Imperial College London

Key Governance Roles for College Processes

Business Process Owner

The College requires every business process to be owned and approved by a **Business Process Owner**. This is the person responsible for the overall governance, execution and performance of the process, whose name will be displayed in the header information on any published maps and diagrams in the Business Process Management System.

The Business Process Owner:

- Defines the scope and boundaries of the processes for which they are the owner
- Sponsors process mapping and improvement initiatives
- Provides Subject Matter Experts to participate in these initiatives
- Defines the governance and approval routes for process artefacts within the Business Process Management System
- Resolves process overlaps, conflicts and variants, in partnership with the Business Process Authority
- Continuously reviews and improves the performance of their processes, in line with College strategy.

The governance workflow within the Business Process Management System requires that mapped processes are approved by both the **Business Process Owner** and the **Business Process Authority** before publication.

The Process Owner may delegate ownership of sub-processes that fall within their scope, whilst remaining responsible for the overall process. The Process Owner may also be supported by one or more **Business Process Managers,** who are responsible for the day-to-day running and performance of the process.

Business Process Authority

The Business Process Authority sits within the ICT Transformation Office and is responsible for the overall curation, quality and governance of the College's Process Architecture. The BPA guides the strategic direction of the Business Process Management System and its adoption within College and defines the framework and standards by which processes are discovered, mapped and governed in College.

The BPA works in partnership with Business Process Owners to define the scope and boundaries of processes, to resolve conflicts and to integrate the processes into the College architecture. All processes mapped within the Business Process Management System must meet the mandatory quality standards defined by the BPA in order to be approved for publication and integration within the College Process Architecture.

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Process Author

Process Authors are specialist process analysts and facilitators who work with Business Process Owners and Subject Matter Experts (SMEs) to support process mapping and improvement initiatives.

The Process Author:

- Facilitates process discovery and analysis workshops on behalf of the Process Owner;
- Works with Subject Matter Experts to create high quality business process maps and artefacts within the Business Process Management System, in accordance with College standards;
- Where applicable, defines opportunities and solutions for process improvement, automation and digitalisation.

As projects reach maturity, Author licences within the Business Process Management System may be re-allocated locally to Subject Matter Experts who will facilitate continuous improvement projects without the on-going assistance of an analyst. As a minimum, staff who wish to become licenced as Process Authors will be required to attend Nimbus author training.

Author licences are treated as a shared College resource and are reclaimed on a routine basis as projects end or after a period of non-use.

Subject Matter Expert

Subject Matter Experts are people nominated by the Business Process Owner to provide business expertise to support process mapping and improvement initiatives. Typically this involves attendance at process mapping workshops and/or one-to-one sessions with the Process Author.

The goal of the Subject Matter Expert is to ensure that processes are correctly understood, mapped and designed in a way that is fit for purpose.