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What is IT Business Process Analysis – brief introduction

IT Business Process Analysis is deeply connected with User Experience. For specific projects these two specialties should work closely together.

Main characteristics of Business Process Analysis:

- Gathering and definition of client **requirements**
 - *How: typically group workshop; stakeholder interviews; questionnaires (internal or among customers)*
- Identification of user groups, which will interact with the application / software / website
 - *How: typically information from the client; primary or secondary research as needed*
- Definition of **Business Processes** and their visualization with diagrams
- Definition of relationships and connections between entities (with entity model):
 - *Examples: user roles and their permissions; user profile – what information does it contain; relation between customer and order / products; etc.*
- Introduction of consistent terminology to the whole team (everyone understands it the same way)

Business Process Analysis helps answer questions, which otherwise: A/ might not be raised at all; B/ would be raised too late while development; C/ developers would do it on their own and maybe in a wrong way; for example:

- *What happens, when the customer ticket is taken care of by the administrator in the system – should it disappear from the queue or should it stay there and be inaccessible for other users? Is actual state of the ticket displayed? Where and how is the ticket state set up? Is it a manual or automated process?*
- *What triggers the process, for example notification about new customer ticket to the administrator?*
- *When the process ends, for example customer ticket is cancelled by the administrator and what happens with the ticket after? What are required inputs and outputs; is ticket archived and where; can archived ticket be opened again and by which user role; etc.?*
- *Etc.*

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What is a requirement:

- The goal of gathering requirements is to gain idea about project goals and clarify this idea with the client
- There are business (trade goals), user (user groups needs; definition, how they will interact with the system) and system (related to specific technical solution) requirements
- Typically requirements are defined as: who / what will do something = **Use Case**

How do we describe Use Cases:

- Text description of user <-> interaction with the system (for example launching video; downloading template etc.)
- Defines rather WHAT is being done than HOW it is being done

Prioritisation of requirements:

- Is necessary to set realistic project scope

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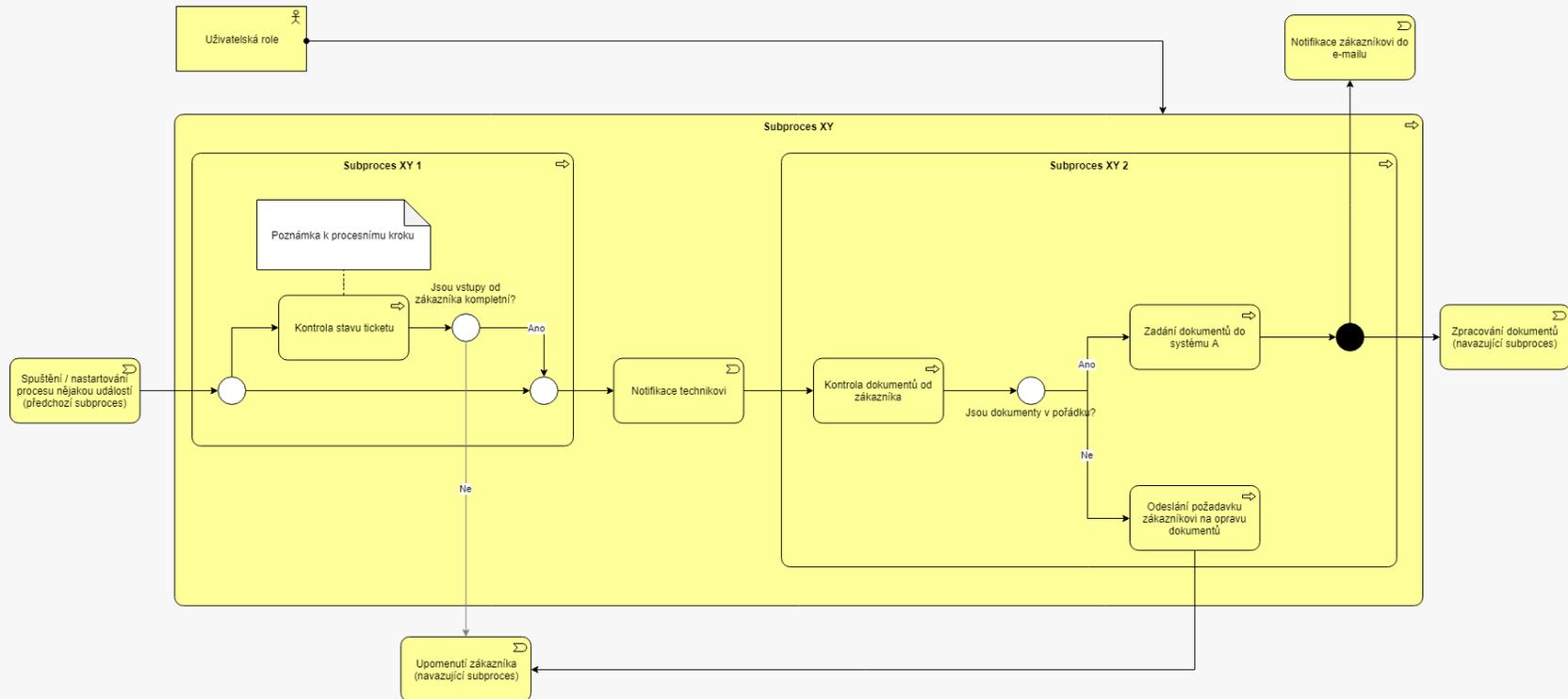
What is business process and how is it defined:

- It is a package of activities, which take one or more input types and create an output with value for the customer
- It helps us to see, how the system/ application / software fit into a day-2-day user workflow, what she does before and after using the system etc.
- Defines project scope
- Describes, what the user / users do, when and who enters the process
- Reveals and describes exceptions and variations – describes what happens when / if...
- Describes business rules – for example when we have a workshop registration, does it work only for individuals or for groups as well? Can a user enter more attendees at once? What process does it trigger?
- What needs to be done before the process starts
- What needs to be done, when the process ends
- What are the outputs

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How is the business process visualized:

- With diagram, for example using BPMN, or ArchiMate modelling language
- Process is divided into subprocesses, while one subprocess can look like this (*this is a “blind” illustrative example – it does not match any real-life example*):



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Outputs and what happens next:

- Cooperation with Solution Architect to reveal and solve possible technical issues, adjusting the process to make everything feasible before we start creating UI
- Typically one of the outputs is detail specification for the UX team. I specialize in UX and business analysis (as I see these two specialties as deeply connected), so I create UX outputs as well. Those are specification for UI (hand in hand with other UX outputs for example based on User Testing):
 - *Typical outputs are sketches, wireframes or prototypes*
- Specification for development from the business point of view:
 - *Typically describing epics, user stories or tasks, which don't contain specific technical description on HOW it should be exactly developed, those are to be defined by technical part of the team*