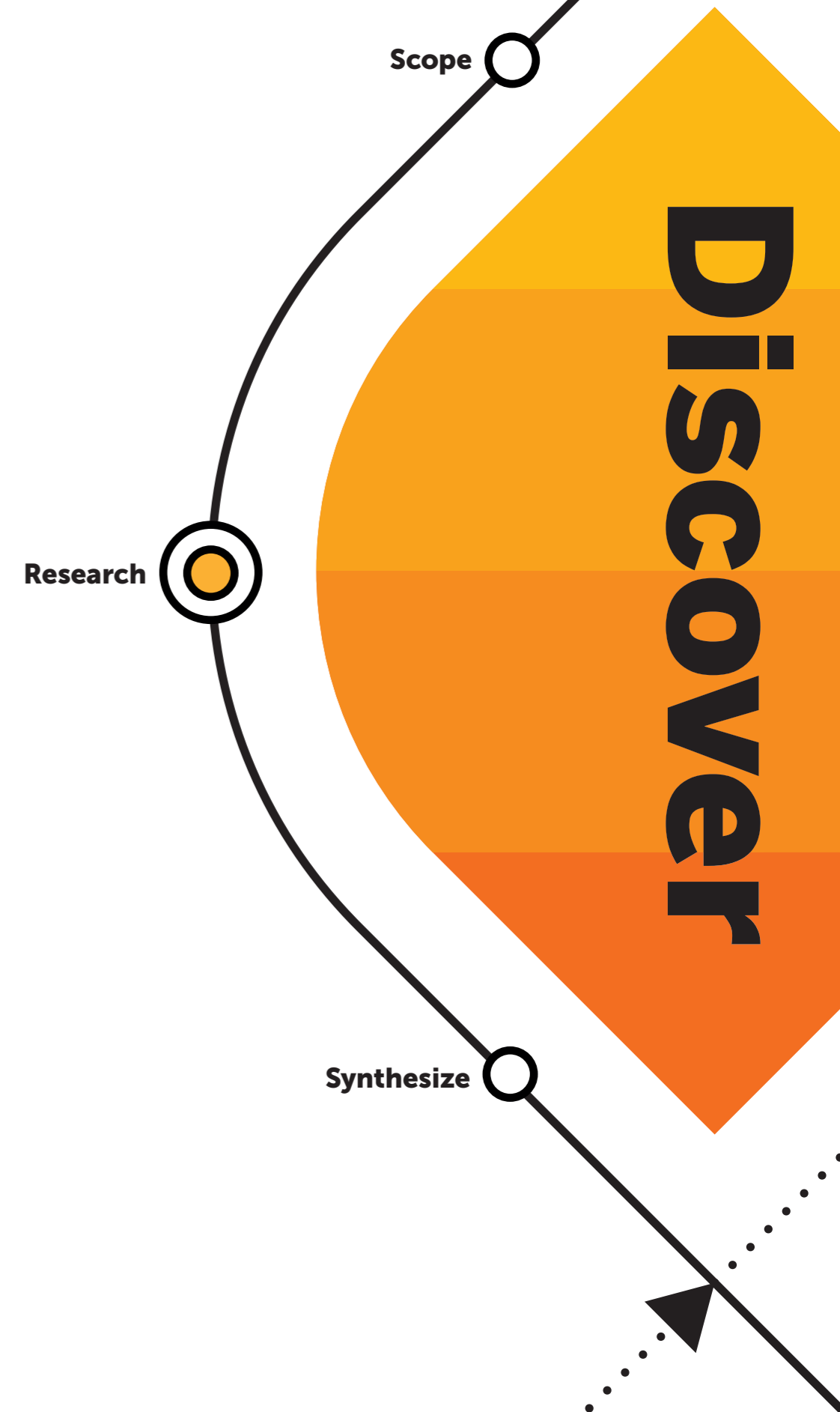# Process Mapping

Map the process of a given design challenge with key stakeholders and their connections to discover actionable insights.
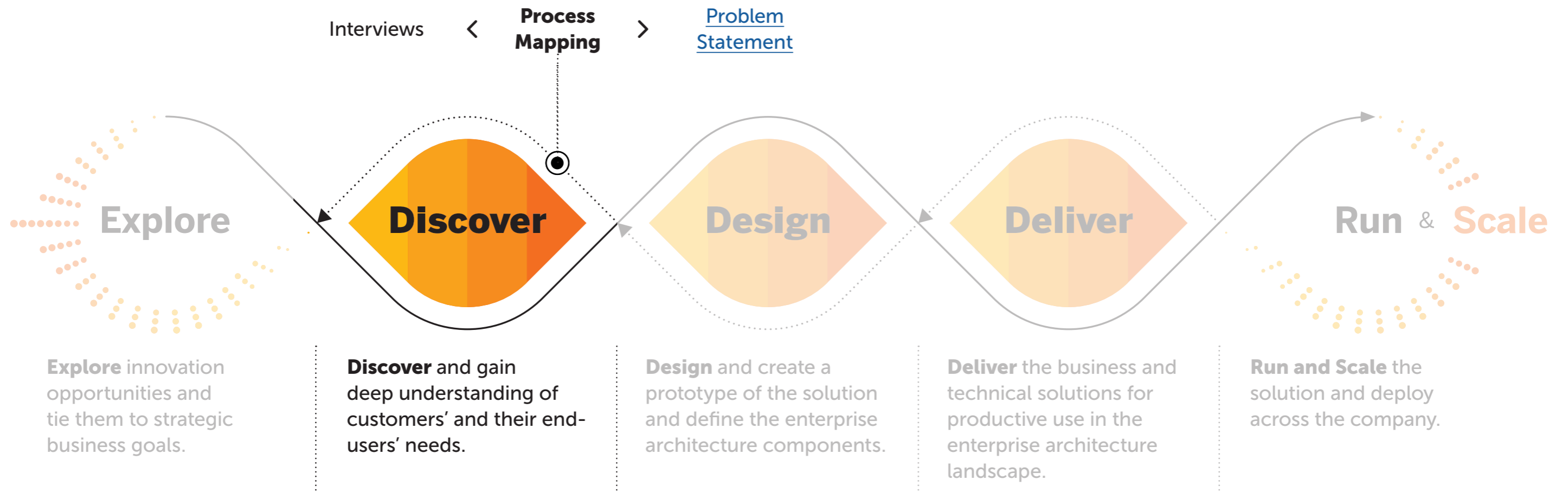
Why to use
Process Mapping

