

Who is the Process Architect?

This data is informed by UX research conducted by our design team.



Introduction

The Process Architect is focused on defining, redesigning, and optimizing activities in a process or group of processes. These people work with Business Architects to look at how processes need to change to deliver business goals, with Solution Architects to ensure performance, maintainability, and scalability, and with Enterprise Architects to identify IT capability, limitations, and support changes.

Process Architects are expected to have strong communication and presentation skills, a problem-solving mindset and the ability to work both independently and in a team.

Main Interactions with stakeholders and deliverables:



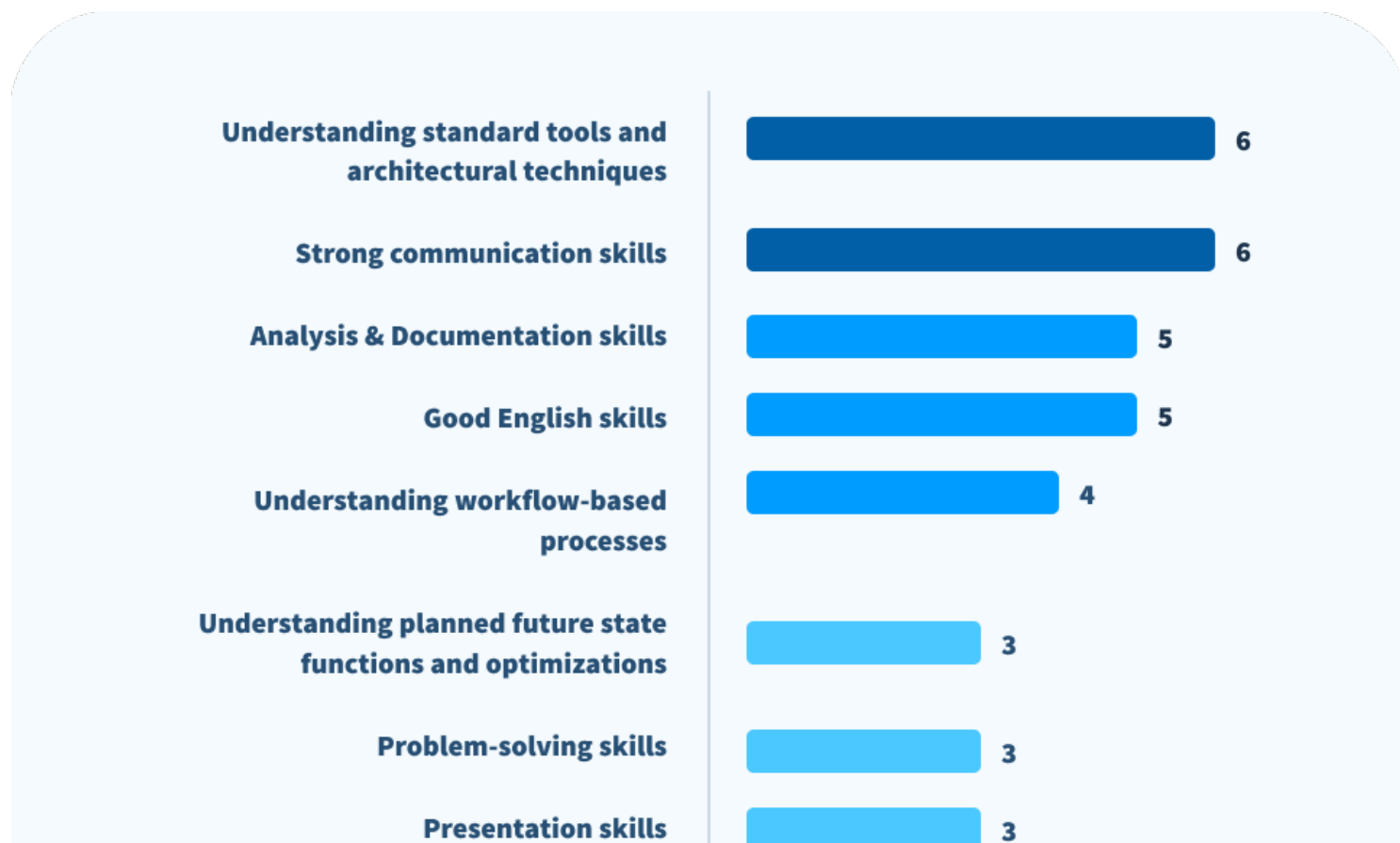
Insight:

From our Flow Model we can clearly see which are the main interactions of the PA with stakeholders and other bodies. Working with both **Business and Technical leaders** seems to be the most important interaction in order **to identify and scope opportunities, to identify risks and constraints, and to drive strategic initiatives.**

Another main interaction of a PA is with the **Global Process Owners**. The PA partners with Global Process Owners **to design, plan and establish a roadmap for process design**, to drive improvement in process standardization, performance and digitization / automation. The PA also helps the **IT Architect** with **synthesizing concrete solution frameworks** that address constraints and opportunities.

The PA also works with **Delivery teams** in order to assemble and articulate aspirational opportunities and needs. They partner with **Business and Information Analysts** to provide direction for appropriate process documentation, and are involved in the **Asset Management** to rationalize and streamline process flows.

Competencies:



Insight:

A huge part of the PA job is to communicate with a lot of different teams on different levels and that is why having **great communication and presentation skills** is an essential requirement, including the ability to **influence senior leadership when making a decision**. A Process Architect should have a broad **understanding of standard tools and architectural techniques** in order to design, model, execute, monitor and analyze business processes.

Process Architects are expected to be **analytical and strategic thinkers**, with a **strong problem-solving mindset**, skills that will help them when facing complex technical or non-technical issues, regarding business processes.

