**Process Identification Guide**

This document can help determine essential business processes, identify requirements to complete those processes, define deliverables & strategize how they will be meet your team’s needs in the coming weeks.

**STEP 1 – Identify Key Business Processes**

1. Name of team or team leader (example: division/section/unit, or division head, or section head).
2. Determine the logical work types or groupings of work within the specific division, section, or team.
3. If applicable, determine the sub-units of work or people.
4. Determine the business processes that are used by each sub-unit listed above.

Example

**STEP 2 – Prioritize Business Processes**

From the flow chart above identify critical business processes. Based on guidance from director’s office Priority #1 are processes that directly deal with **Public Safety**.

Other considerations to help guide you to narrowing down what are critical processes (essential):

* Continued construction
* Project delivery
* Customer service
* Time sensitivity of project
* Key projects identified by director’s office

**STEP 3 – Mapping the Prioritized Processes**

This high level process map tool helps you identify key teammates/customers, main business process steps, and what is required to complete the business process.

1. **Who Starts the Process?** Who is responsible for initiating the business process steps?
2. **Process Step** - What happens at a high level – main steps - 5 max.

Example: Step 1 - Go to the store, Step 2 - Select food, Step 3 - Pay for food, Step 4 - Load vehicle, Step 5 -Go home.

1. **Who does it go to?** Who is next in the process to receive the input/output of the process step?
2. **Tools/Supplies needed** – Is there specific equipment, technology needed for this process step?

Example: Computer, form, signature, program & internet access

**Example Below:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Who Starts the Process?** | **Process Steps** | **Who does it go to?** | **Tools/Supplies Needed** |
| Employee | Request | HR | VPN Access, Laptop |
| Supervisor | Review Request | HR | Laptop |
| HR | Discussion | Employee | WebEx or Skype, Phone line |
| Employee | Approve/Deny | Supervisor | VPN Access, Laptop, Access to Program |
| HR | Finalize Form | HR | VPN Access, Laptop |

**Additional Resources**

NDOT Work Plan Template

Utilize the attached Teammate Work Plan to track tasks assigned to the team and as an accountability tool to ensure tasks are completed in a timely manner.

Electronic Huddle Boards Template

Consider using the attached electronic huddle board to help your team communicate & focus on required tasks.

*For questions or support regarding the use of the tools and templates, please contact Linsey Sousek at 402-432-1244 or* *Linsey.Sousek@nebraska.gov*

**STEP 4 – Complete the Process Identification Worksheet**

**List Key Business Processes:**

**List the Business Processes in order of priority:**

**List Key Deliverables (timelines) of those priorities**:

**Key Considerations**:

**Possible Barriers**:

**Projected degradation of work level if working remotely**: