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| logo3.png | **Tales of a BA | Season 1 | SIPOC Diagram** (full version)  Read William’s full story in the first episode: <http://erictheba.com/tofba101> |

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| **Process | Access rights management** | | | | |
| **Suppliers** | **Inputs** | **Process Main Activities** | **Outputs** | **Customers** |
| *Who triggers activities in the process?* | *What do suppliers provide to the process?* | *What are the main steps in the process?* | *What does the process provide to the customers?* | *Who receives the outcomes of the process?* |
| Employee  ACME Security Services inc. | Access Rights Request  Additional information  Security Report | 1. Submit request  2. Approve request  3. Process request  4. Get external contribution  5. Confirm request | Information Request  Request Status  Access card  Access rights granted | Employee  ACME Security Services inc.  Sunny Days Real Estate Management inc. |
| **Process Owner** | **Value Chain** | | **Process Objectives / Problems / Metrics** | |
| **Relationships** | **Interfaces** |
| *Who takes decisions regarding process design?* | *Hard dependencies with other processes* | *Soft dependencies with other processes* | *What are the expectations regarding the performance of this process?* | |
| Human Capital VP  Corporate Security Director | Employee Hiring  Employee Termination  Security Accreditation | IT Services management  Real Estate management | A request must be completed in 48 business hours or less.  Requests for new employees must be completed on their fist day at work. | |