

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)

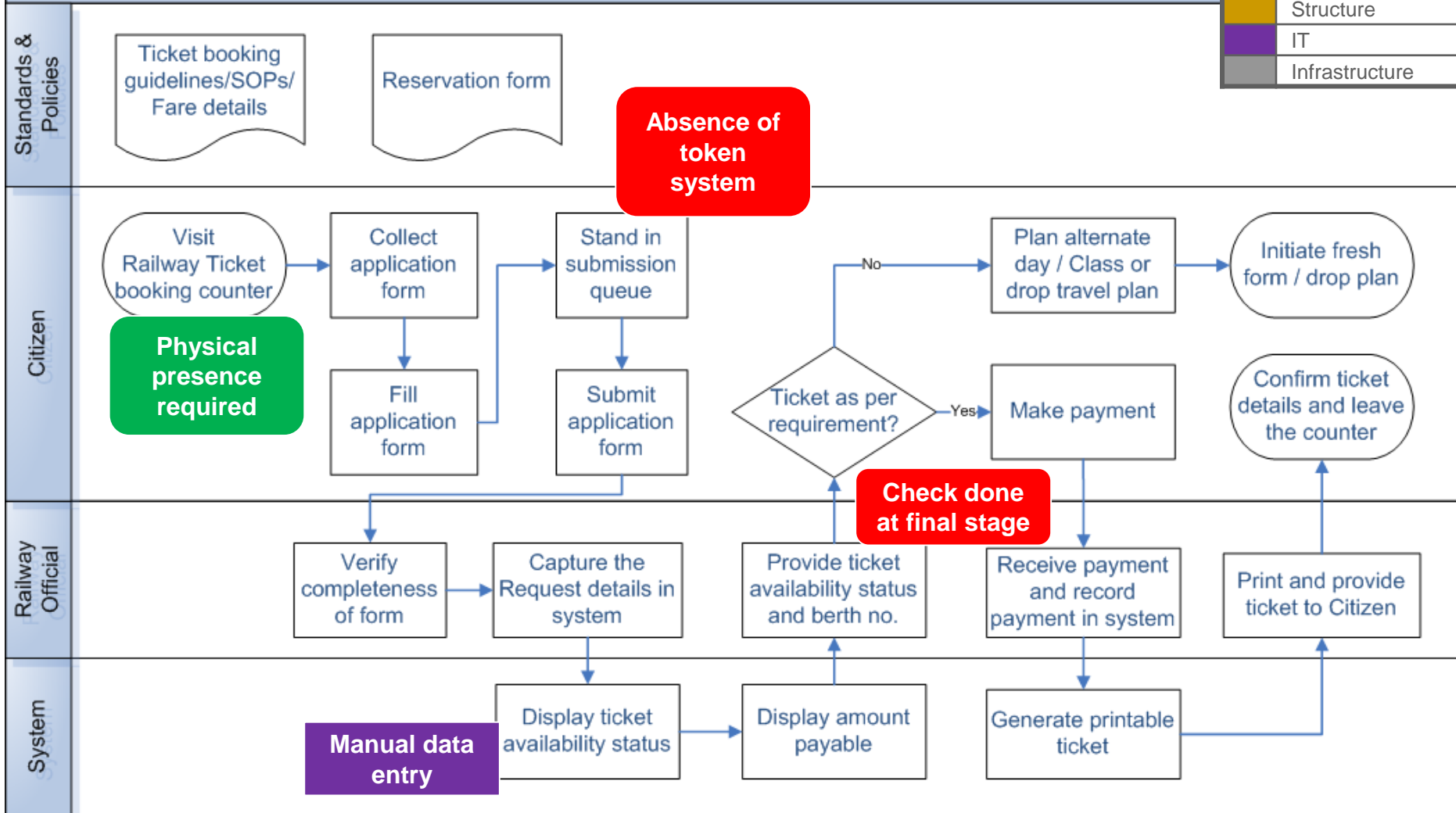
❖ Time Frame

- 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

	Process
	Policy
	Skills
	Structure
	IT
	Infrastructure



END