



Province of the
EASTERN CAPE
SOCIAL DEVELOPMENT

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

STANDARD OPERATING PROCEDURE: BUSINESS PROCESS MANAGEMENT

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

	DD: means Deputy Director
Key Performance Indicator	Number of Strategic Business Intelligence Reports Produced
Principles	<p>The following principles must be central in all the interventions with children in alternative care:</p> <ul style="list-style-type: none"> a) Confidentiality: means making sure that information is only seen by people who have the right to see it. b) Integrity: means making sure that information remains intact and unaltered. c) Availability: implies having access to your information when you need it.
Desired Performance	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"> Receive an email request of mapping a specific business process. Acknowledge the receipt of request. 	<ul style="list-style-type: none"> Client Deputy Director – Data Warehouse 	<ul style="list-style-type: none"> E-mail or Request Memo 	5 Minutes
2	Arrange Kick-off meeting	<ul style="list-style-type: none"> Send the meeting invitation. Book the venue. Convene the meeting to define project scope. 	<ul style="list-style-type: none"> Deputy Director – Data Warehouse 	<ul style="list-style-type: none"> Invitations Attendance register Minutes 	1 Day
3.	Gather Information and map draft of As Is Process	<ul style="list-style-type: none"> Collect information from the client with steps of how to perform the process. Map the draft As Is process according to the given information. 	<ul style="list-style-type: none"> Deputy Director – Data Warehouse 	<ul style="list-style-type: none"> Collected documentation Draft Mapped Process 	2 days
4.	Verify and confirm the mapped process	<ul style="list-style-type: none"> Send the meeting invitation for the confirmation of draft process. Book the venue. Present the Mapped Process. Verify and confirm the mapped process. If not correct, repeat step 3. If correct, map the To Be process. 	<ul style="list-style-type: none"> Deputy Director – Data Warehouse Client 	<ul style="list-style-type: none"> Invitations Attendance register Verified Mapped draft Process 	1 Day
5.	Document Information on the Standard Operating Procedure Document	<ul style="list-style-type: none"> Send the meeting invitation for the documentation of the SOP. Book the venue. List all activities of the process in the correct sequence Provide step by step procedures for each task Submit the document for recommendation signatures. 	<ul style="list-style-type: none"> Deputy Director – Data Warehouse Client Deputy Director – Data Warehouse 	<ul style="list-style-type: none"> Invitations (Outlook) Attendance register Documented Standard Procedure 	1 day
6.	Perform document quality checks	<ul style="list-style-type: none"> Quality Check the drafted documents. Correct or make additions where there is a need. 	<ul style="list-style-type: none"> Director - MIS 	<ul style="list-style-type: none"> Quality checked document 	2 days

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




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

Document or Process Name	Description	Effective Date (if applicable)
<p>A Guide to the Project Management Body of Knowledge (the Guide to the PMBOK or the Guide)</p>	<p>The Project Management Body of Knowledge 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>Public Service Regulations Act</p>	<p>Chapter 3 (39) describes 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>2015</p>

PROCESS RISKS

Risk Name	Risk Description	Probability (H/M/L)	Impact (H/M/L)	Control Description	System/ Manual
Shortage of staff	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
Unavailability of Client	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 Director : Management Information Services	N.A. Mezza			11/30/07
Recommended By Chief Information Officer	P.M. Chertan	Recommended		12/15/17
Approve By Acting Head of the Department	N.Beart	Approved		12/11/07
Distribution and Use of SOP	All CIO Directors, All CIO Deputy Directors, All CIO Assistant Directors.			