of IT enabled business processes
- P3 apply best practice to the design and improvement of IT enabled business processes, within own area of accountability

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Knowledge and understanding

You need to know and understand:

- K1 how to identify, select and apply information:
 - K1.1 relating to organisational structure and culture that may impact on design and improvement activities for IT enabled business processes
 - K1.2 contained within a business process architecture for an organisation
 - K1.3 contained in system architecture, design and operational documentation
- K2 how to use and apply best practice for design and improvement of IT enabled business processes
- K3 how to implement and maintain:
 - K3.1 strategy, policies, plans and standards relating to design and improvement of IT enabled business processes
 - K3.2 the procedures, tools and techniques that may be used to design/redesign IT enabled business processes
- K4 the importance of:
 - K4.1 referencing lessons learned from previous business process design and improvement assignments undertaken by self and/or others
 - K4.2 sourcing and using best practice in the design of IT enabled business processes
- K5 who:
 - K5.1 are the sponsors of and stakeholders of design and improvement assignments for IT enabled business processes
 - K5.2 are external providers of design and improvement services for IT enabled business processes

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K6 why external providers of design and improvement services for IT enabled business processes may be used

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