



Province of the
EASTERN CAPE
SOCIAL DEVELOPMENT

Approved Date	25-05-2022
Periodical review	Annual
Commencement date	25-05-2022
Review date	26-05-2023

STANDARD OPERATING PROCEDURE: DEVELOP BUSINESS PROCESS MAPPING AND SOP

Title of SOP	Develop Business Process Mapping and SOP
SOP Number	MIS-DW-04
Purpose 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.
Definitions	Terms and Acronyms: SOP: means Standard Operating Procedure DD: means Deputy Director AD: means Assistant Director Client: means any official who request the mapping of business process and development of SOP
Key Performance Indicator	Number of Information Management rendered

STEP BY STEP GUIDE						
DEVELOP BUSINESS PROCESS MAPPING AND SOP						
Nr	Task Name	Task Procedure	Responsibility	Time Frame	Supporting Documentation	Service Standard
1.	Submit the request	<ul style="list-style-type: none"> Submit an email request of mapping a specific business process. Assistant Director –Data Warehouse acknowledge the receipt of request. 	<ul style="list-style-type: none"> Client 	<ul style="list-style-type: none"> 1 day 	<ul style="list-style-type: none"> E-mail or Request Memo Acknowledgement receipt 	Develop all the requested process map and Standard Operating Procedure for the documentation Departmental services within 1month.
2.	Arrange Kick-off meeting	<ul style="list-style-type: none"> Send the meeting invitation. Book the venue. Deputy Director –Data Warehouse convene the meeting to define project scope. 	<ul style="list-style-type: none"> Admin Clerk 	<ul style="list-style-type: none"> 1 day 	<ul style="list-style-type: none"> Invitations Agenda Attendance register Minutes 	
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 collected information. Deputy Director –Data Warehouse verify the draft mapping if is aligned to the collected information. 	<ul style="list-style-type: none"> AD –Data Warehouse 	<ul style="list-style-type: none"> 1 day 	<ul style="list-style-type: none"> Convened meeting Collected information Draft Mapped Process 	
4.	Verify and confirm the draft mapped process	<ul style="list-style-type: none"> Admin Clerk send the meeting invitation for the confirmation of draft process. Book the venue. Present the Mapped Process. 	<ul style="list-style-type: none"> AD –Data Warehouse 	<ul style="list-style-type: none"> 1 day 	<ul style="list-style-type: none"> Invitations Agenda Attendance register Verified Mapped draft Process 	

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DEVELOP BUSINESS PROCESS MAPPING AND SOP						
Nr	Task Name	Task Procedure	Responsibility	Time Frame	Supporting Documentation	Service Standard
		<ul style="list-style-type: none"> Client verify and confirm the mapped process. If not correct, repeat step 3. If correct, map the To Be process. 				
5.	Develop Standard Operating Procedure	<ul style="list-style-type: none"> Admin Clerk send the meeting invitation for the documentation of the SOP. Book the venue. Document information in the Standard Operating Procedure template. List all activities of the process in the correct sequence. Provide step by step procedures for each task indicated in the process map. 	AD –Data Warehouse	<ul style="list-style-type: none"> 1 day 	<ul style="list-style-type: none"> Invitations (Outlook) Attendance register Draft Standard Operating Procedure 	
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. Assistant Director –Data Warehouse effect the corrections in consultation with the client. Draft and sign covering memo for SOP submission. 	<ul style="list-style-type: none"> DD - Data Warehouse 	<ul style="list-style-type: none"> 1 day 	<ul style="list-style-type: none"> Draft SOP document Quality checked SOP document 	

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DEVELOP BUSINESS PROCESS MAPPING AND SOP						
Nr	Task Name	Task Procedure	Responsibility	Time Frame	Supporting Documentation	Service Standard
		<ul style="list-style-type: none"> Admin Clerk submit the documents for recommendations and approval signatures. 				
7.	Recommend the Process map and Standard Operating Procedure	<ul style="list-style-type: none"> Recommend the Mapped process and SOP documents followed by relevant chief Director and the DDG. 	<ul style="list-style-type: none"> Director responsible 	<ul style="list-style-type: none"> 1 day 	<ul style="list-style-type: none"> Quality checked document Recommended Process map and Standard Operating Procedure 	
8.	Approve the documents	<ul style="list-style-type: none"> Approve the Mapped process and Standard Operating Procedure. 	<ul style="list-style-type: none"> HOD 	<ul style="list-style-type: none"> 1 day 	<ul style="list-style-type: none"> Recommended Process and Standard Operating Procedure Approved Process and Standard Operating Procedure 	
9.	Submit SOPs for dissemination	<ul style="list-style-type: none"> Submit the approved mapped process and SOP to the client for circulating to relevant stakeholders Submit the approved mapped process and SOP to DPSA National School of Government for publishing. Submit the approved mapped process and SOP to Deputy Director –IKM to be published in the intranet 	<ul style="list-style-type: none"> DD - Data Warehouse 	<ul style="list-style-type: none"> 1 day 	<ul style="list-style-type: none"> Approved Process and Standard Operating Procedure Published Process and Standard Operating Procedure 	

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10.	Monitor and report on mapped processes and developed SOPs	<ul style="list-style-type: none"> • Perform monthly and quarterly monitoring on received requests to ensure that they are attended as requested. • Verify the response time to the request. • Intervene where there is a bottleneck. • Refer challenges to the Director: MIS if it is above authority. • Compile and submit quarterly monitoring report to Director: MIS for Strategic planning reporting. 	<ul style="list-style-type: none"> • Deputy Director: DW 	<ul style="list-style-type: none"> • 1 day 	<ul style="list-style-type: none"> • E-mail or Request Memo • Mapped processes and developed SOPs monitoring report 	

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

Document or Process Name	Section or Document Description
Constitution of the Republic of South Africa (1996)	Chapter 10 Section 195 (1) states that Public administration must be governed by the democratic values and principles enshrined in the Constitution, including the following principles: (a) A high standard of professional ethics must be promoted and maintained. (b) Efficient, economic, and effective use of resources must be promoted.
Operations Management Framework 2016	Tool created by the Department of Public Service and Administration (DPSA) that provides structure and guidance to all public service managers in executing their operational responsibilities.
Public Service Regulations Act 2016	Chapter 3 (36) describe the Operations Management Framework as the document that must be established and maintained by the executive authority 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
A Guide to the Project Management Body of Knowledge (the Guide to the PMBOK or the Guide)	<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>
Promotion of Access to Information Act, 2000 (Act No. 2 of 2000)	Gives effect to right of access to information held by the Government or a private body required for the exercise or protection of any rights.


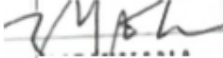
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ROCESS RISKS

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 continuity of service.	H	H	Director: MIS to motivate for funds to advertise another position for the subunit.	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

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AUTHORIZATION

Authorization:	Name:	Comments:	Signature:	Date:
Recommended by: Acting Director: Management Information Services	L.L.Poti	Recommendation is required for this SOP		03/08/22
Recommended by Acting Chief Information Officer	M.Gazi	Recommended to support the implementation of the reviewed IT policies		08/08/2022
Deputy Director General – Developmental Social Services	N.Z.G Yokwana	Recommended		17/08/2022
Approve By Head of the Department	M.Machemba	Approved		25/05/2022
Distribution and Use of SOP	All CIO Directors, All CIO Deputy Directors, All CIO Assistant Directors.			