
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 designs for 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).

**Performance
criteria**

You must be able to:

- P1 develop the design and architecture for new or enhanced IT enabled business processes
- P2 identify the implications of design and improvement proposals on organisational design and business change activities for IT enabled business processes
- P3 interpret the outcomes of business process modelling activities to establish the most effective solution
- P4 verify information relating to the design of IT enabled business processes
- P5 identify and accurately model potential designs to establish feasibility and effectiveness of IT enabled business processes
- P6 take account of relevant real life factors, organisational culture and structure and the implications of particular individuals' influence in design and improvement activities for IT enabled business processes

Knowledge and understanding

You need to know and understand:

- K1 how to identify and select information:
 - K1.1 gathered through IT business analysis and other related activities
 - K1.2 from projects and programmes that require IT enabled business process design and improvement activities in order to be effective
 - K1.3 from a range of individuals and other internal and external sources as appropriate
- K2 how to identify the implications:
 - K2.1 for organisational design/redesign, business change activities and supporting IT and other technology as a result of design and improvement activities of It enabled business processes
 - K2.2 of business process design and improvement proposals on organisational design and business change activities
 - K2.3 of external factors on the design and improvement of IT enabled business processes
- K3 how to identify:
 - K3.1 the approaches that can be used to undertake design and improvement activities for IT enabled business processes and their appropriateness in a range of business, IT and other technology contexts
 - K3.2 that business requirements are met through design and improvement proposals for IT enabled business processes
- K4 how to verify the accuracy, currency, completeness and relevance of information derived during the design and improvement of IT enabled business processes
- K5 how to use and apply information:
 - K5.1 gathered through IT business analysis and other related

activities

- K5.2 relating to projects and programmes that require design and improvement activities of IT enabled business processes
- K6 how to use and apply lesson learned from prior experience in design and improvement of IT enabled business processes
- K7 how to analyse information produced by business process modelling and simulation activities, in order to establish the most effective IT solution
- K8 how to take action and measures:
 - K8.1 to integrate new business processes or redesigned processes into the overall process architecture, aligned, where appropriate, to the introduction of supporting system changes
 - K8.2 to ensure that the design and improvement deliverables for IT enabled business processes are integrated, where appropriate, into projects and programmes
 - K8.3 to take account of external factors and organisational culture and structure in the design and improvement of IT enabled business processes
 - K8.4 to incorporate real life factors and constraints within the design and improvement of IT enabled business processes
- K9 how to develop:
 - K9.1 the design and architecture for new or enhanced IT enabled business processes together with a proposal to support the business needs
 - K9.2 design and improvement proposals for IT enabled business processes that best meet the business needs
- K10 what are the:
 - K10.1 range of approaches for conducting business process design and improvement activities and their appropriateness in a range of organisational and business contexts

K10.2 opportunities to enhance the strategic capabilities of the organisation and/or its operating model through the redesign of existing processes or the introduction of new IT enabled business processes

K11 what are the implications:

K11.1 of organisational culture and structure on the design and improvement of IT enabled business processes

K11.2 of any particular individual's influence on the design and improvement of IT enabled business processes

K11.3 of any legislation, regulations and standards on the design and improvement of IT enabled business processes

K12 the fact that design and improvement of IT enabled business processes can be used to provide strategic enhancement to a business and or its operating model

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Develop designs for IT enabled business processes

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