The Process Mapping exercise helps you structure a future or current process and analyze connections between different stakeholders within the process.

Scope

Research

Synthesize

Discover

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When to use
Process Mapping

We use Process Mapping in the Discover Phase to help the team understand the As-Is Process and connections and relationships between different stakeholders regarding the given challenge. By mapping out the process, the team can better analyze the As-Is state of the system and more effectively discover insights.

Interviews < **Process Mapping** > [Problem Statement]

Explore

Discover

Design

Deliver

Run & **Scale**

Explore innovation opportunities and tie them to strategic business goals.

Discover and gain deep understanding of customers' and their end-users' needs.

Design and create a prototype of the solution and define the enterprise architecture components.

Deliver the business and technical solutions for productive use in the enterprise architecture landscape.

Run and Scale the solution and deploy across the company.

Lear more about SAP's Human-Centered Approach to Innovation: https://experience.sap.com/designservices/approach

How to use
Process Mapping

Duration
80 Minutes

Participation
5–6 People

Roles
Designers, Business Leads

Use input from
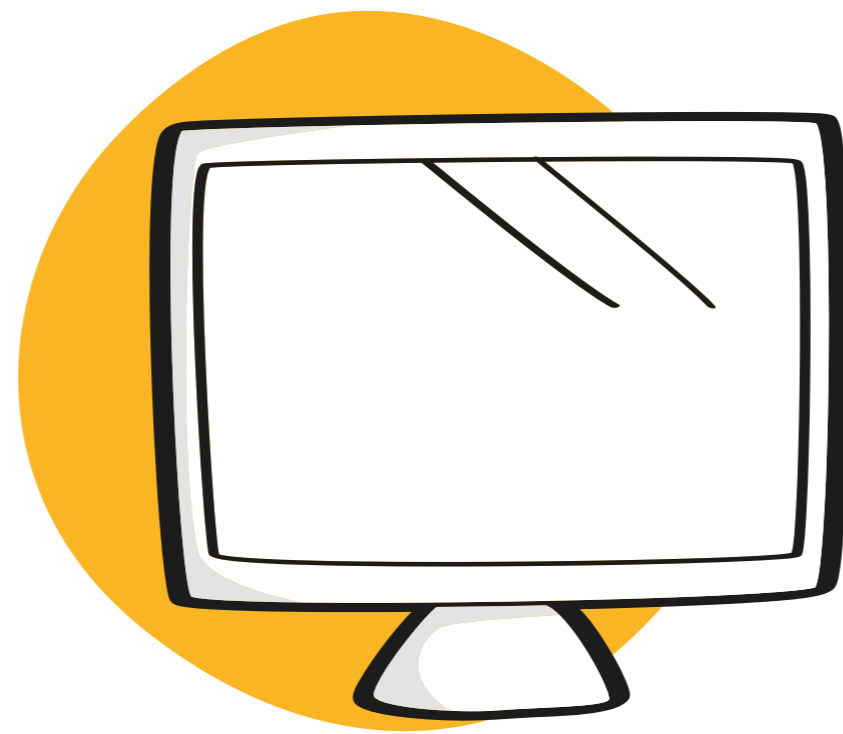- **Interviews**
- **Stakeholder map**

Steps

1 Set the frame by giving the process a name and defining what action triggers the process and how long the process takes.

2 Define stakeholders. Collect all roles involved in the process with their respective needs and goals.

3 Now describe which systems are involved in the process and what role those systems might have in this process.

4 Transfer the stakeholders and systems to the process template. Insert step-by-step activities that define the process.

5 Now add the connections between stakeholders by adding arrow connectors. Write down notes to articulate how the stakeholders are dependent on each other.

Expert Tips

Work on one stakeholder at a time, and add as many stakeholders as needed.

Find the right level of detail for your activities. Focus on the essential part of the task (e.g. "exchange Lightbulb" vs. "set up ladder", "climb ladder", "unscrew lightbulb", ...).

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Virtual Collaboration Template

MURAL Template
Process Mapping

Created by SAP AppHaus

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