

Process Architecture

Introduction

The purpose of this document is to provide a high level understanding of the processes required to run the Applications Management group and sustain long term operations of SFA FMS.

This document accompanies a series of more detailed process descriptions that will depict the components needed to define a process (e.g., process definitions, process owners, inputs/outputs, steps, and job aids, etc.).

The processes within this architecture are to be used on a daily basis by all Applications Management team members. Some of the processes interface with groups outside Applications Management. These groups are identified in the architecture as:

Users - The people who use service delivered by Applications Management. In most cases this will be the Tier I help desk representing SFA FMS users.

Customers - The individuals within SFA who purchase the services of the Applications Management group on behalf of the users and represent the user community in monitoring service performance and performing service planning activities. **Partners** - Groups external to SFA and Andersen Consulting whose co-operation is needed to provided services to SFA (Seat Management, VDC, etc.).

The architecture is expected to evolve as the business of the Applications Management group matures. This growth has been accounted for in the architecture design through the identification of processes that may be added or modified as the scope of the Application Management group changes. These future processes are represented in the diagram by dotted lines (see Legend).

Legend



Process to be developed by Transition Team

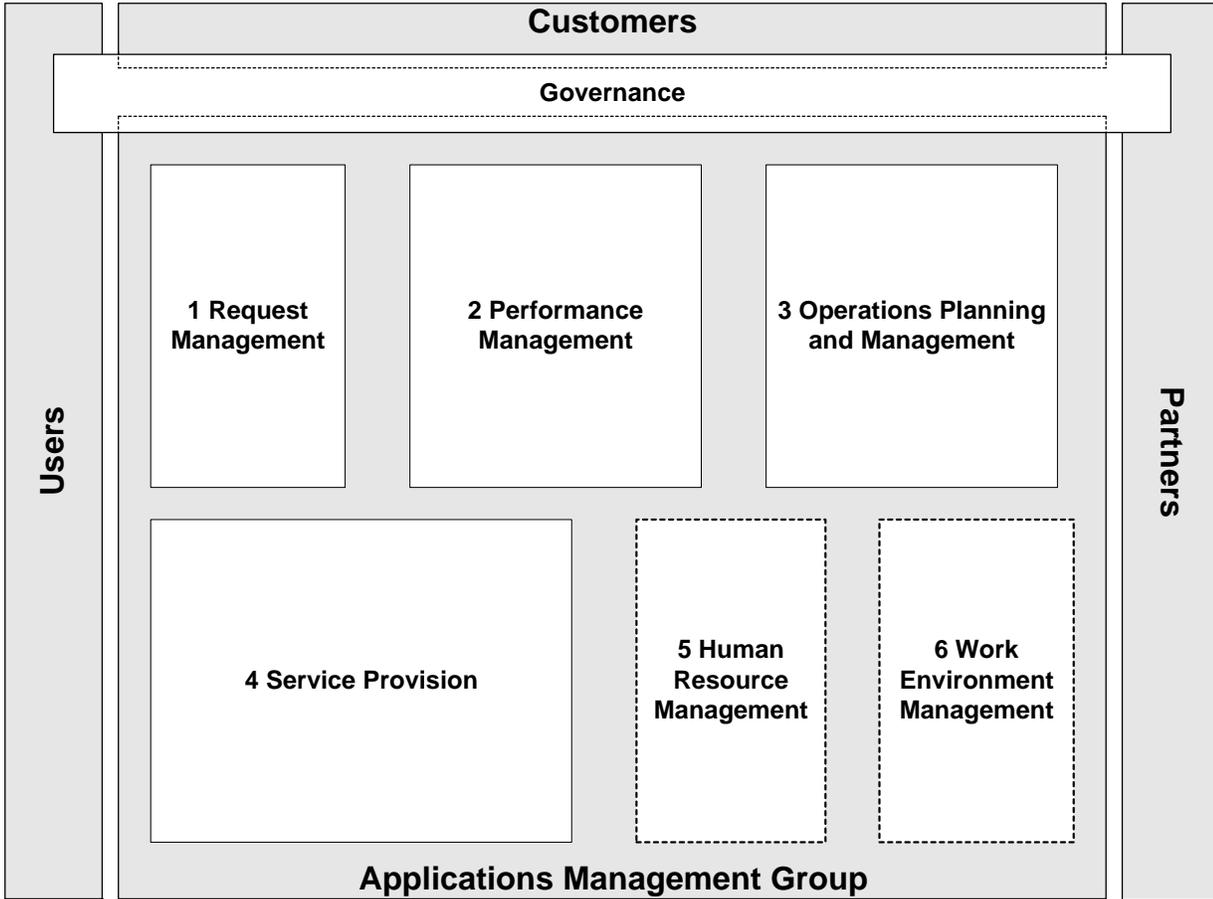


Process to be developed at a later date

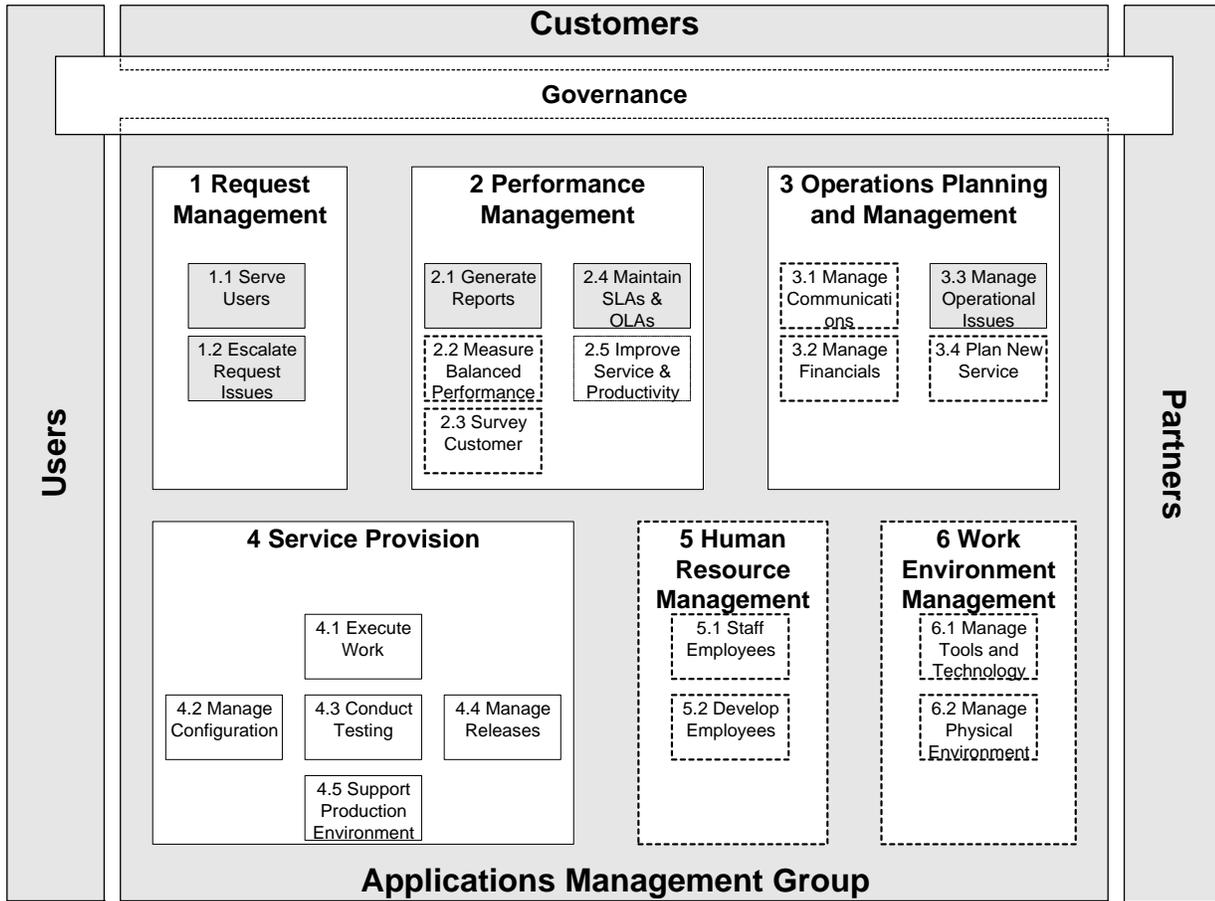


Process to be developed by Development Tm.

