**Pennsylvania Department of HUMAN SERVICES**

**<System Name>**

**System Process Models**

**<System Name>**

**System Process Models**

**<Version #>**

**Revision History**

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| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
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# Introduction

*[The introduction of the process document should provide an overview of the document and a brief narrative describing this initiative and purpose.]*

# System Process and Workflow Design

*[This section includes descriptions of the current (As-Is) system process(es) and the new (To-Be) process(es) implemented by this work order or initiative.]*

## Current Processes

*[A description of the current As-Is system process(es) to be addressed by the initiative. This section is to cover the existing user documentation delivery processes, onsite implementation support strategies, and technical operational support methods/tools. Onsite implementation support strategies outline the types of support that we currently provide to the end user community; technical operation support requirements relate to help desk, call center, integrated voice response systems, etc.]*

### Current Process Flow Diagrams

*[This sub section provides a graphical representation of the As-Is system process(es) through process flow diagrams and other models that depict the solution integrating both the business and technical perspectives.]*

## Proposed Processes

*[A description of the new To-Be system process(es) to be implemented by the initiative. This section is to cover the changes to existing user documentation delivery processes, changes to onsite implementation support strategies, and changes to technical operational support methods/tools. Onsite implementation support strategies outline the types of support that are provided to the end user community; technical operation support requirements relate to help desk, call center, integrated voice response systems, etc.]*

### Proposed Process Flow Diagrams

*[This sub section provides a graphical representation of the new To-Be system process(es) through process flow diagrams and other models that depict the solution integrating both the business and technical perspectives. When the initiative defines a business solution that spans multiple inter- or intra-agencies, business partners, system platforms, and other recipients, then this subsection should represent the process flows from a holistic perspective.]*