

Constraining business process

Question: In the business layer, one of the concepts is business process. But how does one distinguish a business process, and how is it being constrained?

Solution: Apply the following heuristics to distinguish business processes:

- A business process is triggered by a business event, and ultimately delivers a service or product for a customer, or partial products or partial services that are used as part of a services or product for a customer.
- Divide a process in phases that are being treated sequentially. Examples of phases are request, handling and after sales. Such a phase often coincides with a process or function within the organization. An often found pattern of phases is the value chain. You can recognize phases by the assignment of actions to different actors, combined with a timing sequence between the actions.
- Group actions based on the time that they happen (online- or batch processing, daytime or nighttime).
- Divide a process in parts based on the knowledge and skills that are required to execute certain actions. This can be deduced from the required functions that are tagged for each task.
- Divide a process in parts based on geographical boundary (physical location) where the activities take place, for example a region.
- Divide a process in sub processes that can be executed independently. This can occur where multiple (partial) products are being delivered.
- Distinguish partial processes that occur more than once. These common partial processes can be generalized and reused.
- Distinguish partial processes that are repeated as a whole.

Consequences: Not applicable.

Alternatives: Not applicable.

Relationships with other good practices: Not applicable.