

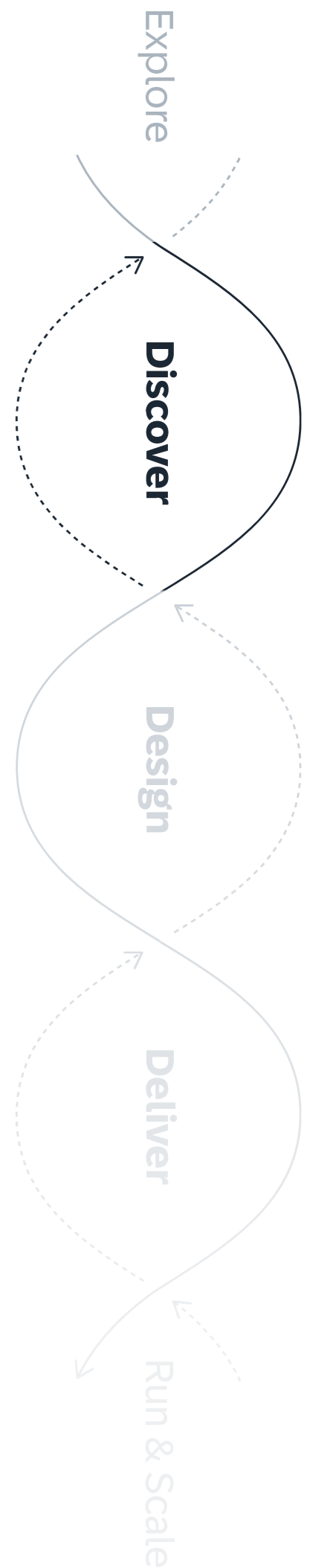
DESIGN THINKING MINDSET / DISCOVER PHASE / RESEARCH

Map Your Business Process

Map the process of a given design challenge, including key stakeholders and their connections, to uncover actionable insights.

Why To Map Your Business Process

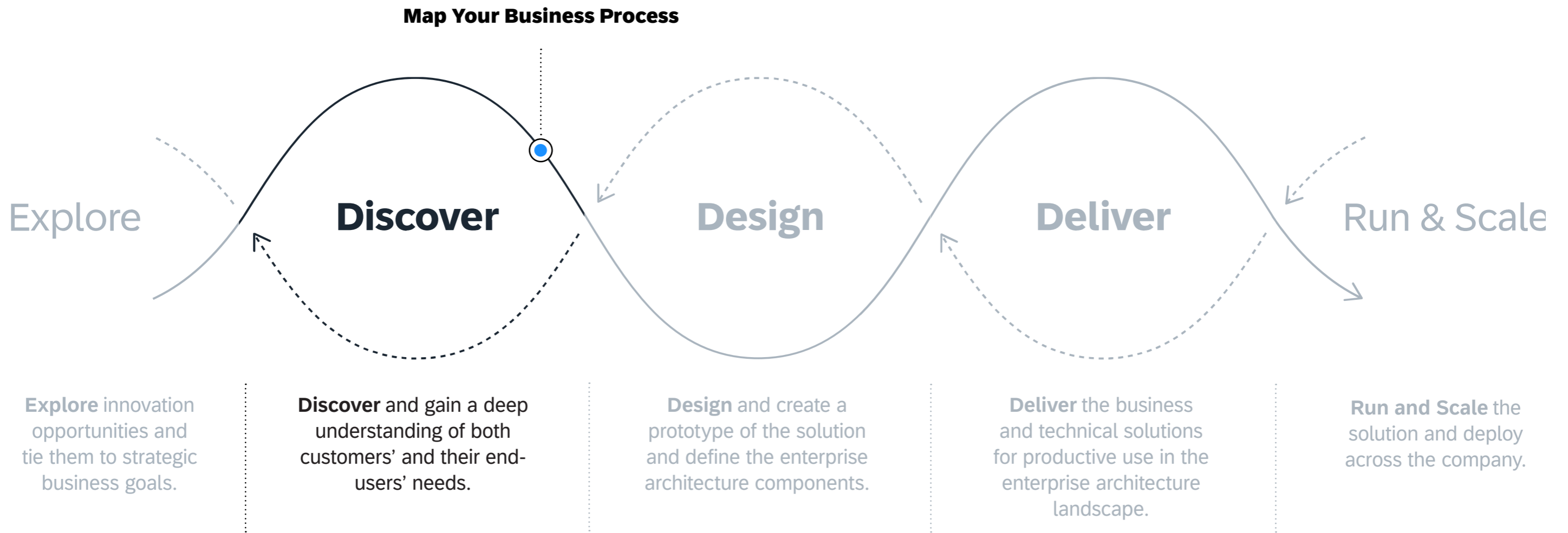
The “Process Mapping” exercise helps you structure a current or future process and analyze the connections between different stakeholders involved.



When To Map Your Business Process

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.



