**[Insert Department Name]**

**Current State Assessment**

**[Insert Project Name]**

Version History

| Version # | Date | Author | Key Differences |
| --- | --- | --- | --- |
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Introduction to the Current State Assessment Template

The Current State Assessment Template serves multiple purposes. It is used to document and communicate a number of elements associated with the business process affected by the proposed project including:

* Current state business process models
* Customer needs
* Business process issues
* Leading practices
* Benchmarks
* Prioritized opportunities
* Baseline performance.

Additionally, this assessment is useful for the development of the Project Charter by providing required data for establishing project scope, project baseline, and a rough order of magnitude (ROM) estimated budget.

Template style conventions are as follows:

| Style | Convention |
| --- | --- |
| Normal text | Indicates placeholder text that can be used for any project |
| [Instructional text in brackets] | [Indicates text that is be replaced/edited/deleted by the user] |
| *Example text in italics* | *Indicates text that might be replaced/edited/deleted by the user* |

As you complete the template, please remember to delete all instructional text (including this section) and update the following items, as applicable:

* title page
* version history
* table of contents
* headers
* footers

Update the document to a minor version (e.g., 1.1, 1.2) when minimal changes are made and a major version (e.g., 2.0, 3.0) when significant changes are made.

# Introduction

[The Current State Assessment formally documents and communicate the conditions of current state business processes including:

* Current state business process models
* Customer needs
* Business process issues
* Leading practices
* Benchmarks
* Prioritized opportunities
* Baseline performance

Together these elements establish the case for change and help to develop the Project Charter. In this section, describe the purpose of the Current State Assessment, its scope, and objectives.]

*This Current State Assessment describes the current state of the [Business Process(es] of the [organization name]. Included are the Business Processes under consideration, important Customer/External Stakeholder needs, current business process issues identified, current priorities identified, and the baseline performance of these business processes. The objectives of the Current State Assessment is to formally document these elements as the basis for the proposed project.*

# Current State Business Processes

[This section captures each business process affected by the proposed project. Models for each business process are created according to the guidance and template provided in the Business Process Modeling Tool. Once complete, place each model and narrative below.]

## [Business Process Name and Unique Identifier]

[Place the first business process model here. An example of a model is presented below:]



[Place the narrative associated with the business process model here. An example of a narrative is presented below.]

| ***Process Steps*** |
| --- |
| *Number* | *Name* | *Description*  |
| ***Business Unit (A)*** |
| *A1* | *Identify Commodity Code* | *The business unit identifies the appropriate commodity code.*  |
| *A2* | *Perform Budget Check* | *The business unit performs a budget check to determine if the good/service is within budget.*  |
| *A3* | *Under Budget?*  | *If the good/service is over budget, the business unit must obtain supervisor approval. If it is within budget, the unit completes and submits the requisition form to the Purchasing department.*  |
| *A4* | *Obtain Supervisor Approval* | *The supervisor must approval the requisition request if it is over budget.*  |
| *A5* | *Complete and Submit Requisition Form* | *The business unit submits the requisition request to the Purchasing department.*  |
| *A6* | *Update Requisition Form* | *The business unit must update and re-submit the requisition request if it is rejected by the Purchasing department.*  |
| ***Purchasing Department (B)*** |
| *B1* | *Review Requisition Request* | *The Purchasing department reviews the requisition request for characteristics such as accuracy and completeness.*  |
| *B2* | *Approve?* | *The Purchasing department approves or rejects the requisition request. If rejected, the request is sent back to the business unit to update.*  |

| ***Process Triggers***  |
| --- |
| *Number* | *Name* | *Description* |
| *1* | *Business Need* | *A business need for goods or services triggers the requisition request.* |

| ***Policies and Regulations*** |
| --- |
| *Number* | *Name* | *Description* |
| *1* | *Policies and Procedures* | *The agency’s internal purchasing policies and procedures mandates that all purchase requests must be approved by Purchasing. Purchase requests must be reasonable, allowable, accurate, and complete.* |
| *2* | *Policies and Procedures* | *The agency must comply with State of California mandates regarding the purchase of goods and services.* |

| ***Supporting Systems*** |
| --- |
| *Number* | *Name* | *Description* |
| *1* | *Purchasing System* | *The agency uses System One, a web-based purchasing system, in order to submit, approve, and track purchase requests and orders.*  |

]

## [Business Process Name and Unique Identifier]

[Place additional business process models and narratives as additional individual subsections.]

