**Business Process Reengineering**

**Center of Excellence**

**U.S. Army Shared Services Center**

**Process Map Template**

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**<<Enter Date>>**

Version 1.0

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**BPMN**

The Business Process Modeling Notation (BPMN) is the standard modeling convention and guide leveraged in the SOP to develop process maps. Below provides a template of the generic symbols used in a process map.



**Process Map Narrative**

Along with process maps, it’s advisable to include process narratives when deemed appropriate. Process maps are intended to capture the main activities for a process, not the details, or caveats. The detail, clarifications, caveats should be appropriately mentioned in a process narrative, whether in paragraph form or a table (as seen below).

|  |  |  |
| --- | --- | --- |
| **Process Details** | | |
| **#** | **Activity** | **Description** |
|  |  |  |
|  |  |  |
|  |  |  |

Here is an example of a process map and narrative:



|  |  |  |
| --- | --- | --- |
| **Process Details** | | |
| **#** | **Activity** | **Description** |
| 1.1 | Check Participants Availability | Check the participants availability by either calling, e-mailing, or viewing their MS Outlook calendar. |
| 1.2 | Check Conference Room Availability | Check the conference room availability by either checking the Resource tab within the MS Outlook calendar or contacting the conference room administrator. |
| 1.3 | Send Calendar Invite | Send the calendar invite to the participants providing them the time, location, and a brief description about the purpose of the meeting. |