Learn more about SAP's Human-Centered Approach to Innovation: <https://apphaus.sap.com/approach>

How To

Map Your Business Process



Duration
80 Minutes



Participation
5 - 6 People



Roles
Designers, Business Leads



Use Input From

- **Conduct Field Research**
- **Identify Key Stakeholders**

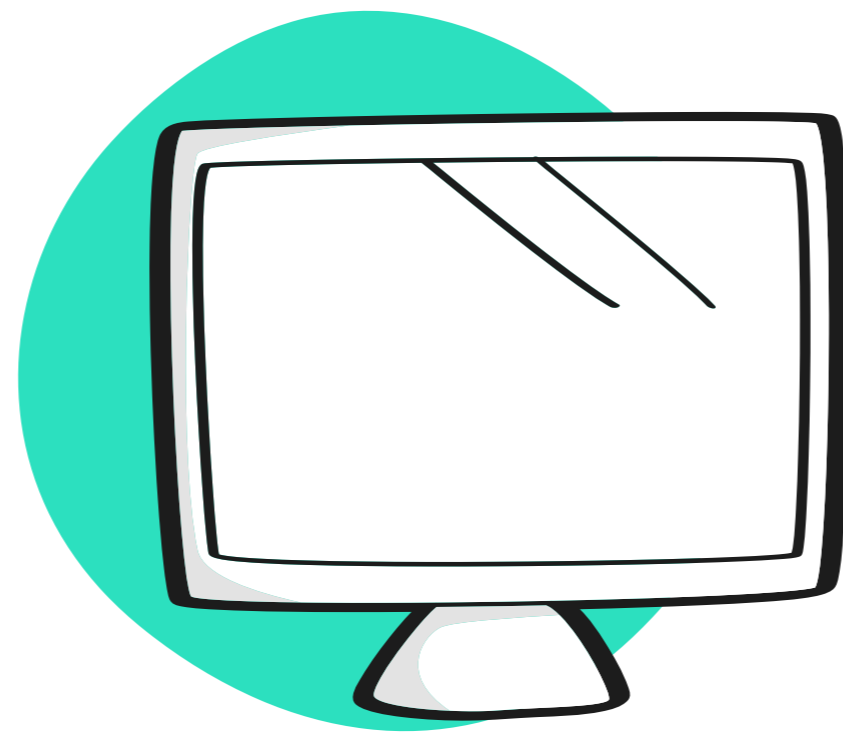
Steps

- 1** Establish the framework by naming the process, defining the action that triggers it, and specifying the time it takes to complete.
- 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”, ..).



Virtual Collaboration Template

MURAL Template

Map Your Business Process

CREATED BY AppHaus

INSTRUCTIONS

PURPOSE
This Process Steps service helps you to structure a process (future or current) and analyze connections between different stakeholders across the process.

SETUP

3-4 PEOPLE

30 MIN TIME

INTERMEDIATE OF EXPERIENCE

TIPS FOR THE MODERATION
Work on one Stakeholder at a time, add as much 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", "clean ladder", "unscrew lightbulb",...)

PREREQUISITES
Optional:
Stakeholder Map
Stakeholder Analysis

STEPS

1. Set the Frame (5 min)
2. Define Stakeholders (15 min)
3. Define Involved Systems (5 min)
4. Map out the Activities (60 min)

PROCESS STEPS

Describe a process step by step, across roles and systems.

1. Set the Frame (5 Min)

Give the process a name, define what action triggers the process and how long your process takes.

Process Name:
[insert process name]

Process Trigger:
[insert process trigger]

Process Duration:
[insert process duration]

2. Define Stakeholders (15 Min)

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

Stakeholder Name:
[insert stakeholder name]

Stakeholder Role:
[insert stakeholder role]

Stakeholder Goal:
[insert stakeholder goal]

Stakeholder Name:
[insert stakeholder name]

Stakeholder Role:
[insert stakeholder role]

Stakeholder Goal:
[insert stakeholder goal]

Stakeholder Name:
[insert stakeholder name]

Stakeholder Role:
[insert stakeholder role]

Stakeholder Goal:
[insert stakeholder goal]

Stakeholder Name:
[insert stakeholder name]

Stakeholder Role:
[insert stakeholder role]

Stakeholder Goal:
[insert stakeholder goal]

3. Define Involved Systems (5 Min)

Describe which systems are involved in the process and what role those systems have.

System Name:
[insert system name]

System Role:
[insert system role]

System Goal:
[insert system goal]

System Name:
[insert system name]

System Role:
[insert system role]

System Goal:
[insert system goal]

4. Map out the Activities (60 Min)

Transfer the stakeholders and systems to the chart below. Insert activities and add arrow connectors if they are dependent on each other.

	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]
	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]

Access the MURAL template*: <https://app.mural.co/template/c5262537-951a-42a3-b5a8-d60d1b42be13/d2eeb596-a1ee-427a-8adb-b0a07ed735fe>

*Registration required