

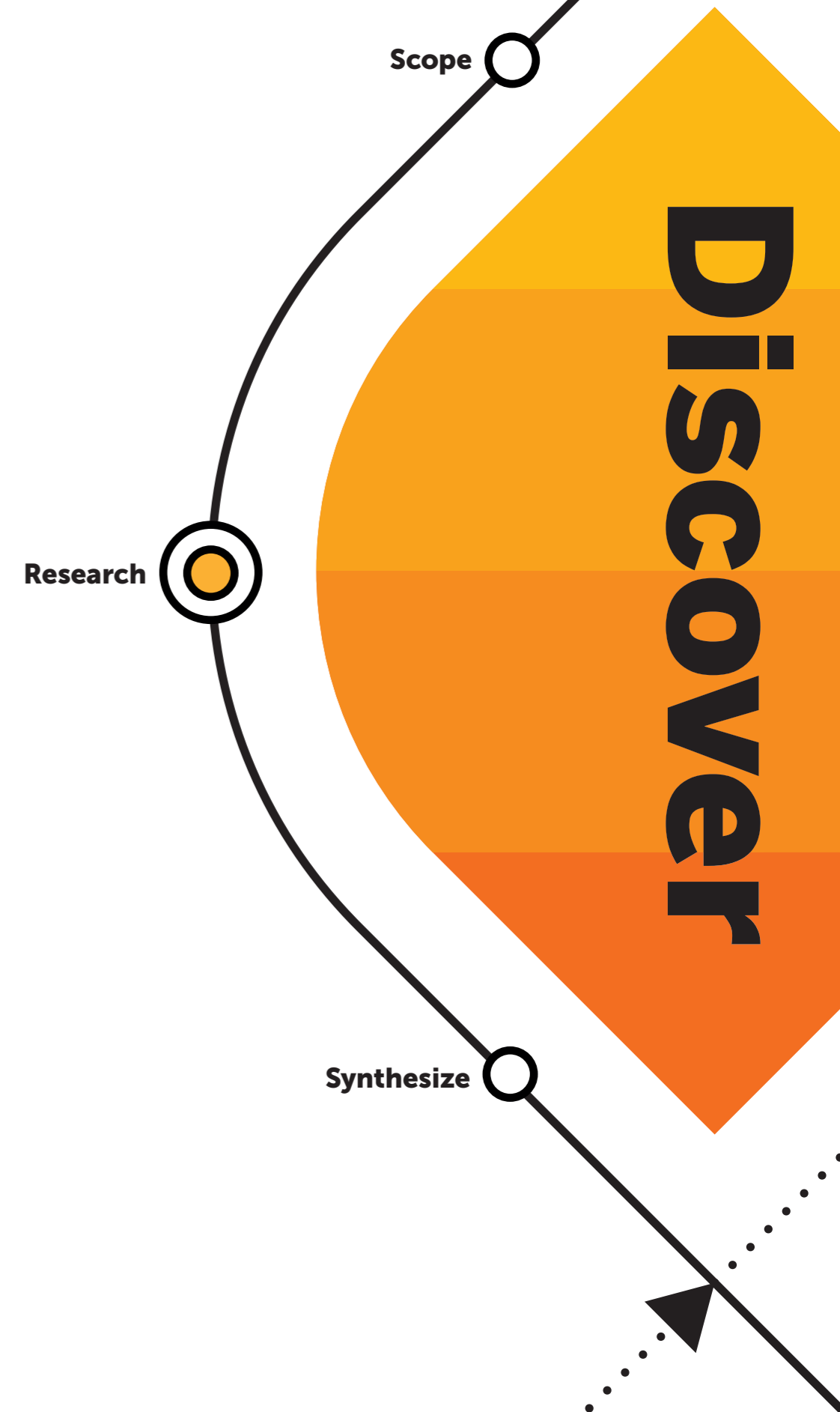
DISCOVER PHASE / Joint Activity

# Process Mapping

Map the process of a given design challenge with key stakeholders and their connections to discover actionable insights.

