

# Processes

Prerequisites: [Information Systems](#)

Computer-based information systems enable or facilitate some set of defined processes or procedures.

## Process Analysis

The act of describing a process in writing usually leads to a better understanding of that process.

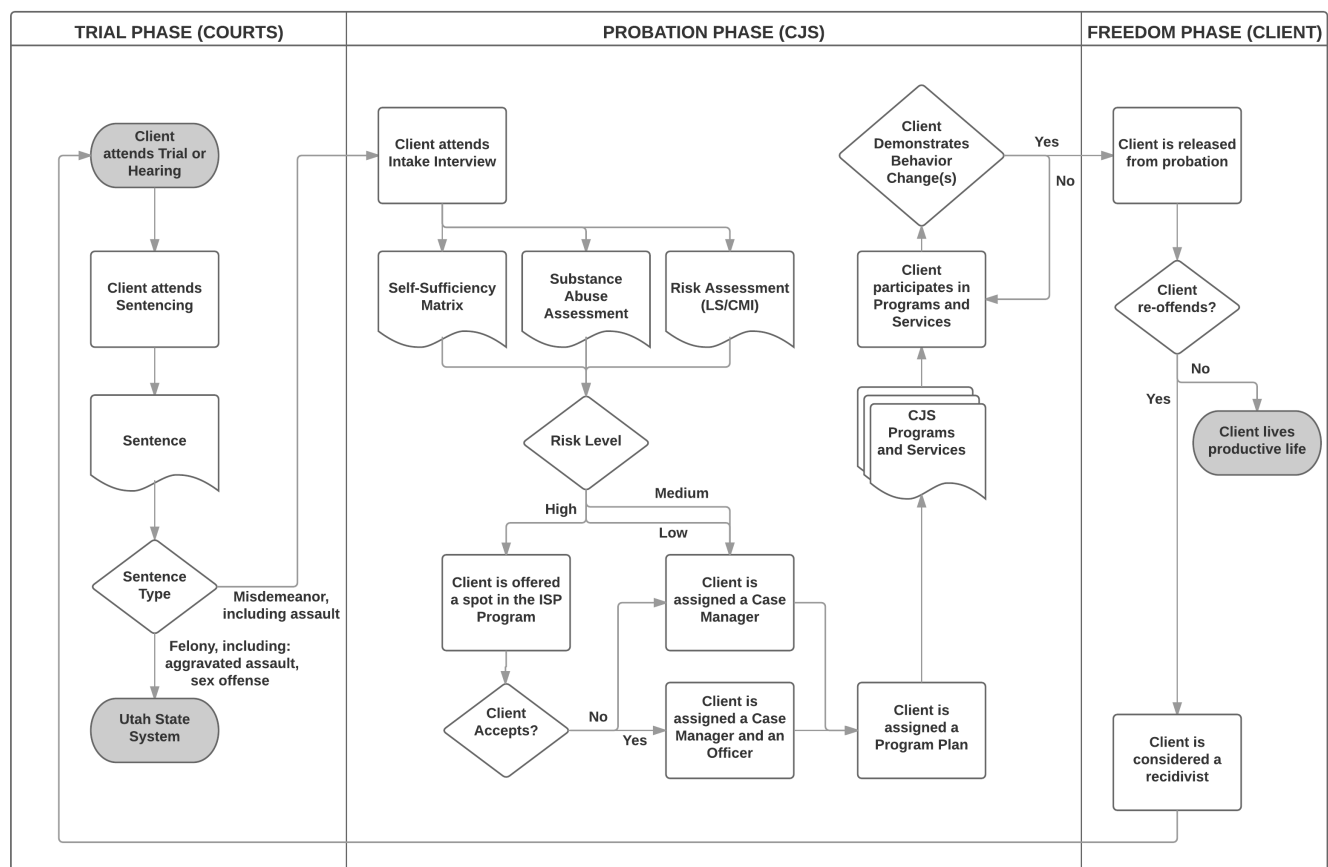
## Process Diagramming

One good way of demonstrating and communicating your understanding of a process is by diagramming it.

**Process Diagrams** depict the flow and scope of a process from start to finish. Process diagrams should ideally be accompanied by written descriptions of the various component sub-processes.

### CJS PROBATION FLOW

February 10, 2016



## Process Diagramming Tools

Tools with diagramming capabilities:

- Word Processing Software (e.g. Google Docs, MS Word)
- Presentation Software (e.g. Google Slides, MS PowerPoint)
- [MS Visio](#)
- [Omnigraffle](#)
- [LucidChart](#) (recommended)

## Process Diagram Shapes

Process diagrams generally employ a standard set of shapes, each with a specific meaning:

shape	purpose
Circle or Oval	A "terminator" which indicates the start or end steps of the process
Square or Rectangle	A sub-process, or step in the overall process
line with an arrow	Points from one step to another to indicate sequential flow, including sub-process dependencies
Diamond	Denotes a "decision-point" in the process, including conditions under which different outcomes are possible
Square with a squiggly bottom	A "document" produced by, or related to, a step in the process

Additionally, some process diagrams use visual separators called "swim lanes" to indicate which stakeholders are responsible for each sub-process.

