# Alignability™ Process Model

Process Model Help

The Alignability™ Process Model has been built to deliver an easy-to-use interface that provides fast access to detailed information regarding service management processes.

Please click on one of the topics below for more information about the process model.

Topics	
Structure Symbols Arrows Buttons	

Process Model Help - Structure

The four-layer structure of the Alignability™ Process Model ensures that the information you are looking for is at most three mouse clicks away from the model itself. A graphical overview of the structure as been presented below.

Structure	
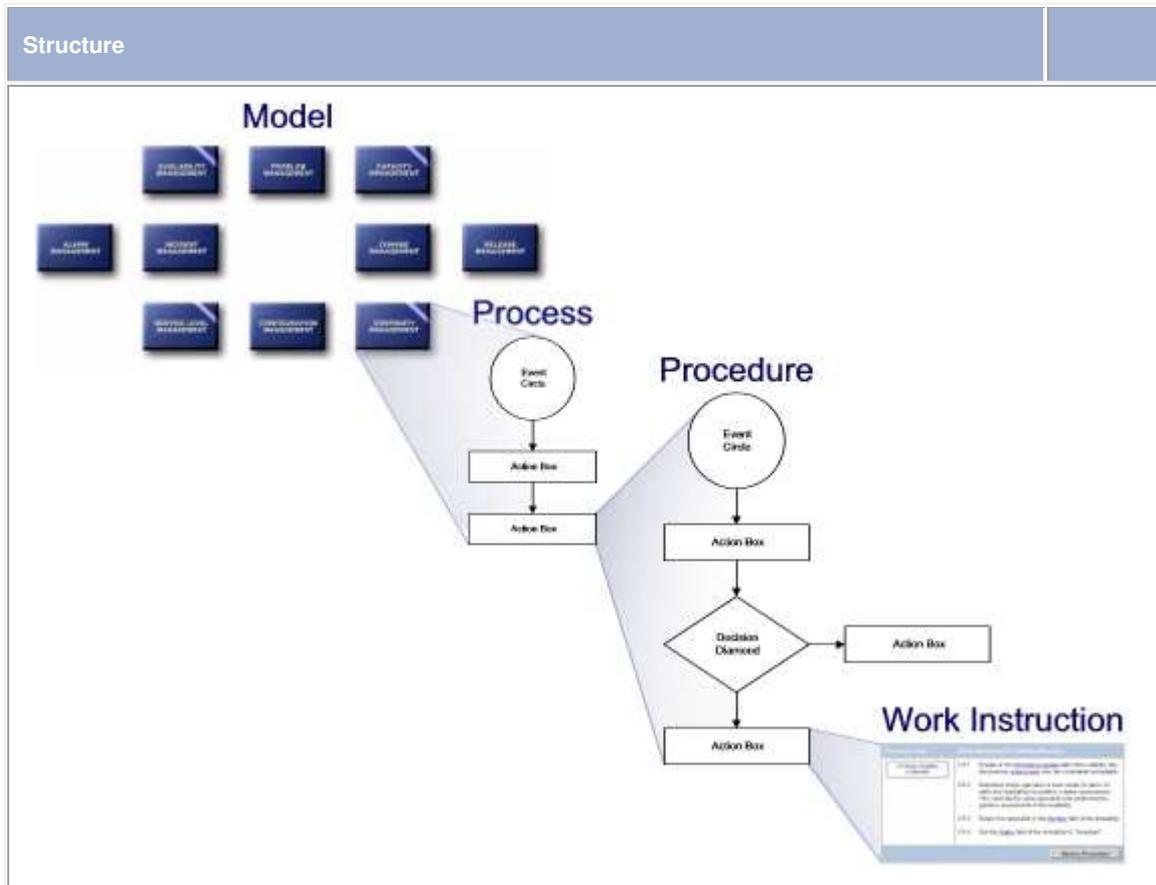
To access a process from the model, simply use your mouse to click on the box that represents the process.

Once the process has been presented on your screen, you can access one of its procedures by clicking on one of the boxes that make up the process.