# Why to use Process Mapping

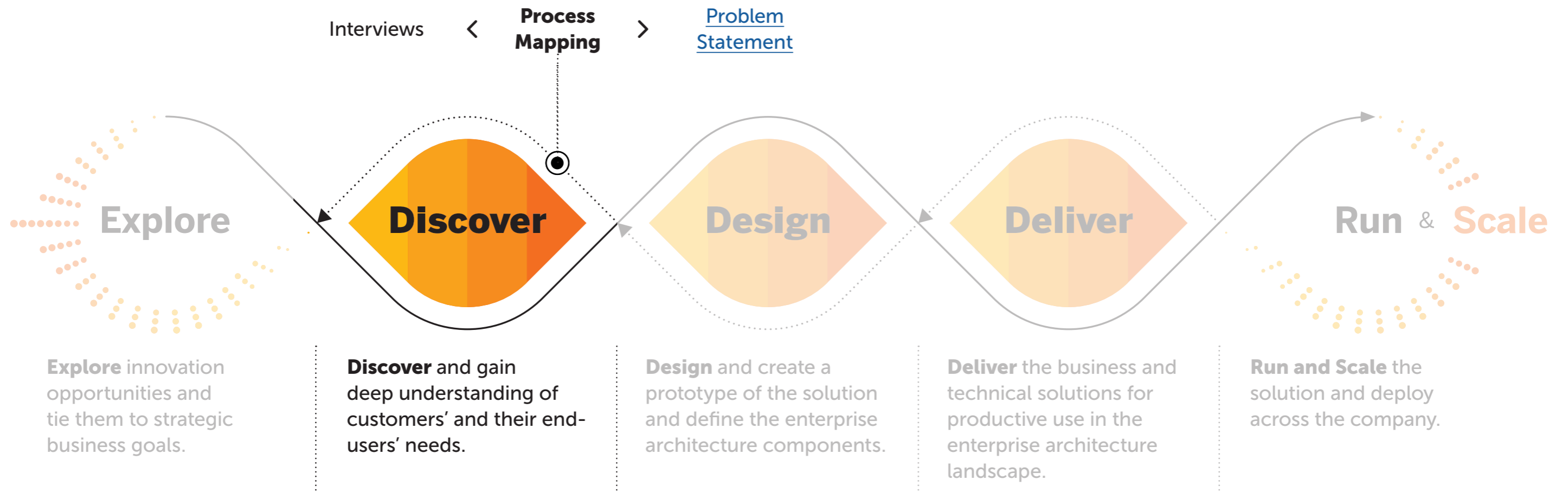
The Process Mapping exercise helps you structure a future or current process and analyze connections between different stakeholders within the process.



# When to use Process Mapping

We use Process Mapping in the Discover Phase to help the team understand the As-Is Process and connections and relationships between different stakeholders regarding the given challenge. By mapping out the process, the team can better

analyze the As-Is state of the system and more effectively discover insights.



Lear more about SAP's Human-Centered Approach to Innovation: <https://experience.sap.com/designservices/approach>