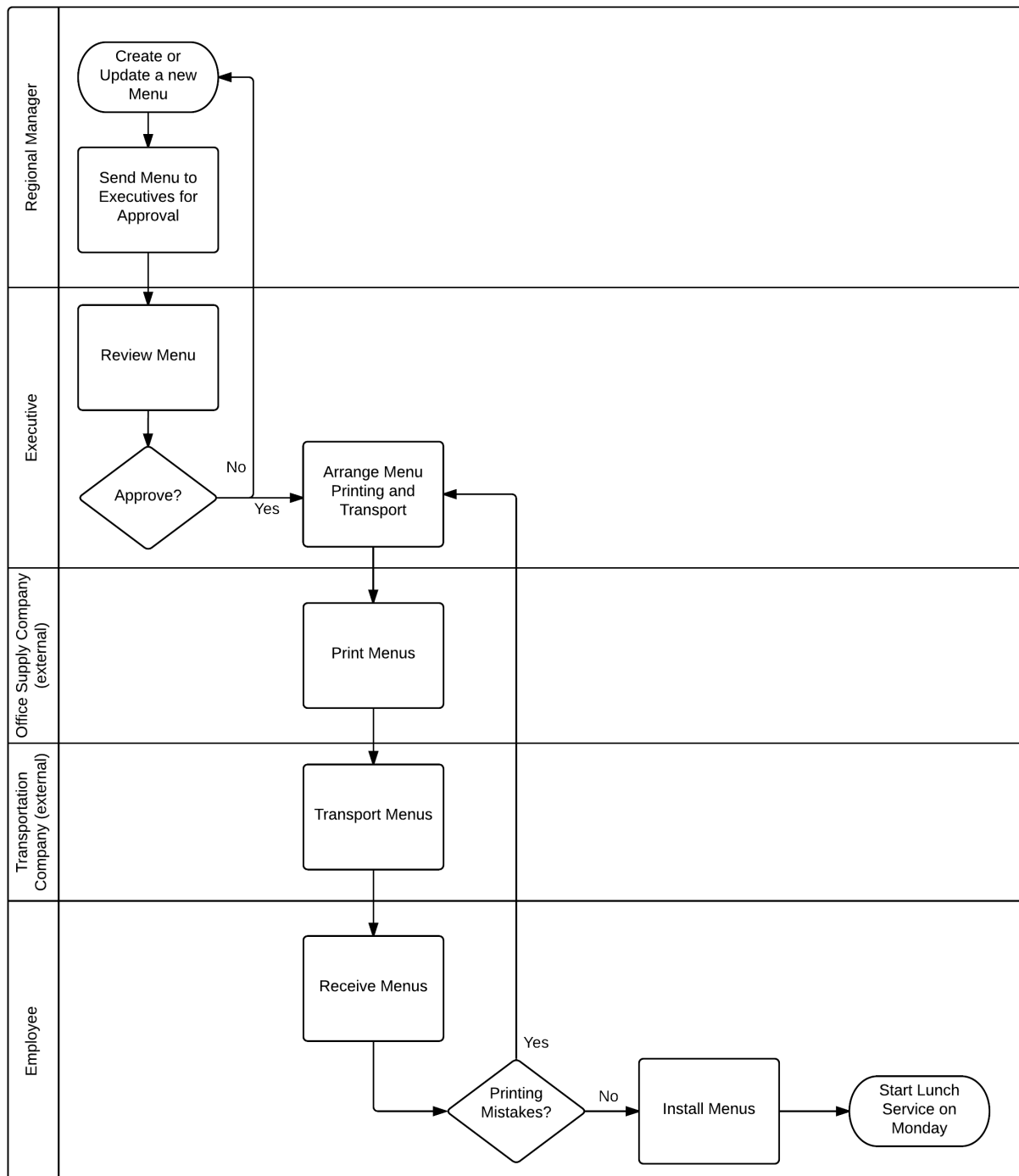
## Process Re-engineering

After learning more about the process, analysts are able to identify "pain points", or areas in need of improvement. And they can identify ways to simplify or re-engineer the process.

Example "Current State" Process Diagram:

# Urban Lunch Company

## Menu-update Process (As-Is)



Example "Future State" Process Diagram:

# Urban Lunch Company

## Menu-update Process (To-Be)