High Level (Tier I) Architecture



Detailed Level (Tier II) Architecture



Architecture Description

Ref. #	Description	Responsibility	Enablers	Deliverables/ Outcomes
1.	Request Management - This process category contains the majority of the user facing processes which are used to resolve a request.			
1.1	Serve User - This process group contains the processes associated with logging, validating, clarifying, classifying, controlling changes to, tracking, and closing requests for service. These requests can include problems, queries, or enhancement requests, etc. Across this process group, the requestor is continually kept informed of the status of the request. The process group also defines the activities performed in the event of an emergency or major incident request.	N/A	N/A	N/A
1.2	Escalate Request Issues - This process group defines interface between Applications Management, SFA and the other Partners involved in answering a request. It provides the framework for escalating a request both internally and externally.	N/A	N/A	N/A
2.	Performance Management - This process category considers the requirements necessary to manage the relationship with SFA. Within it are the activities related to preparing and evaluating the level of service provided to SFA, the process for maintaining relationships and the activities for maintaining formal agreements.			
2.1	Generate Reports - the steps taken on a periodic basis to generate and deliver all reports (customer facing, internal, etc.)	N/A	N/A	N/A
2.2	Measure Balanced Performance - this process group defines the steps required to measure, report, and act to sustain a balanced organization which sustains employee satisfaction, growth, customer satisfaction, etc.	N/A	N/A	N/A

Ref. #	Description	Responsibility	Enablers	Deliverables/ Outcomes
2.3	Survey Customer - this process group outlines the major components of customer relationship management in which customer needs are understood, measured and met every time.	N/A	N/A	N/A
2.4	Maintain SLAs & OLAs - this process group defines the process to measure performance against the Service Level and Operating Level Agreements and then make appropriate corrective action. It includes the steps required to redefine these agreements if necessary.	N/A	N/A	N/A
2.4	Improve Service & Productivity - Work with the stakeholders to develop and maintain a list of expectations to be met during the ongoing delivery of services. Develop an infrastructure to monitor the expectations. Perform assessments. Identify and implement improvements.	N/A	N/A	N/A
3.	Operations Planning and Management - These process groups encompass the management and planning activities related to internal and external communications, financial activities, and account planning required to run the operation as a business.			
3.1	Manage Communications - This process group covers the steps needed to ensure that all stakeholders (internal and external) receive the information they need to perform their functions. This includes maintaining and executing a communications plan, and maintaining contact information of all stakeholders.	N/A	N/A	N/A
3.2	Manage Financials - This process group ensures the day to day financial performance of the group. It includes maintaining effective financial control in terms of budgeting, ensuring completeness and accuracy of financial recording, and providing financial information for ongoing management decision making.	N/A	N/A	N/A

Ref. #	Description	Responsibility	Enablers	Deliverables/ Outcomes
3.3	Manage Operational Issues - This process group identifies the steps to be taken both internally and externally to take a management issue or problem and escalate it to the appropriate individuals for resolution.	N/A	N/A	N/A
3.4	Plan New Service - This process group outlines the steps to identify and develop a new service to users or to the customer.	N/A	N/A	N/A
4	Service Provision - This process group delivers the core of the design-build services provided to the user (coding, testing, etc.). It also includes any ongoing maintenance or non-request initiated services.			
4.1	Execute Work - This process group includes steps for making changes to the application.	N/A	N/A	N/A
4.2	Manage Configuration - This process group contains processes to maintain the integrity of the overall application in each environment as changes are made and migrated.	N/A	N/A	N/A
4.3	Manage Releases - The steps to group and move changes through development, testing and release.	N/A	N/A	N/A
4.4	Conduct Testing - The steps required to check for mistakes and problems prior to releasing changes into the production environment.	N/A	N/A	N/A
5.	Human Resource Management - This process category ensures the performance of the Applications Management Group through the performance of its people.			
5.1	Staff Employees - This process group describes the activities to plan and control the resource levels (bandwidth) of the Applications Management group to consistently satisfy the desired Service Levels and the business needs of the SFA.	N/A	N/A	N/A

Ref. #	Description	Responsibility	Enablers	Deliverables/Outcomes
5.1	Develop Employees - This process group describes the activities to Grow the desired skills and competence within the Applications Management Group.	N/A	N/A	N/A
6.	Work Environment Management - This process category ensures that the needed infrastructure is in place to perform each work function. It includes maintaining and providing such items as technology, tools, workstations, furniture, and office space.			
6.1	Manage Tools & Technology - This process group defines the steps to provide team members with the Hardware and software required to perform their daily activities.	N/A	N/A	N/A
6.2	Manage Physical Environment - This process group defines the steps to provide team members with the furniture, and physical office space required to perform daily functions.	N/A	N/A	N/A

Revision Log

This log should be updated after each new version as a means of tracking the changes that have been made to the document. Relevant information includes: date of revision, name of person making the revision, and a short description of the changes.

Version	Revised By	Description of Changes
1.0	Brett Polloway	Removed references to specific applications (i.e. SFANet), and transition. Replaced Applications Operations with Applications Management.