Main responsibilities and tasks:

Recommendations for process improvement	Governance and monitoring of processes	Process design and Optimization	Identify process gaps and opportunities
10	10	9	9
Define and document business processes	Interact with clients	Lead cross-functional teams	Define process architecture strategy
7	5	5	5
Promote process standardization	Future state process design	Manage process changes	Identify automation opportunities
7	4	4	5
Establish links b/n business strategy & improvement initiatives	Perform various analysis	Develop process measurement systems	Understanding business process requirements
6	4	4	3
			Make key business decisions
			3

Insight:

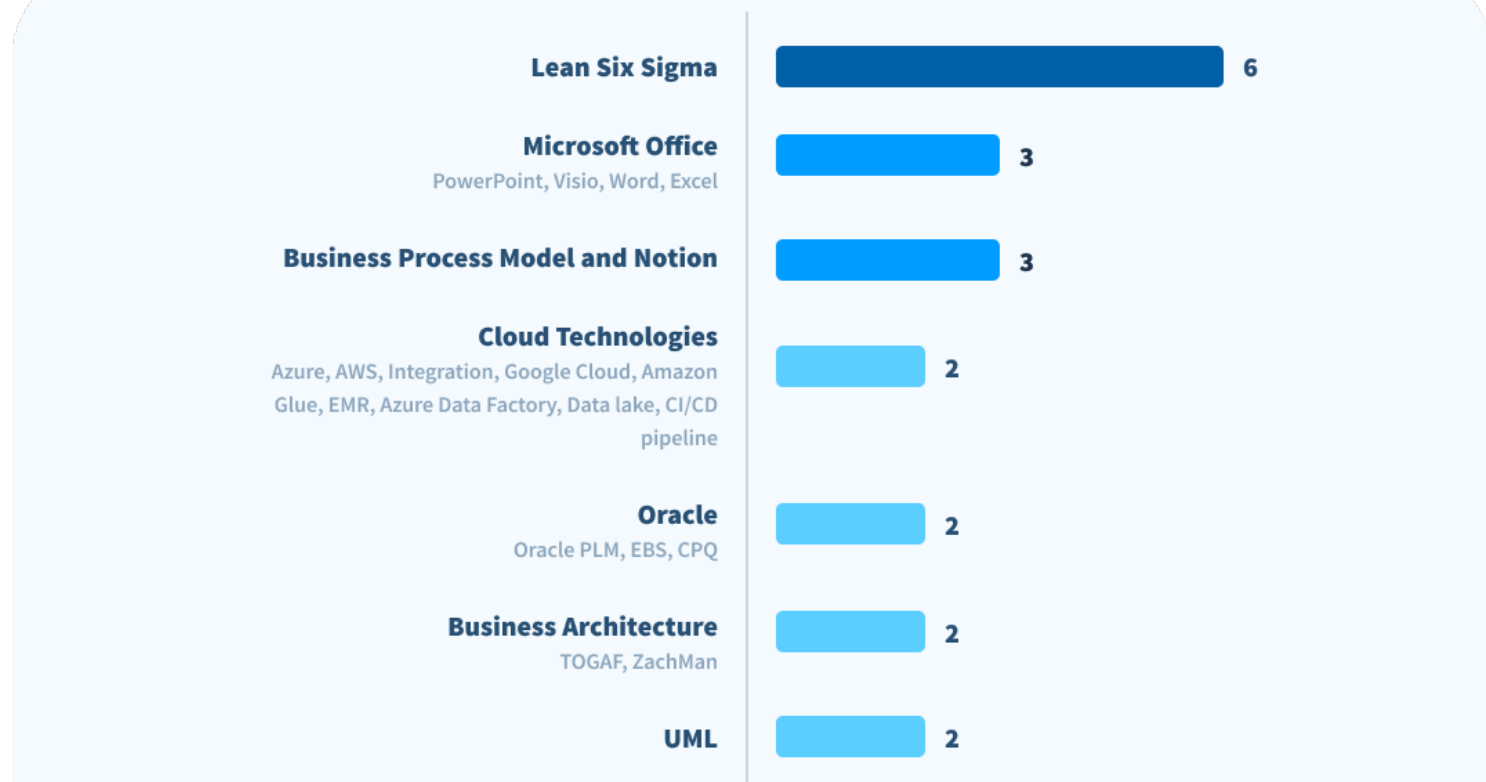
The role of the Process Architect is responsible and essential for a well-defined Business architecture. From having to **design, model and document business processes** using workflow diagrams, all the way to **making key business decisions**, we can conclude that the Process Architect's job is complex, exciting and challenging.

Creating business processes and procedure **documentation**, identifying **process gaps and opportunities**, developing and maintaining **architectural governance processes**, promoting standardization and **making recommendations for process improvement** are just a few of the main responsibilities of a Process Architect.

The PA also has to **develop process architecture strategy for business units**, **establish links** between strategy and improvement initiatives, **lead cross-functional teams**, **review process changes** and **ensure cohesive and reachable measure systems**.

Other responsibilities include **leading and mentoring others**, providing technical **guidance**, identifying **risks**, **elaborating the demands to requirements** and translate them into solutions.

Technology and tools:



Insight:

The PA's technical requirements are countless. They have to be familiar with **business architecture technology**, with **Lean Six Sigma methods and modeling tools** such as BPMN. They must have strong knowledge of **cloud technologies** and ERP & CRM systems, like **Oracle**. The ability to work with **Microsoft Office tools** is also a huge plus (tools like Visio, PowerPoint, Word, Excel and Power BI)

We appreciate honesty

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