Similarly, to access the work instructions for a step within a procedure, just click on the action box or decision diamond that symbolizes the step.
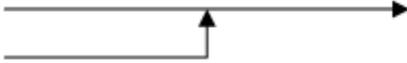
Process Model Help - Symbols

The processes and procedures of the Alignability™ Process Model have been drawn using a simplified convention that uses only three symbols; the event circle, the action box, and the decision diamond. The meaning of each of these three symbols has been explained below.

Symbol	Description	
Action Box	The action box symbolizes an action that needs to be taken. One arrow always points to an action box. One arrow will point from an action box when further action is required after it has been completed.	
Decision Diamond	The decision diamond symbolizes a decision that is to be taken. One arrow always points to a decision diamond. Two arrows always points from a decision diamond.	
Event Circle	The event circle symbolizes an event or a situation that has occurred. It is not possible for an arrow to point to an event circle. One arrow always points from an event circle.	

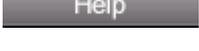## Process Model Help - Arrows

Within the process and procedure diagrams of the Alignability™ Process Model, the arrows dictate the sequence in which actions are to be taken. Below you will find additional information about the arrows that are used to connect the symbols within the processes and the procedures.

Arrow	Description	
→	The symbols are connected to each other using arrows. The direction of the arrowheads point out the order in which the activities take place.	
⇥	An arrow pointing from a symbol is split in two if the activities that follow can occur in parallel.	
⇥	When two arrows merge, it means that they both point to the same action box or decision diamond. Arrows are merged when the symbol to which they point can follow more than one event, action, or decision.	

	When an arrow originates from another process or procedure, it starts with a small black circle. The text above the arrow specifies the origin of the arrow.
From Change Management step 1.2	
From Change Management step 1.2	When an arrow points to a symbol of another process or procedure, it ends without being connected to a symbol. The text above the arrow specifies the destination of the arrow.

Process Model Help - Buttons

Apart from the process flow from which the procedures can be accessed, there is much more information available after you have clicked on one of the processes of the process model. This information can be accessed by clicking on the buttons on the left-hand side of your screen. The same buttons are available for each process. These buttons have been listed below, along with a description of the information that will be displayed when you click on them.

Button	Description	
Process	Click on this button to access a graphical representation of the process flow. This is the default page that will be presented when accessing a process.	
Description	Click on this button to obtain a written description of the process instead of its graphical representation.	
Mission	Click on this button to obtain the mission of the process.	
Scope	Click on this button to obtain the scope of the process.	
Detail	Click on this button to obtain a list of the forms that are available within the service management application that is used to support the process.	
Roles	Click on this button to review the responsibilities of the different roles that are involved in the process.	
KPIs	Click on this button to review the key performance indicators that have been selected to measure the effectiveness, efficiency, and/or predictability of the process.	
Beneficiaries	Click on this button to obtain a list of all the roles that rely on the process for information. A description of the information that each role requires from the process has also been provided in this list.	
Owner	Click on this button to find out who the owner is of the process.	
Download	Click on this button to download the Microsoft Word version of the process documentation.	
Glossary	Click on this button to obtain a list of terms and abbreviations, along with their definitions. The Glossary is not process-specific.	
Model	Click on this button to return to the Alignability™ Process Model.	
Help	Click on this button to get a quick overview on how to use the process model.	

When a procedure has been accessed from a process, it is possible to drill down into the work instructions for each step of the procedure. Again, it is also possible to use one of the buttons on the left- hand side of your screen to access more information. These buttons have been listed below, along with a description of the information that

will be displayed when you click on them.

Button	Description	
Procedure	Click on this button to access a graphical representation of the procedure flow. This is the default page that will be presented when accessing a procedure.	
Description	Click on this button to obtain a written description of the procedure instead of its graphical representation.	
Detail	Click on this button to obtain a list of the forms that are available within the service management application that is used to support the process that the procedure is a part of.	
Roles	Click on this button to review the responsibilities of the different roles that are involved in the process that the procedure is a part of.	
Glossary	Click on this button to obtain a list of terms and abbreviations, along with their definitions. The Glossary is not process- or procedure-specific.	
Process	Click on this button to return to the process.	
Model	Click on this button to return to the process model without first returning to the process.	
Help	Click on this button to get a quick overview on how to use the process model.	