



Province of the  
**EASTERN CAPE**  
SOCIAL DEVELOPMENT

SOP File Number:	CIO-MIS-IKM-01
SOP Version:	V.001
Document Owner:	CHIEF INFORMATION OFFICER

**STANDARD OPERATING PROCEDURE: BUSINESS PROCESS MANAGEMENT**

<b>Approval Date</b>	26 October 2017
<b>Commencement Date</b>	26 October 2017
<b>Review Date</b>	26 October 2018
<b>Periodical Review</b>	Annual
<b>Resources</b>	Staff, Budget, ICT Equipment
<b>Intent of SOP</b>	To document the standard operating procedure (SOP) for the mapping of business processes to assist the relevant MIS officials in rendering the service.
<b>Scope</b>	The SOP applies to all officials involved in the process of rendering Business Process Management services within the Eastern Cape Department of Social Development.
<b>Objective(s)</b>	Provide integrated services and secured relevant information through sound ICT Governance to all customers
<b>Compliance Measures</b>	Business Processes to be mapped and SOPs to be documented in detail according to the Departmental standards and the DPSSA Operations Management Framework implemented by the Department.
<b>Definitions</b>	<b>Terms and Acronyms:</b> ICT: means Information Communication Technology BPM: means Business Process Management SOP: means Standard Operating Procedure

	<b>DD:</b> means Deputy Director
<b>Key Performance Indicator</b>	Number of Strategic Business Intelligence Reports Produced
<b>Principles</b>	<p>The following principles must be central in all the interventions with children in alternative care:</p> <ul style="list-style-type: none"> <li>a) <b>Confidentiality:</b> means making sure that information is only seen by people who have the right to see it.</li> <li>b) <b>Integrity:</b> means making sure that information remains intact and unaltered.</li> <li>c) <b>Availability:</b> implies having access to your information when you need it.</li> </ul>
<b>Desired Performance</b>	Four good quality business processes mapped and approved per year.

**STEP BY STEP GUIDE  
BUSINESS PROCESS MANAGEMENT**

Nr	Task Name	Task Procedure	Responsibility	Supporting Documentation	Service Standard
1.	Receive the request	<ul style="list-style-type: none"> <li>Receive an email request of mapping a specific business process.</li> <li>Acknowledge the receipt of request.</li> </ul>	<ul style="list-style-type: none"> <li>Client</li> <li>Deputy Director – Data Warehouse</li> </ul>	<ul style="list-style-type: none"> <li>E-mail or Request Memo</li> </ul>	5 Minutes
2.	Arrange Kick-off meeting	<ul style="list-style-type: none"> <li>Send the meeting invitation.</li> <li>Book the venue.</li> <li>Convene the meeting to define project scope.</li> </ul>	<ul style="list-style-type: none"> <li>Deputy Director – Data Warehouse</li> </ul>	<ul style="list-style-type: none"> <li>Invitations</li> <li>Attendance register</li> <li>Minutes</li> </ul>	1 Day
3.	Gather information and map draft of As Is Process	<ul style="list-style-type: none"> <li>Collect information from the client with steps of how to perform the process.</li> <li>Map the draft As Is process according to the given information.</li> </ul>	<ul style="list-style-type: none"> <li>Deputy Director – Data Warehouse</li> </ul>	<ul style="list-style-type: none"> <li>Collected documentation</li> <li>Draft Mapped Process</li> </ul>	2 days
4.	Verify and confirm the mapped process	<ul style="list-style-type: none"> <li>Send the meeting invitation for the confirmation of draft process.</li> <li>Book the venue.</li> <li>Present the Mapped Process.</li> <li>Verify and confirm the mapped process.</li> <li>If not correct, repeat step 3.</li> <li>If correct, map the To Be process.</li> </ul>	<ul style="list-style-type: none"> <li>Deputy Director – Data Warehouse</li> <li>Client</li> </ul>	<ul style="list-style-type: none"> <li>Invitations</li> <li>Attendance register</li> <li>Verified Mapped draft Process</li> </ul>	1 Day
5.	Document information on the Standard Operating Procedure Document	<ul style="list-style-type: none"> <li>Send the meeting invitation for the documentation of the SOP.</li> <li>Book the venue.</li> <li>List all activities of the process in the correct sequence</li> <li>Provide step by step procedures for each task</li> <li>Submit the document for recommendation signatures.</li> </ul>	<ul style="list-style-type: none"> <li>Deputy Director – Data Warehouse</li> <li>Client</li> <li>Deputy Director – Data Warehouse</li> </ul>	<ul style="list-style-type: none"> <li>Invitations (Outlook)</li> <li>Attendance register</li> <li>Documented Standard Procedure</li> </ul>	1 day
6.	Perform document quality checks	<ul style="list-style-type: none"> <li>Quality Check the drafted documents.</li> <li>Correct or make additions where there is a need.</li> </ul>	<ul style="list-style-type: none"> <li>Director - MIS</li> </ul>	<ul style="list-style-type: none"> <li>Quality checked document</li> </ul>	2 days

