

Florida [Digital Service]

Process Mapping

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The Benefits of Business Process Mapping

A business process map helps you understand how a process operates, why it operates at a certain level (time, cost, quality), and what steps can be taken to improve it.

- 1 Provides a visual representation and common understanding of a process.
- 2 Promotes consistency across the organization by using mapping standards.
- 3 Acts as an important driver to ensure the organization achieves its desired future state.
- 4 Becomes useful for job design, training, and communication.
- 5 Identifies inefficiencies, redundancies, and bottlenecks in processes.
- 6 Points out opportunities for collaboration between departments and roles.
- 7 Clarifies process accountabilities and responsibilities.
- 8 Assists enterprise application vendors and integrators when configuring systems.



Risks of Not Process Mapping

If you never truly understand what the process looks like today, you'll never be able to improve it.

- Poorly aligned processes expose the organization to the risk of not meeting audit and regulatory requirements.
- Redundancies, process (or people) bottlenecks, and inefficiencies within the organization result in high costs.
- Inability to identify job requirements as per the organization's future direction results in a skills gap.
- Unclear accountabilities and responsibilities across processes can lead to a lack of ownership.
- Data to support improvement initiatives may be lacking— a process map is a great way to highlight areas of opportunity and alignment.
- Unnecessary complexity can exist in a workflow simply because people are doing things the way they have always done them versus justifying each task.



Process Document Review Questions

1. What is your role in the process?
2. Who owns the process or is the primary decision maker for the process?
3. Who are the major stakeholders involved in the process?
4. Please give your interpretation of the major steps in the process from start to finish, also identifying who is responsible for each step:
 - What Starts the Process?
 - When is the Process Complete?
5. What parts of the process work well?
6. What parts of the process seem to always go wrong?
7. Do you feel that the process is carried out the way it was initially planned?
8. How do you feel that the process deviated from the initial plan?
9. What is the impact or risk if a step is missed in the process?
10. What are the underlying intellectual property and IT resources and services that support each critical business activity?
 - What systems/ applications are used to facilitate the process?
11. Can you suggest any areas for improvement?



Process Title:

What is the primary objective or output of this process?

What business functions are impacted by this process?

What are the major steps involved in this process? (Identify who is responsible and what the action is)



What technology, if any, is used in this process?

What works well in the current process?

Are there any initiatives underway to change this process?

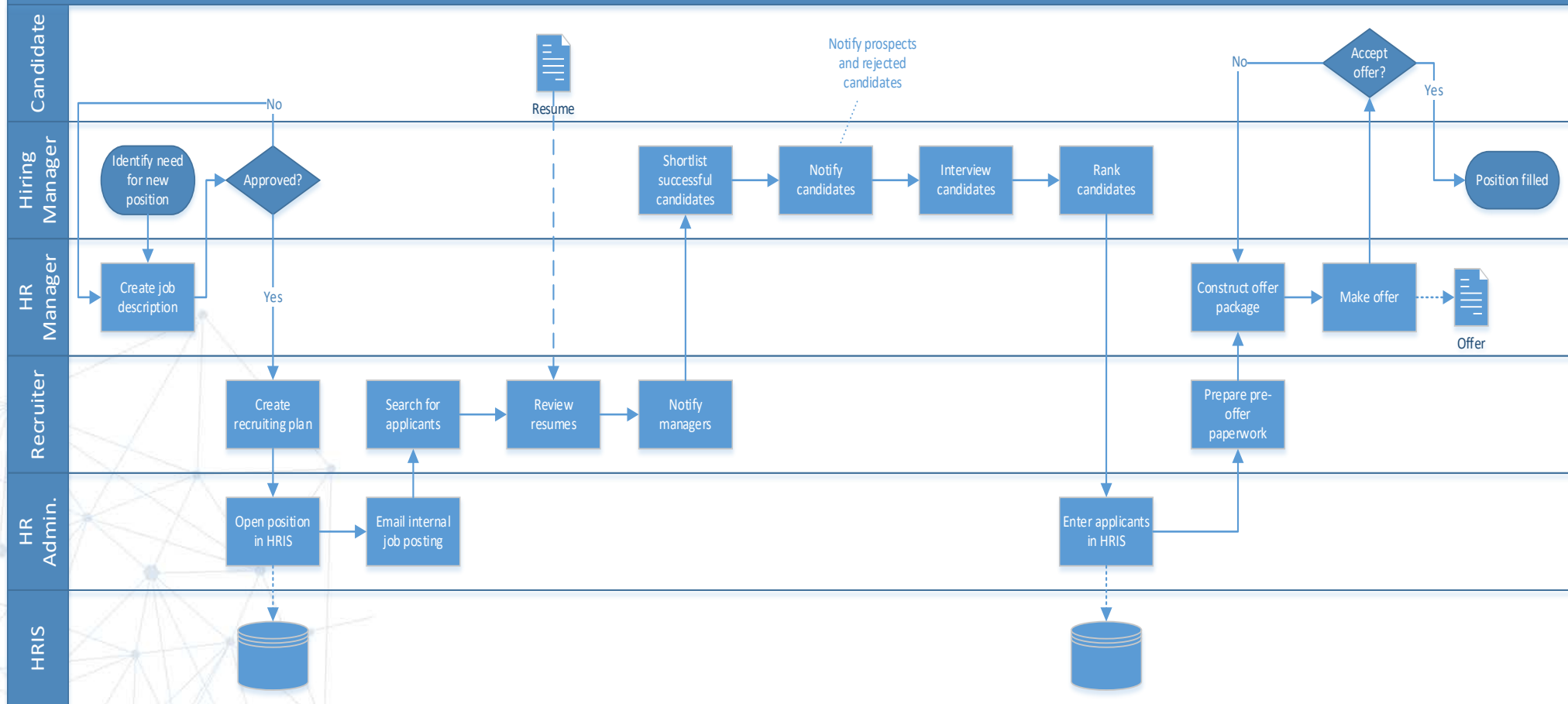
What are the pain points with the current process?

SAMPLE TEMPLATE

Process Map Example

4.3.1 Internal Hiring Process

Level 3



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