

# Knowledge Nugget – Process Discovery for Enterprise-wide BPMS

## What is Process Discovery ?

- Process Discovery or Process Identification is one of the crucial phases of setting up an enterprise-wide BPMS, after the scope and objectives are defined and executive support is gained.
- Process Discovery refers to developing a list of all the processes executed within an enterprise. Such a list is often termed as *Process Inventory*.

### The nature of Processes in an Enterprise

1

Some processes may be executed using IT systems, while some may be manual in nature

2

Some may be performed in-house, while some may be partially/ fully outsourced

3

Some processes may even be automated!

4

Regardless of their nature, they are still processes and very much part of your Process Inventory.

It is crucial to understand that it is ultimately “processes” that create value for customer, and although process names may be common to many organizations, the activities and tasks are unique to each organization.

# SSA Way to Process Discovery

1

## Brown Paper Mapping Workshop

Identify and map value chains, processes, cross-functional linkages, and key stakeholders.



2

## Stakeholder Interviews

Conduct interviews to ensure all processes are identified in the Process Inventory.



3

## Classify Processes using Standard Frameworks

Classify processes as per standard frameworks for consistency and future benchmarking.



# Stages for Process Discovery



## Stage 1: Brown Paper Mapping Workshop

- **Brown Paper workshops** are conducted to identify and map various value chains/ process groups in the enterprise.
- The workshop is conducted with top and middle management employees who have a high-level understanding of processes in the organization.



## Stage 2: Stakeholder Interviews

- **Stakeholder interviews** are conducted with each department to ensure that all processes are identified.
- This stage results in about 10-15% variation to the Process Inventory, since some processes are merged, some new are added, etc.



## Stage 3: Classify Processes using standard Frameworks

- **Consistent process classification**  
Ensure processes are classified consistently using standard frameworks.
- **Future Process Benchmarking**  
Enable easier process benchmarking in the future through standardized classification.