

Information Technology Policy

Process Template

Number

OPD-BUS010C

Effective Date

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Category

Business

Supersedes

All Prior Versions

Contact

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1. Purpose

The purpose of this supplemental document is to provide a standardized template for documenting processes.

2. Template

Template begins on next page.

Process Title

pennsylvania
OFFICE OF ADMINISTRATION



[Insert Agency logo here]

Version: 1.0
Date: xx/xx/xxxx

Revision History

Below is a document history log which includes each change that was made to this document, who made the change, and the date of the change. The first final version of the document is version 1.0. Subsequent updates to the document will be numbered v1.1, v1.2, v1.3, etc. Any significant changes (i.e., the addition of a new section or the removal of an existing section) will be numbered v2.0, v3.0, etc.

Version	Date	Description	Author
1.0	xx/xx/xxxx	Initial Draft	

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1. Purpose

Describe the purpose of this process.

2. Scope

Describe the individuals or entities required to adhere to this process.

3. Definitions and Acronyms

Define any terms or acronyms used in this process that would not be considered common knowledge.

<u>Term</u>	<u>Acronym</u>	<u>Definition</u>
Term #1	Acronym (if applicable)	Definition of the term
Term #2	Acronym (if applicable)	Definition of the term
Term #3	Acronym (if applicable)	Definition of the term
Term #4	Acronym (if applicable)	Definition of the term

4. Policies

List any supporting or related Policies and Management Directives. Provide an explanation of how they impact this process.

5. Roles and Responsibilities

Definitions and responsibilities for general roles such as Process Owner, Process Manager, Process Practitioner, Process Analyst, and Process Architect can be found in ITP-BUS010 *Business Process Management Policy*

Instructions for Use: List all roles involved in this process. For each provide a profile, list of responsibilities, and description of their authority as it pertains to this process.

5.1 Role #1

Profile	Provide a brief description/profile of this role.
Responsibilities	<ul style="list-style-type: none"> • Responsibility 1 • Responsibility 2 • Responsibility 3 • Responsibility 4 • Responsibility 5 • Responsibility 6
Authority	Provide a description of the authority this role has in regards to this process.

5.2 Role #2

Profile	Provide a brief description/profile of this role.
Responsibilities	<ul style="list-style-type: none"> • Responsibility 1 • Responsibility 2 • Responsibility 3 • Responsibility 4 • Responsibility 5 • Responsibility 6
Authority	Provide a description of the authority this role has in regards to this process.

5.3 Role #3

Profile	Provide a brief description/profile of this role.
Responsibilities	<ul style="list-style-type: none"> • Responsibility 1 • Responsibility 2 • Responsibility 3 • Responsibility 4 • Responsibility 5 • Responsibility 6
Authority	Provide a description of the authority this role has in regards to this process.

6. RACI

This RACI model is used to clarify operational roles, responsibilities, and relationships; define levels of accountability; and coordinate participation in the [INSERT PROCESS NAME] Process.

Instructions to Complete: List the activities involved in the process in the leftmost column of the RACI Matrix below. Next list the individuals, roles, or entities involved with the process as the column headings for the matrix. All individuals, roles, or entities who would be responsible, accountable, consulted, or informed in the course of this process should be added as a column heading in the matrix. Once all the tasks and people are listed in the matrix the remainder of the table can be populated by going row by row and identifying the individual(s) that would be accountable, responsible, consulted, or informed for each task:

R – Responsible – Those who perform an activity or decide to complete an activity. Responsibilities may be shared.

A – Accountable – The individual who is ultimately accountable for the correct and thorough completion of an activity. There is only one person accountable for each activity.

C – Consulted – Those who need to be consulted or provide input before an activity is performed or a decision is made.

I – Informed – Those who need to be informed as or after an activity is performed or a decision is made. For example, they may receive outputs from an activity or need to be kept up to date on progress or completion of an activity.

Activity	Person, Role, or Entity	Person, Role, or Entity	Person, Role, or Entity	Person, Role, or Entity	Person, Role, or Entity	Person, Role, or Entity	Person, Role, or Entity
Activity #1							
Activity #2							
Activity #3							
Activity #4							
Activity #5							
Activity #6							

7. Process

7.1 Process Overview

Provide a high-level summary of the process. What is it meant to accomplish? Why is it important? How does it align with the goals and objectives of the organization? How does it process fit with other related processes? Etc.

7.2 Process Diagram

Insert a workflow diagram, process map, swimlane diagram, SIPOC diagram, value stream Map, or other graphical representation of the process.

7.3 Process Explanation

In the table below add a detailed description and the owner for each step in the process. This should correspond with the diagram in section 7.2.

Step	Description/Details	Owner
1		
2		
3		

8. Metrics

Utilize the table below to document any metrics that will be measured and reported on regarding this process.

Metric Name	Description	Frequency

9. Appendix

Add any other relevant supporting documentation, diagrams, references, etc.

This chart contains a history of this publication’s revisions. Redline documents detail the revisions and are available to CWOPA users only.

Version	Date	Purpose of Revision
Original	06/27/2022	Base Document