DON'T FORGET THE MAP!

Client: IT Organisation
Industry: IT / Information Security
Project: Business Architecture / Process Mapping

How effective process mapping can ensure that strategy and execution stay on track and well-aligned.

Having recently created a new business strategy, several significant changes to the client's structures and processes were needed next. Before this could be effectively carried out though, a clearer understanding of their existing Operations processes was critically needed.

Key Challenges:

The lack of a documented value chain and documented processes presented several challenges to our client's organisation:

- They didn't have a consistent understanding of how the various business processes came together to provide value to their clients and stakeholders.
- Only certain 'specialists' held a full understanding and knowledge of the processes, resulting in key-person dependencies.
- The required changes to enable the strategy were not clear.
- The kind of staff training required to deliver on the new strategy was not clear.

The Analyze Solution:

Review: We first reviewed the client's business strategy and identified the key business activities which made up the business value chain. Next, we identified the various supporting areas. We then identified and aligned the outputs for each critical business activity to performance metrics. Next, we interviewed client stakeholders, who provided input into the value chain and alignment into the corporate and departmental scorecards.

Map: Conducting extensive workshops with key stakeholders within the organisation to document the processes, we were able to successfully map all the client's current processes and link them to performance metrics. Although the workshops highlighted our client's varying levels of understanding of the business processes and value chain, by the end of this project we had managed to communicate a more consistent understanding of the value chain and business processes, as well as produce a documented point of reference for current and future initiatives.

Empower: The high-level documented value chain, as well as the documented business processes, we created have resulted in all levels of staff within the organisation now sharing a common understanding of how their corporate processes fit together, enabling them to add better value to their clients and stakeholders alike. The documented processes also have provided a point of reference to use when training new staff and have significantly reduced key-person dependencies.

Looking to meaningfully shift behaviour, optimise business processes, or streamline your tech? **Look no further.**

🌐 www.analyze.co.za

✉ info@analyze.co.za

📞 + 27 (0)21 4475696

Analyze