# Customer Needs

[To complete this section, enter the elements in the table below, including:

* **Business Process ID** – Enter the ID of the business process to which the Customer need is related. Multiple IDs may be entered for a single need.
* **Need ID** – Create an ID for each Customer need.
* **Customer Need Description**– Provide a complete description of the Customer need.]

| Business Process ID | Need ID | Customer Need Description |
| --- | --- | --- |
| *1.1* | *1* | *The service agent should be able to resolve a customer’s needs during the first call.* |
| *1.2* | *2* | *The application should be processed within 24 hours.* |
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# Leading Practices

[To complete this section, enter the elements in the table below, including:

* **Business Process ID** – Enter the ID of the business process to which the leading practice is related.
* **Leading Practice ID** – Create an ID for each leading practice.
* **Organization Name** – Provide the name of the organization.
* **Leading Practice Description** – Provide a description of the leading practice.]

| Business Process ID | Leading Practice ID | Organization Name | Leading Practice Description |
| --- | --- | --- | --- |
| *1.1* | *1* | *State of Utah* | *Utah has a process whereby it sets minimum maintenance standards for all agencies in the executive branch and conducts an audit to determine whether the agencies have created adequate plans to meet these minimum standards.* |
| *1.2* | *2* | *State of Minnesota* | *Along with the Department of Finance, which manages the capital budget system, the Department of Administration reviews and comments on all capital requests. Agencies may then clarify or correct their proposals, based on those comments.* |
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# Benchmarks

[To complete this section, enter the elements in the table below, including:

* **Business Process ID** – Enter the ID of the business process to which the benchmark is related.
* **Benchmark ID** – Create an ID for each benchmark.
* **Organization** – Provide the name of the organization.
* **Benchmark Description** – Provide a complete description of the benchmark metric.
* **Current Value** – Provide the organization’s current value for the benchmark metric.
* **Target Value** – Provide the organization’s target value for the benchmark metric.
* **Target Timeframe** – Provide the organization’s timeframe for meeting the target.]

| Business Process ID | Benchmark ID | Organization Description | Benchmark Description | Current Value | Target Value | Target Timeframe |
| --- | --- | --- | --- | --- | --- | --- |
| *1.1* | *1* | *Texas Department of Insurance* | *Percent of Call Abandonment – the number of callers that hang up before they are connected to an agent divided by the number of callers that are connected to an agent* | *10%* | *5%* | *1 year* |
| *1.2* | *2* | *New York Department of Human Resources* | *Applications per Day – the number of applications processed per 24 hours* | *24* | *35* | *2 years* |
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# Business Process Issues

[To complete this section, enter the elements in the table below, including:

* **Business Process ID** – Enter the ID of the business process to which the business process issue is related.
* **Issue ID** – Create an ID for each business process issue.
* **Business Process Issue Description** – Provide a complete description of the business process issue.
* **Impact** – Provide the impact made by the business process issue.
* **Causes and Notes** – Provide any information regarding underlying causes of the issue.]

| Business Process ID | Issue ID | Business Process Issue Description | Impact | Causes and Notes |
| --- | --- | --- | --- | --- |
| *1.1* | *1* | *Customer calls often come into the wrong department causing customer frustration and wasted effort.* | *Customer frustration levels are high leading to complains and dropped calls.* | *The department names on the website are out of date.* |
| *1.2* | *2* | *Applications are often submitted without the required identification field completed.* | *Applicants are unaware their applications are incomplete and often miss application deadlines.* | *The requirements listed on the application are unclear.* |
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# Prioritized Improvement Opportunities

[To complete this section, enter the elements in the table below, including:

* **Business Process ID** – Enter the ID of the business process to which the business process issue is related.
* **Opportunity ID** – Create an ID for each improvement opportunity.
* **Priority Level** – Enter the priority level assigned to the improvement opportunity.
* **Improvement Opportunity Description** - Provide a complete description of the improvement opportunity.]

| Business Process ID | Opportunity ID | Priority Level | Improvement Opportunity Description |
| --- | --- | --- | --- |
| *1.1* | *1* | *High* | Automate incoming call distribution. |
| *1.2* | *2* | *Medium* | Require customer applications to pass quality control prior to submission. |
|  |  |  |  |
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# Performance Baseline

[To complete this section, enter the elements in the table below, including:

* **Business Process ID** – Enter the ID of the business process corresponding to the baseline value.
* **Performance Metric ID** – Enter the ID for the performance metric corresponding to the baseline value.
* **Performance Metric Description** – Provide a complete description of the performance metric corresponding to the baseline value.
* **Baseline Value** – Enter the current, baseline value for the performance metric.
* **Baseline Date** – Enter the date the baseline value applies to.]

| Business Process ID | Performance Metric ID | Performance Metric Description | Baseline Value | Baseline Date |
| --- | --- | --- | --- | --- |
| *1.1* | *1* | Percent of Call Abandonment – the number of callers that hang up before they are connected to an agent divided by the number of callers that are connected to an agent | 14% | 8/30/2017 |
| *1.2* | *2* | Applications per Day – the number of applications processed per 24 hours | 18 | 8/30/2017 |
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