



[DATE]

PROCESS TEMPLATE

IT DEPARTMENT A

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Document Control

Distribution

Name	Representing

Version Control

Version	Date	Status	Author	Comment

Document Owner

Authorisation

Approved by	Role	Date

Introduction

Purpose

This documents is the reference document for services provided to the business. It describes the services and how they are delivered. It describes the Service Level Agreements and documents business requirements such as availability, reliability, uptime response times, fix times and services requests.

Scope

This document covers the current business services X. Y Z.

It covers locations ...

Excluded are A, B, C

Terms and Abbreviations

Term/abbreviation	Definition

Assumptions and Dependencies

- Assumption 1
- Assumption 2

Process Initiation

Process 1

Sub Process 1

Discuss process, add a flow chart and a cross functional diagrams, system architecture

Process Profile

Name	
Objective	Why is it run
Customer	Who receives the output
Trigger	What event(s) start the process
Modifiers	What effects the process
Timing	When is it run, can it be re run, ad hoc
Operator/Automation	Who/how is it run
Process Completion	What is the output
Process Owner	Who makes decisions about the process
Business Line	What part of the business does this process support
Business Criticality	How important is this process. Must always run first time, can be re-run

Process Inputs

Name	Source	Delivery	Timing	Input Format
	What system, who	Email, DB load	When	CSV, XML

Process Outputs

Name	Format	Owner	Delivery	Timing

Process Steps

Step	Description	Pre Reqs	Effort	Duration

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Responsibilities

Basic here

Quality

How is quality maintained, how does the process support or is integrated into the quality plan

Security

Are there any security requirements to manage?

Governance

How is the process managed under the normal governance of the business?

How is change managed?

References