

# Service Description

Updated as of 2018-04-03

## Service Logistics

Heading	Description
Service Category	Professional Services
Service Name	Business Process Analysis
Aliases	BPA
Service Owner	Director of Administrative and Student Information Systems
Process Owner	Systems Analyst

## SERVICE DETAILS

Heading	Description
Description	This service provides a formal, comprehensive review of an existing functional or technical process, and maps out the ideal process for future use.
Features and Benefits	<ul style="list-style-type: none"><li>• Deeper understanding of the existing process for all participants</li><li>• Identify true business needs and provide streamlined solutions to business problems</li><li>• Determine areas for improvement and expanded use of existing or desired technologies thorough documentation of agreed upon business processes</li></ul>
Included	<ul style="list-style-type: none"><li>• Analysis of current business process, including:<ul style="list-style-type: none"><li>○ Map and outline of process</li><li>○ Identification of triggers, bottlenecks, and points for improvement</li></ul></li><li>• Complete analysis of a business need/problem, including<ul style="list-style-type: none"><li>○ Requirements elicitation</li><li>○ Requirements analysis</li><li>○ Ideal process model</li></ul></li><li>• Documentation<ul style="list-style-type: none"><li>○ Existing process</li><li>○ Requirements</li><li>○ Improved/ideal process</li><li>○ Business rules</li></ul></li></ul>

Heading	Description
Eligibility	Any faculty and/or staff process that needs improvement or clarification is eligible for business process analysis.
Prerequisites	N/A
Requesting the Service	The requestor will request IT Consultation via the <a href="https://myit.framingham.edu">ITSM portal</a> [https://myit.framingham.edu].
Related Documentation	
Fulfillment Target	Within three business days, someone from the Administrative and Student Information Systems team will respond to the requestor to acknowledge receipt and approve or deny the request. A date and time to conduct the BPA will be determined within one week of the request. The analysis will be conducted within four weeks of the request, and final documentation will be provided to the requestor within two weeks of the BPA being conducted.