
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 provide accurate and relevant design and improvement information to relevant stakeholders regarding IT enabled business processes
- P2 present business process design and improvement proposals to sponsors, stakeholders and external bodies
- P3 communicate effectively and in a timely manner with sponsors, stakeholders and external bodies on all aspects of design and improvement of IT enabled business processes

Knowledge and understanding

You need to know and understand:

- K1 how to use and apply the most appropriate communication style to use with sponsors, stakeholders and other individuals during business process design and improvement assignments
- K2 how to report the findings and recommendations from monitoring the effectiveness and quality of business process design and improvement deliverables
- K3 how to present:
 - K3.1 the results gained from process modelling and simulation activities
 - K3.2 the implications on organisational design and business change activities as a result of design and improvements activities for IT enabled business processes to sponsors, stakeholders and external bodies
 - K3.3 process design and improvement proposals to sponsors, stakeholders and external bodies
 - K3.4 the results gained from monitoring design and improvement activities for IT enabled business processes
- K4 how to establish effective relationships with external providers of design and improvement services for IT enabled business processes
- K5 how to provide relevant information to individuals involved in a range of related activities
- K6 how to communicate effectively and in a timely manner with sponsors, stakeholders and external bodies on all aspects of design and improvement activities for IT enabled business processes
- K7 how to communicate and liaise with external providers of design and improvement services for IT enabled business processes
- K8 the role of political awareness, 'people' and negotiation skills in

effective design and improvement activities for IT enabled business processes

- K9 the importance of communicating in a clear, unambiguous and consistent manner with sponsors, stakeholders and external bodies on all aspects of design and improvement activities for IT enabled business processes

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Communicate design and improvement information for IT enabled business processes

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