

SFJODPS2.3.8

Design and test operational delivery business process



Overview

This unit concerns designing and testing business processes to meet business requirements. The scope of your work covers your own specialism, the interaction between different specialisms and the strategic implications for the organisation. The system you design should be capable of enabling the organisation to deliver the whole range of business processes and resolve tensions between conflicting processes. You should ensure that sufficient and suitable resources are available to support implementation.

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Performance criteria

You must be able to:

- P1 follow organisational procedures at all times
- P2 maintain your own personal safety
- P3 work in a way that ensures the safety of others
- P4 generate possible ideas and courses of action and evaluate their feasibility and practicality in comparison with the existing process
- P5 set quantifiable success criteria
- P6 test the practicality of the proposed process by modelling a prototype end-to-end process
- P7 establish the interaction between the proposed process and existing processes/systems
- P8 resolve tensions between conflicting processes
- P9 ensure that feedback from relevant stakeholders is used to design the proposed process
- P10 ensure suitable and sufficient materials are available in the right quantity at the right time to support implementation
- P11 obtain approval to your design as fit for purpose
- P12 meet the requirements of the timescale

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Knowledge and understanding

You need to know and understand:

- K1 the requirements of organisational procedures
- K2 the legal requirements for health and safety
- K3 your organisation's health and safety requirements
- K4 how existing legislation works in your own specialism including the impact of court decisions
- K5 the aims and objectives of existing legislation in other relevant specialisms
- K6 how the process is intended to deliver the policy objectives
- K7 the strategic context in which the business operates
- K8 the scope and rationale for change
- K9 the resource implications for the business process
- K10 the aims of the relevant business processes and systems and how they operate in practice
- K11 how to establish relevant evaluation criteria and assess options against them
- K12 the role and responsibilities of relevant stakeholders
- K13 how to model processes
- K14 how to carry out useability testing and the relevant quality standards
- K15 how governance/approval processes work for the proposal under consideration

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Additional Information

Scope/range related to performance criteria

Different conditions which affect how you apply your knowledge, and in which you must demonstrate competence are:

1. scope: within your own specialism; the interaction between your specialism and others; strategic implications for the organisation
2. business process: designing new processes; adapting existing processes
3. business area: systems; process; process-related documentation; guidance
4. forms: paper; electronic

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