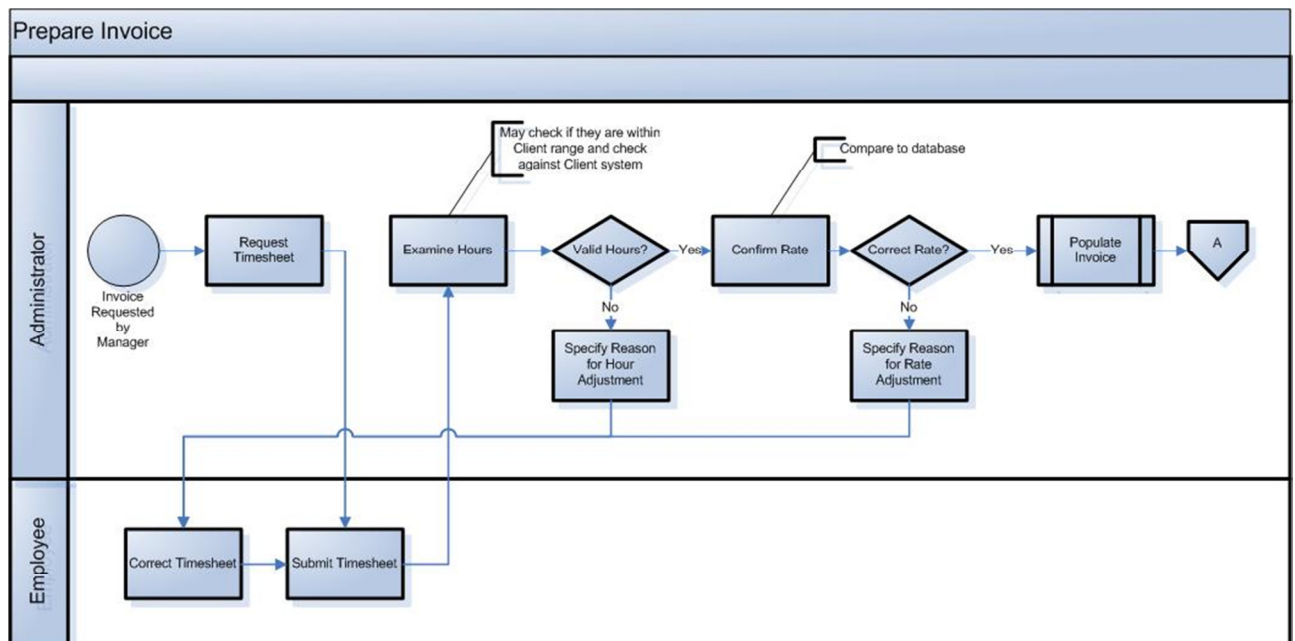


## Process Mapping Example

### Process Model

The diagram below is an example of the kind of process models that Procentrica create. This model was done in Microsoft Visio. Clients usually choose to have their processes described in Visio because they are easy to maintain after the project. We can, however, use a number of industry-wide packages, according to the client's preferences. The notation used is a hybrid between Workflow and BPMN. We find that this is the easiest notation to communicate to stakeholders because it is simple enough to understand and yet complex enough to hold all the required information. Modeling can, however, be done according to the latest BPMN standard or IDEF0 standard.



### Process Model Description

The following model description will accompany the model so that the diagram is clear in the minds of the reader:

The Prepare Invoice Process is triggered by a request from the Manager for an invoice. Once the request arrives, the Administrator will request a timesheet from the Employee. The Employee will submit a timesheet for the month and the Administrator will check the validity

of hours in the timesheet. He will check if the hours are reasonable, within the range specified by the Client and whether they correlate to the Client's system. If the hours on the timesheet are not valid, then the Administrator will specify the reason why the hours need to be adjusted. The Employee will correct the timesheet, submit the timesheet and so the cycle continues.

If the hours are valid, the Administrator confirms at what rate the Employee is charged out at. The Administrator will check this against the internal database which is always up-to-date. If the rate is not correct, then the Administrator will specify the reason that the rate needs to be adjusted. The Employee will then correct the timesheet, submit the timesheet and so the cycle continues. If the rate is correct then the invoice will be populated. More detail can be found in the Populate Invoice Process. The Prepare Invoice Process continues on the next page.