Module: Define High-Level Business Processes

Activity: Create High-Level As-Is and To-Be Process Flows

Input: Client Documentation

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| Input Description: | Read through the requirements listed in this document for the Account Management functional area of Rising Star. You will need to create high-level As-Is and To-Be process flows based on these requirements. |

As-Is State:

In the manual account creation process of Rising Star, a customer logs in to the Rising star website, downloads a PDF file, fills in the form, and sends it to Rising Star by fax and mail. Then, it takes 1-3 days before a Rising Star customer representative gets the form and starts entering the data in the system. Duplicate records are caught manually. Once the account is created in the system, the representative prints the confirmation page and sends it back to the customer through fax or mail depending on how it was received.

To-Be State:

Instead of depending on the manual process to feed account requirements in the system, Rising Star would like to open other channels of registration for the customer, such as a mobile and online registration process. This would be introduced along with the traditional PDF filing process. Duplicate records should be caught automatically by the system. If there is an existing account, then the record needs to be associated with the existing account. Otherwise, a new account needs to be created. Once the account is created, the system should automatically send a confirmation.

Guidelines:

* Replicate the flowchart objects given below as required to illustrate the process flows.
* Ensure that the flowchart objects are neatly aligned.

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| **Process** | **Decision Point** | **Connector** |
| <<Insert Text>> | <<Insert Text>> |  |