

INFORMATION REQUIREMENT

PROCESS MAP

Level 4 cross functional process maps



UNDESIRED OUTCOMES

Identify rejection paths in process map



TEAM SIZE & HOURS

Team size, location and work hours



PRODUCT

What flows through the process



VOLUME

Daily or period volumes and decision splits



AHT

Average Handle Time for effort estimate



WAIT TIMES

Planned wait periods between activities



DEADLINES

SLAs or regulatory deadlines in process



PERIODIC EFFORT

Effort and frequency of periodic activities



SYSTEMS

Systems and applications used



FORMS & RULES

Digital or physical forms and key fields



RISK & CONTROLS

Control objectives and selection of controls



TEAM SALARIES

Average salary per team by location



SEAT COST

Cost per seat or component by location



NVA CLASSIFICATION

Aided selection of NVA type activities



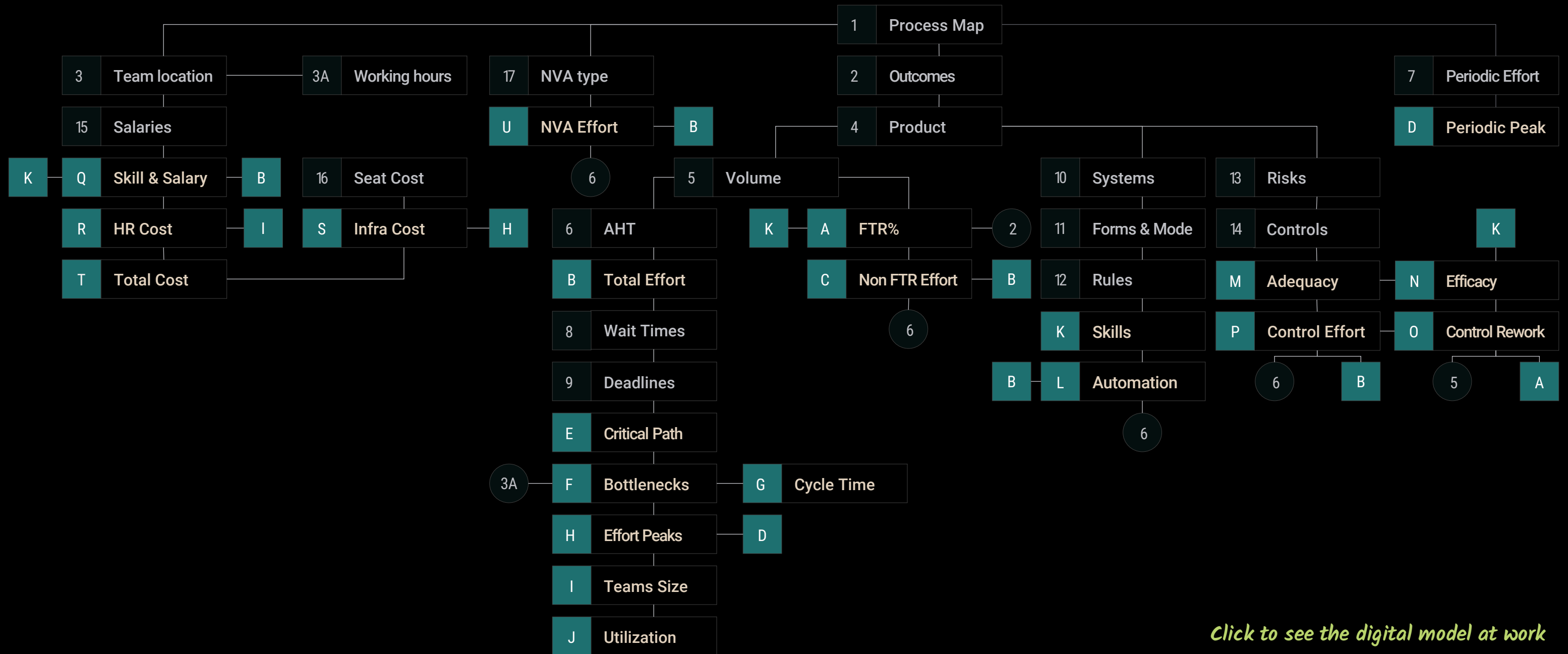
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3-CUBED DATA SOURCES

INFORMATION	SOURCES	GRANULARITY	FREQUENCY
PROCESS <ul style="list-style-type: none">ActivitiesDecisionsTeams, Size	Process Miners Workforce Tools Visio Diagrams Excel Listing	Key exceptions or variants that contribute to effort	Largely static, subject to episodic change
OPERATIONS <ul style="list-style-type: none">Volume & AHTWait TimesDeadline, SLA	Productivity Trackers Process Discovery Excel Sheets Workflow BAM	Corresponds to activities in process map	Volume is dynamic , others are less frequently updated
CONTEXTUAL <ul style="list-style-type: none">SystemsControlsForms & Rules	Excel Sheets Process Discovery Control Tracker Domain Templates	Corresponds to activities in process map	Largely static, subject to planned change
ENTERPRISE <ul style="list-style-type: none">LocationsShiftsSalary, \$/Seat	Excel Sheets Deal Economics Pricing Sheet Domain Templates	Corresponds to team and locations in scope	Largely static, subject to planned change

ALGORITHMS FOR INFORMATION TO ISSUES



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