7.	<p><b>Recommend the Process and Standard Operating Procedure</b></p>	<ul style="list-style-type: none"> <li>• Recommend the Document.</li> </ul>	<ul style="list-style-type: none"> <li>• Director</li> <li>• Chief Director</li> </ul>	<ul style="list-style-type: none"> <li>• Recommended Process and Standard Operating Procedure</li> </ul>	2 days
8.	<p><b>Approve the documents</b></p>	<ul style="list-style-type: none"> <li>• Approve the Standard Operating Procedure and Processes.</li> </ul>	<ul style="list-style-type: none"> <li>• Superintendent General</li> </ul>	<ul style="list-style-type: none"> <li>• Approved Process and Standard Operating Procedure</li> </ul>	2 days
9.	<p><b>Publish the documents</b></p>	<ul style="list-style-type: none"> <li>• Publish the documents to the Intranet based BPM Repository.</li> <li>• Publish the documents to the DPSA e-Learning Portal.</li> </ul>	<ul style="list-style-type: none"> <li>• Deputy Director – Data Warehouse</li> <li>• NSG Principal user</li> </ul>	<ul style="list-style-type: none"> <li>• Published Process and Standard Operating Procedure</li> </ul>	1 day

**LEGISLATION, POLICIES, PROCEDURES & OTHER DOCUMENTATION (i.e. SOPs)**



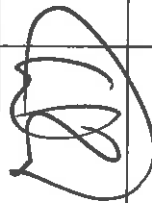
Document or Process Name	Description	Effective Date (if applicable)
<p><b>A Guide to the Project Management Body of Knowledge (the Guide to the PMBOK or the Guide)</b></p>	<p>The <b>Project Management Body of Knowledge</b> is a set of standard terminology and guidelines (a body of knowledge) for project management. The body of knowledge evolves over time and is presented in <i>A Guide to the Project Management Body of Knowledge</i></p> <p>It provides guidelines for managing individual projects and defines project management related concepts. It also describes the project management life cycle and its related processes, as well as the project life cycle.</p>	
<p><b>Public Service Regulations Act</b></p>	<p>Chapter 3 (33) describe the Operations Management Framework as the document which shall include (b) a list of all services provided by the department; (c) mapped business processes for all services; and (d) standard operating procedures for all services.</p>	<p><b>2015</b></p>

**ROCESS RISKS**

Risk Name	Risk Description	Probability (H/M/L)	Impact (H/M/L)	Control Description	System / Manual
<b>Shortage of staff</b>	The unit is only having one official; in the case of unavailability of the official, no one is taking the responsibility of monitoring the backups.	H	H	To motivate funds to advertise the Post in assistance of the current official.	Manual
<b>Unavailability of Client</b>	Non-availability of client on the agreed schedule lead to delay of the project.	H	H	Enforce commitment of the client to the project by making them the leaders of the project.	Manual



# AUTHORIZATION

Authorization:	Name:	Comments:	Signature:	Date:
Quality Checked By	N.A. Mazzi			11/16/07
Director : Management Information Services				
Recommended By	P.M Cherlyan	Recommended		12/16/17
Chief Information Officer				
Approve By	N. Baart	APPROVED		26/11/2007
Acting Head of the Department				
Distribution and Use of SOP	All CIO Directors, All CIO Deputy Directors, All CIO Assistant Directors.			