

CA4101 Enterprise Architecture

In-Class Exercise 2

Workflow Modelling

Taking the *Student Registration* Process as an example, consider the following:

1. By drawing an overall process map, describe what you think is in and out of scope of the process (e.g. is the fees payment inside or outside of the process? What are the touchpoints to related processes?)
2. What are the Actors in the process and what results do they expect from it?
3. Process Enablers:
 - a. Describe which process enablers you consider to be most important in Registration.
 - b. By naming 3-5 principal milestones in the process and their associated steps describe the Workflow, showing any handoffs necessary by actors.
 - c. Considering IT: What Information Systems, Data are appropriate for the system? What views should the various actors have of the data? What steps should be automated
 - d. Regarding Motivation/Measurement:
 - i. What metrics should be applied to the system?
 - ii. How should actors on the process be rewarded/punished?
 - e. What Skills/Training are necessary? How many of what grade are necessary for the process? Any special technological training necessary (E.g. would basic SQL be useful for admin staff looking for different views of the data)?
 - f. Facilities Design: Any special design necessary (e.g. is confidential data recording necessary for students? are there any cultural sensitivities necessary to be considered in registration?)
4. Improvements:
 - a. What new systems/technology could be applied to the system?
 - b. What steps should not be automated?