# How to use Process Mapping



Duration  
**80 Minutes**



Participation  
**5–6 People**



Roles  
**Designers, Business Leads**



Use input from

- **Interviews**
- **[Stakeholder map](#)**

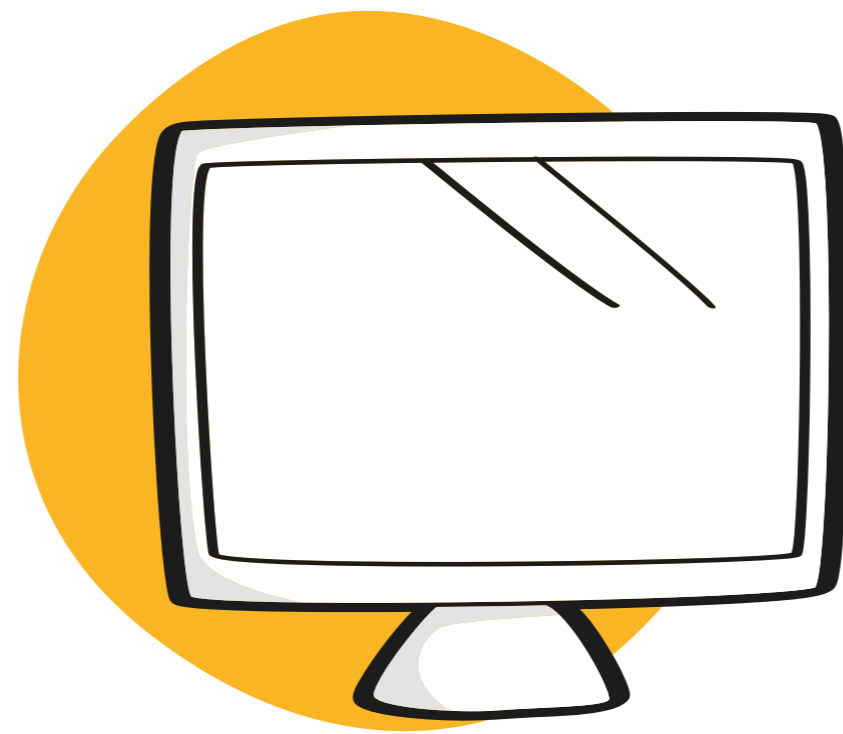
## Steps

- 1** Set the frame by giving the process a name and defining what action triggers the process and how long the process takes.
- 2** Define stakeholders. Collect all roles involved in the process with their respective needs and goals.
- 3** Now describe which systems are involved in the process and what role those systems might have in this process.
- 4** Transfer the stakeholders and systems to the process template. Insert step-by-step activities that define the process.
- 5** Now add the connections between stakeholders by adding arrow connectors. Write down notes to articulate how the stakeholders are dependent on each other.

## Expert Tips

Work on one stakeholder at a time, and add as many stakeholders as needed.

Find the right level of detail for your activities. Focus on the essential part of the task (e.g. “exchange Lightbulb” vs. “set up ladder”, “climb ladder”, “unscrew lightbulb”, ...).



# Virtual Collaboration Template

# MURAL Template

## Process Mapping

Created by AppHaus

### INSTRUCTIONS

**PURPOSE**  
The Process Steps exercise helps you to structure a process (future or current) and analyse connections between different stakeholders within the process.

**SETUP**  
5 - 6 PEOPLE | 80 MINS TIME | INTERMEDIATE DT EXPERIENCE

**TIPS FOR THE MODERATION**  
Work on one Stakeholder at a time, add as much stakeholders as needed. Find the right level of detail for your activities. Focus on the essential part of the task (e.g. "Exchange Lightbulb" vs. "set up ladder", "climb ladder", "unscrew lightbulb",...)

**PREREQUISITES**  
Optional:  
Stakeholder Map  
Stakeholder Analysis

**STEPS**  
1 Set the Frame (5 min)  
2 Define Stakeholders (15 min)  
3 Define Involved Systems (5 min)  
4 Map out the Activities (60min)

### PROCESS STEPS

Describe a process step by step, across roles and systems.

#### 1. Set the Frame ( 5 Min )

Give the process a name, define what action triggers the process and how long your process takes.

**Process Name:**  
[insert process name]

**Process Trigger:**  
[insert process trigger]

**Process Duration:**  
[insert process duration]

#### 2. Define Stakeholders (15 Min)

Collect all roles involved in the process with their respective needs and goals.

[insert stakeholder name]  
[insert stakeholder role]

[insert stakeholder name]  
needs to [insert stakeholder need]  
in order to [insert stakeholder goal]

[insert stakeholder name]  
[insert stakeholder role]

[insert stakeholder name]  
needs to [insert stakeholder need]  
in order to [insert stakeholder goal]

[insert stakeholder name]  
[insert stakeholder role]

[insert stakeholder name]  
needs to [insert stakeholder need]  
in order to [insert stakeholder goal]

[insert stakeholder name]  
[insert stakeholder role]

[insert stakeholder name]  
needs to [insert stakeholder need]  
in order to [insert stakeholder goal]

#### 3. Define Involved Systems (5 Min)

Describe which systems are involved in the process and what role those systems have.

[insert system name]  
[insert system role]

[insert stakeholder name]  
needs to [insert stakeholder need]  
in order to [insert stakeholder goal]

[insert system name]  
[insert system role]

[insert stakeholder name]  
needs to [insert stakeholder need]  
in order to [insert stakeholder goal]

#### 4. Map out the Activities (60 Min)

Transfer the stakeholders and systems to the chart below. Insert activities and add arrow connectors if they are dependent on each other.

Bring Stakeholder Here		[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]
Bring Stakeholder Here		[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]	[Insert Activity]

Access the MURAL template: <https://app.mural.co/template/99fb9ed8-e478-4fff-a7fd-dffa43a8c822/7b18a345-b0ff-48ac-85ed-1d7afdc30e8e>