

## Guidelines for Process Models

### Best practices:

- Title the diagram with process name, As-Is or To-Be, and the viewpoint (if appropriate)
- Place starting point in the upper-left corner.
- Diagram from left to right or top to bottom.
- Keep alternate flows in the same direction if possible.
- Use an annotation symbol to add supporting text.
- Gateways or decision points should imply a question or business rule.
- Gateways or decision points should not directly update data.
- Gateways can be used to represent parallel activities.
- Every process should have an input and an output.
- Information should flow into a process from the left-hand side when possible.
- Information should flow out of a process from the right-hand side when possible.
- Test the validity of the diagram using sample data.
- Highlight the "happy path" with color or shading, or put it on a separate diagram.
- Don't diagram obvious activities (e.g., how to make a phone call).
- Make your diagram "just good enough".

### Process models should answer the following questions:

- What steps are performed to accomplish this process?
- What information is used?
- Who performs each step?
- Where is each step performed?
- Are there delays or specific timeframes for each step?
- What rules govern each step? Are there exceptions?
- How is the work monitored or measured?