

# mSCOA WORKSHOP

Tshwane Council Chambers – Centurion

## *Regulations for Modelling of Business Processes*

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Presented by  
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# Setting the Scene

## Section 57

- Define 15 business processes

The 1st question we have to answer, is WHAT do we want to achieve and WHY do we need to do it?

Anyone can model business processes, but that doesn't mean that it is of any value to anyone else than the "immediate" owner of those processes.

We have technology and infrastructure at our fingertips – but still we greatly lack when it comes to:

- re-usability
- efficiencies
- effectiveness, and
- willingness to share information.



# Our Challenges

- Selecting the Team
- Learning and Understanding
  - Modelling tool
  - the process standards & methodology
- Understanding the mSCOA as a deliverable
  - Terminology used
  - Different streams – e.g. processes, integration, refinement, As-Is, To-Be, etc.
  - New systems being rolled out.
  - Involving entities and 3rd party vendors
- Stakeholders
  - All departments
  - SCOA is not a priority
  - Not want to take responsibility or accountability
- Environment complexity
  - 22 Customer Care Areas(CCA's)
  - 27 Departments
  - Standardised processes ( history, culture, maturity)

# Regulations: Guidance (1)

- Breakdown of business process streams
- Provide a list of possible process names per business area
  - SCM : Tender Evaluation Process
  - SCM: Adjudication of Tenders
- Modelling standards and guidelines – a quick reference guide



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# Regulations: Guidance (2)

## Process Standards

The most important guideline that should be promoted by NT Regulations are the “Look and Feel” of a business process.

The most valuable guidelines should include the following:

- What is the definition of a business process.
- What is the logical start and end of a business process.
- What are the notations to be used when describing a function, event, decision, etc.
- What are the objects to be used when modelling a process.



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# Regulations: Guidance (3)

## Process Questions

Most importantly, WHAT information do we need to present in these processes?

How do we know we have addressed all the relevant aspects of a business process?

Have I addressed all the important questions: 5W? & H?

Identify issues, concerns, gaps, problems and proposals for improvements.



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# Regulations: Guidance (4)

## Process Levels

- Ensure that the processes are categorised into different levels of details, e.g.
- Level 3 :
  - High level end-to-end business process
- Level 4 :
  - Detail process indicating the business hand-offs and
  - integration between different organisations / roles / disciplines.
- Level 5 :
  - Provide detail steps and
  - system functions being used to complete each one of the smaller portions of the process
- This will enable the grouping of homogeneous (uniform) processes together – to ensure that we have an end-to-end view of the business scenario being covered.

# Regulations: Guidance (5)

## Process Sharing

National Treasury should provide a database where copies of all completed processes are saved.

- BA's could access these – as a baseline or point of reference.
- A contact list - information could be shared.

Municipalities should also be categorised according to their size - as operational activities do differ from a small to a large metro



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# EMM Process Phase Status

## Phase 1 - completed end August 2016

- Municipal budgeting, planning and financial modelling
- Procurement cycle
- HR: Selection & Recruitment
- Payroll
- Asset Management

## Phase 2 – to be completed end November 2016

- Revenue cycle
- Customer Care
- Valuation Roll

## Phase 3 – to be completed end March 2017

- Corporate Governance
- Costing & Reporting
- Project Accounting
- Treasury & Cash Management
- Grant Management
- Real Estate & Resource Management
- Land Use & Building Control Management



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# EMM Process Phase 1 Summary

Main Stream	Process Streams	Total Processes
Municipal budgeting, planning and financial modelling	CAPEX Budget	11
	OPEX Budget	9
	IDP & SDPIP Planning	2
Procurement cycle	Petty Cash	4
	Expenditure Management	7
	SCM	37
HR	Selection & Recruitment	18
Payroll	Payroll	25
Asset Management	Movable Assets	9
	Immovable Assets	7
<b>TOTAL</b>		<b>129</b>

# Questions?

*Let the processes speak for themselves ..... ☺*



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