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Business Process Analysis, Improvement and Mapping for Automation to Achieve Efficacy Service Delivery in the Public Sector

Course Overview

The **"African Public Sector Process Transformation Masterclass"** is a 5-day intensive program. It addresses a critical failure in many digital transformation projects: the automation of broken processes. This course teaches participants how to **Analyze** current workflows, **Improve** them by removing "red tape" and bottlenecks, and **Map** them using international standards like BPMN. The goal is to create a "Lean Government" that leverages technology to meet the needs of citizens with speed and precision.

Program Objectives

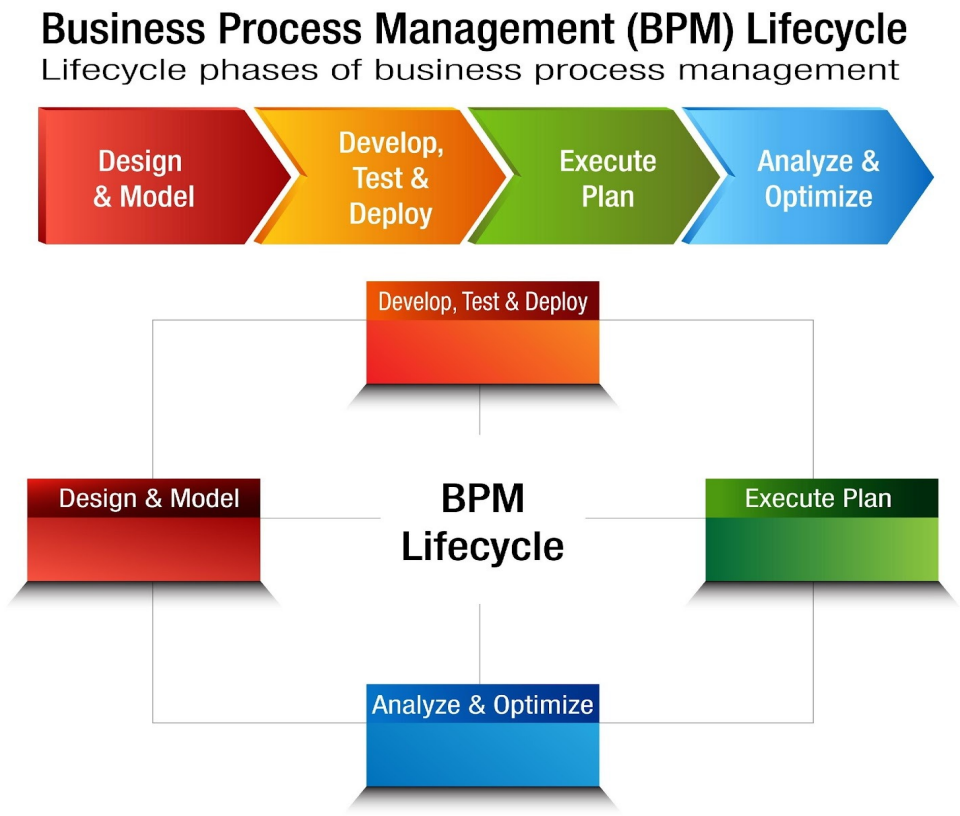
By the end of this program, participants will be able to:

- **Diagnose** inefficiencies in public service delivery using data-driven analysis.
- **Master** Business Process Model and Notation (BPMN 2.0) to create clear, standard process maps.
- **Apply** Lean and Six Sigma tools to eliminate "waste" (unnecessary approvals, delays, and paperwork).
- **Redesign** workflows specifically for automation, ensuring interoperability with e-Government platforms.
- **Lead** the cultural change required for staff to transition from manual to automated environments.

Course Coverage (Modules)

Day 1: The Foundations of Process Management

- **Process vs. Function:** Breaking down institutional silos to focus on the "Citizen Journey."
- **The BPM Lifecycle:** Discovery, Analysis, Redesign, Implementation, and Monitoring.



- **Aligning with National Digital Agendas:** How process improvement supports e-Government and the AU Digital Transformation Strategy.

Day 2: Process Mapping and Documentation (The "As-Is" State)

- **BPMN 2.0 Essentials:** Using standardized symbols (Events, Tasks, Gateways, and Pools).
- **Techniques for Process Discovery:** Interviews, "Walk-throughs," and document analysis.
- **Creating the "As-Is" Map:** Documenting the current reality, including all the unofficial "workarounds."

Day 3: Analysis and Lean Improvement

- **Identifying the 8 Wastes of Government:** Spotting defects, waiting times, and over-processing.
- **Root Cause Analysis:** Using "Fishbone Diagrams" and the "5 Whys" to find out why processes stall.
- **Value Stream Mapping (VSM):** Distinguishing between value-adding steps and bureaucratic "friction."

Day 4: Designing for Automation (The "To-Be" State)

- **Simplification First:** The "Delete, Combine, Rearrange, Simplify" (ECRS) technique.

- **Digital-First Design:** Designing processes that require zero paper and utilize digital signatures and automated triggers.
- **User Experience (UX) for Citizens:** Making digital interfaces intuitive for the diverse African population.

Day 5: Implementation, Governance, and Action Planning

- **Process Governance:** Defining "Process Owners" and ensuring continuous improvement.
- **Automation Readiness:** Assessing if the IT infrastructure can support the new process.
- **Action Planning:** Developing a "Process Improvement Charter" for a specific departmental service.

Target Participants

- **Directors of ICT and Systems Analysts** responsible for digital transformation.
- **Heads of Departments** (Finance, HR, Procurement, Registry) seeking to improve efficiency.
- **Reform and Quality Assurance Officers** in MDAs and Local Authorities.
- **Project Managers** overseeing e-Government initiatives.
- **Service Delivery Managers** focused on improving citizen satisfaction.

Expected Outputs

Participants will graduate with a **"Process Efficacy Toolkit"** containing:

- **A Validated "As-Is" Process Map:** A detailed diagram of a core service from their own department.
- **A Waste Audit Report:** A documented analysis of the bottlenecks and "red tape" identified in that service.
- **An Optimized "To-Be" Blueprint:** A redesigned, automation-ready process map that eliminates identified wastes.
- **An Implementation Roadmap:** A 180-day plan to move the redesigned process from the whiteboard to a live digital system

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