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| **Template Overview** |
| The purpose of this document is to facilitate the documentation of business processes, the critical information captured, required resources, and key systems for each department and their respective sections/offices.  This document facilitates the documentation of the following:   * Functional description of each Department’s processes to provide the audience with an understanding of the purpose and scope of each process * List of business process triggers & dependencies that impacts the initiation and outcome of this process * List of process descriptions business rules that governs each process * List of process input required to start the process and the outputs received during and at the conclusion of this process * List of actions that are created or impacted by the execution of each process * List each step performed in this process and associate to the existing interfaces, resources, and systems that support this process * List of known critical linkage to other offices, departments, and external agencies * List of required and state mandated reports as it relates to each process * List of areas of concerns or improvements within each process * Documented requirements for public access * Document the required SLA for executing each process from initiation to completion * List all exceptions that can occur and cause this process to deviate from its’ normal flow |
| **Template Instructions** |
| With a team or individually, complete each section of this template by providing the requested information. Information presented in gray text should be used as a point of reference for eliciting your own response. Delete these examples and replace them with your own response. Save the documented process with the file name **Process ID\_Process Name\_Version (example: 1.0\_Intake Process\_V1.0).** |

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| **Organizational Overview** |
| **Enter a brief Description of the Court’s purpose and key responsibilities.**  ***For example:***  *The Clerk of Court is the official record keeper and fiduciary agent for TBD Court. The functions of the Clerk of the Court satisfy more than xxx state statutes and court rules associated with Civil Matters.*  *Among the Office’s responsibilities are to:*   * *Provide public access to the records of the Court in the County;* * *Attend each Court session to record the actions of the court;* * *Are the official record keeper of any Court action in civil, adoption, criminal, and Real Estate matters* * *Collect and disburse court-ordered fees, fines, and victim restitution;* * *Receive, distribute, and preserve official court documents;* * *Store exhibits for court cases;* * *Issue and record name changes;* * *Process passport applications.* |

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| **Department / Court** | **Function/Purpose** | **Processes** *(Input inventory of major processes here. Each subject process related to ADR/ODR will be detailed in later sections)* | **Staffing Level** |
| *Enter court name here.* | *The Clerk of XXX Court is the official record keeper and fiduciary agent for Superior Court. The functions of the Clerk of the Court satisfy more than XX state statutes and court rules.* | *Input a short description of each major process area below.*   * Civil Process – Landlord Tenant Disputes * Civil Process – Child Custody * Daily Financials * Monthly Financials * Registry * Appeal / Transfer * Request for Service * FIFA | **Total: XXX**  **Judges: XXX** |

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| **Process Control Information** | | | | | | | | |
| **Business Process Number/ Department** | | **Business Process Name** | | | | | | **Version** |
| 1.x – *(Example: Superior Court – Civil Division)* | | Enter business process short description from process inventory above here. Each section should be used to describe a single business process. (For example: Civil Process - Landlord Tenant Disputes) | | | | | | **XX**  (Ex:1.0) |
| **Documented By** | | Enter the name of the person(s) or team(s) that gathered and organized the information in this document. | | | | **Date Documented** | | (MM/DD/YY) |
| **Last Updated By** | | Enter the name of the person(s) or team(s) that made a revision to this document last. | | | | **Last Revision Date** | | (MM/DD/YY) |
| **Process Overview** | | | | | | | | |
| **Functional Description** | | Provide a description of the purpose and objectives for this business process. Replace the example provided below.  The Landlord Tenant Disputes process provides a legal platform for landlords and tenants to revolve various issues including upkeep and repair issues, non-payment of rent, fiduciary negligence by landlord and potential eviction. This process provides the legal means to resolve these disputes in accordance with the laws of the state and county. | | | | | | |
| **Triggers** | | What triggers the initiation of this process listed above?  Example: Complaint filed by a party. | | | | | | |
| **Dependencies** | | What are the internal and or external dependencies for this process?  Example: List of external systems, justice partners, service providers) | | | | | | |
| **Business Rules** | | Describe the business rules associated with this process.  (Example: Time constraints or objectives) | | | | | | |
| **Input / Output** | | **INPUT:**   * What are the required inputs for this process?   Example: Supervision Case | | | **OUTPUT:**   * What are the expected outputs for this process?   Example: Case Monitoring, Time standards, Reports | | | |
| **Next Action** | | What happens when this process is completed?  Example: Court Case opened and request for service sent to process servers. | | | | | | |
| **Critical Linkages to Other Offices** | | Are there any critical linkages to other offices/entities for this process?  Example: Clerk’s office, Sheriff’s Office | | | | | | |
| **State Mandated Reports** | | List any state mandated reports utilized as part of this process?  Example: Compliance Reports | | | | | | |
| **Areas of Concerns** | | List any areas of concern or gaps identified for this process. | | | | | | |
| **Public Access** | | Does this process require public access? If so, confirm the methodology and procedure provided? | | | | | | |
| **Interfaces** | | Provide the details of any interfaces related to this process. | | | | | | |
| **Current State “As Is” Process Details** | | | | | | | | |
| **No.**  *(Process Sequence)* | **Process Step**  *(The actual action(s) performed, in sequential order, to achieve the objective of this process.)* | | **Software/System Used & Purpose**  *I.e.: (CMS, Access, Excel, eFile, Lexus Nexus, paper)* | **System Interfaces Used & Purpose**  *I.e.: (CMS, Access, Excel, eFile, Lexus Nexus, paper)* | | | **Actor**  *(Who performs this step in the process?)* | |
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| **Process SLA** | (The amount of time required to execute the process steps listed above, from initiation to conclusion. For example: two business days) | | | | | | | |
| **Exceptions** | (List any unique scenarios that would cause a user to deviate from the normal flow of this process. For example: Received an urgent request from a commander.) | | | | | | | |
| **Draft - Future State “To Be” Process Details** | | | | | | | | |
| **No.**  *(Process Sequence)* | **Process Step**  *(The actual action(s) performed, in sequential order, to achieve the objective of this process.)* | | **Software/System Used & Purpose**  *I.e.: (CMS, Access, Excel, eFile, Lexus Nexus, paper)* | **System Interfaces Used & Purpose**  *I.e.: (CMS, Access, Excel, eFile, Lexus Nexus, paper)* | | | **Actor**  *(Who performs this step in the process?)* | |
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| **Process SLA** | (The amount of time required to execute the process steps listed above, from initiation to conclusion. For example: two business days) | | | | | | | |
| **Exceptions** | (List any unique scenarios that would cause a user to deviate from the normal flow of this process. For example: TPO in place this matter must go before a judge.) | | | | | | | |