

BUSINESS PROCESS SERVICES DATASHEET



SERVICE DESCRIPTION:

Effective processes are essential to a successful business. Before engaging in Business Process Outsourcing (BPO) or Business Process Automation (BPA), an Enterprise needs to understand its processes and validate them with what they want to achieve – e.g. introduction of new technology or services.

CACI Network Services provides experienced consultants specifically skilled in discovering, describing and improving processes in small, medium or large enterprises as part of its Business Process Service (BPS).

We can analyse your business activities to ensure that desired outputs are delivered in the most efficient manner possible. Following optimisation, we will document and analyse each individual process, making recommendations for streamlining and removing unnecessary steps where appropriate.

We can further help with implementation, baselining and optimisation using process metrics.

Whether you're at Capability Maturity Model Level 1 (Initial), where work is unpredictable and reactive or, Level 2 (Managed), where projects are planned, performed, measured, and controlled; we can help you to make steps along the path to level 5 (Optimising).

Whatever the starting point of your processes, CACI can make them better, saving you time, money and management effort.

KEY FEATURES

- Our consultants are experienced IT practitioners with a deep understanding of the relevant business domain
- Our approach is open, iterative and collaborative
- The service can cover technical and non-technical aspects of the Enterprise
- We will provide practical and actionable recommendations
- We use established industry frameworks including ITIL and TMF Framework eTOM

KEY BENEFITS

- Easy Business Requirement Management
- Have a defined Target Operating Model
- Close gaps and deficiencies in your business processes
- Optimise "To-Be" processes as a basis for business improvements, RFPs and contracts
- Clear local work instructions to ensure staff can perform their roles more effectively
- Gain an impartial and unbiased view of the effectiveness of customers business processes
- Be more focussed on core business activities

Our services can be delivered at a Gold, Silver or Bronze level depending on your need.
Contact us now to find out more.

CACI

BUSINESS PROCESS SERVICE CHARACTERISTICS



WHAT'S INCLUDED?

PROCESS CONSULTANTS			
Recruited, selected and trained by CACI (Permanent)	Yes	Yes	Yes
Recruited and selected by CACI (contractor)	Yes	Yes	Yes
BCS Business Analysis certified	Yes	Yes	Yes
ITIL Foundation/ Practitioner certified	Yes	Yes	Yes
Frameworkx eTOM certified	Yes	Yes	Yes
TOOLS AND SYSTEMS			
Use customer provided laptop and applications if required	Yes-preferred	Yes-if required	Yes-if required
Use CACI provided laptop with MS Office 365, MS Visio Professional/Plan 2 supporting BPMN 2.0, MS Project if required	Yes-if required	Yes-preferred	Yes-preferred
Use customer provided hosted process documentation tools such as ARIS, Signavio, etc	Yes-required	Yes	Yes
Use CACI provided hosted process documentation tools such as ARIS, Signavio, etc	No	Yes-if required	Yes
Use CACI provided advanced analysis tools such as Biztalk/ Azure and Informatica	No	Yes-if required	Yes
Utilise customer provided process automation tools	Yes	Yes	Yes
Utilise CACI provided process automation tools	No	Subject to discussion	Subject to discussion
TOOLS AND SYSTEMS			
Analysis of Executive Business Outcomes / Objectives	Yes	Yes	Yes
Analyse high level business unit and recommend the best organisation structure for success.	Yes	Yes	Yes
Document as-is processes, and baseline so future improvements can be measured	Yes	Yes	Yes
Analyse as-is processes and recommend to-be processes	Yes	Yes	Yes
Document process automation tool interaction points	Yes	Yes	Yes
Create to-be process definition document	Yes	Yes	Yes
IMPLEMENTATION			
Participate in acceptance testing of process automation tools	Yes	Yes	Yes
Support creation of working level instructions	Yes	Yes	Yes
Train staff in new processes	Yes	Yes	Yes
Process cutover support	Yes	Yes	Yes
Post Cutover Evaluation	Yes	Yes	Yes
Lessons Learned	Yes	Yes	Yes
Delivery Assurance Level*	Bronze	Silver	Gold