

# Frontier's 360° As-Is Process Capture Completeness

## EXAMPLE DUE DILIGENCE FOR A CURRENT STATE PROCESS

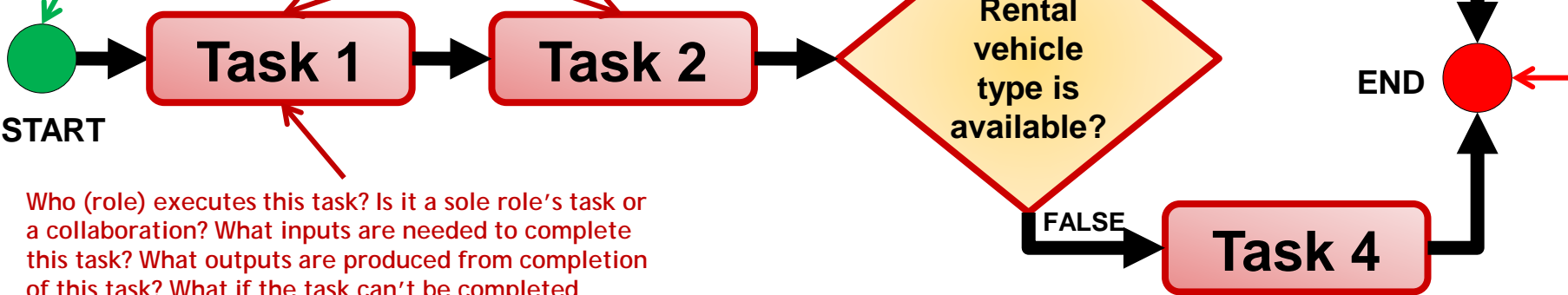
What starts this workflow? A business event? A data event? A person? An external system (web service, message)? Newly acquired knowledge? What information/resources are needed to begin this workflow?

Is this task a series of smaller tasks? Is this task mandatory?

What business work or information is created or modified when this process ends? Does the process actually end or does it call another process? What if the process fails/aborts/ends prematurely?

Is this a process control rule or another type (computational, situational, judgment)? What business policy does this support? What if the rule fails? Are there only two paths? Is this rule used elsewhere?

Is the sequence of Task 1 and Task 2 correct? Can Task 2 be executed before Task 1? Does it matter in what order they are executed?



Who (role) executes this task? Is it a sole role's task or a collaboration? What inputs are needed to complete this task? What outputs are produced from completion of this task? What if the task can't be completed (reasons)? What automation supports this task? Is it a system task, a manual user task or a user task supported by automation? Can this task be triggered by an event? If so, what is/are the event(s)?

PROCESS-LEVEL QUESTIONS: Who owns this process/workflow? Is it followed accurately or is this the "ideal scenario"? When changes are made, who verifies/validates these? What are this process/workflow's dependencies? How many roles use this process? Does this process depend on external organizations? Is it customer-facing?