The purpose of this document is to describe how the strategic model is translated into an operational model.

Prior to developing an operational model, a strategic model is required to provide a high-level view of the process. The operational model is often modified and serves to demonstrate operational specifics in terms of human and technical flows, to serve as a reference for process participants, and serve as a blueprint for process improvement. The operational model must be accurate and error-free in order to be utilised as the foundation for the technical flow and delivered to workflow engines. The operational model depicts the complex interaction between participants and displays just the information that is important to each participant; moreover, participants will be divided into various pools or lanes.  The operational model contains facts from both the applicant's and hiring manager's viewpoints. The process begins with the applicant seeking a new job and concludes with the candidate either being rejected throughout the process of being hired at the end. There are two pools, each of which depicts the procedure from the viewpoint of a different participant.