Exercise
Exercise: Draw a detailed activity level flowchart for your selected process

**Rules**
- Select a process within your group
  - Use one of the processes which you have arrived at by service prioritization frame work
- Document the process in activity-level detail using the provided template
  - Include the Phase, Players & Standard Documentation also
- Identify the PIEs for the process
  - Document them as per the following slide format (on top of the process map)

**Time Frame**
- 30 Minutes for the activity level flowcharting of an end-to-end process
- 30 minutes for detailing the PIEs that relate to the process
Sample Process Map with Problems, Issues

Over the Counter Railway Ticket Reservation

Standards & Policies
- Ticket booking guidelines/SOPs/Fare details
- Reservation form

Citizen
- Visit Railway Ticket booking counter
- Physical presence required

Railway Official
- Verify completeness of form
- Capture the Request details in system

System
- Manual data entry
- Display ticket availability status

Process
- Check done at final stage
- Absence of token system

Policy
- Plan alternate day/Class or drop travel plan

Skills
- Make payment

Structure
- Confirm ticket details and leave the counter

IT
- Generate printable ticket

Infrastructure
- Print and provide ticket to Citizen