The following document provides general information and insight into the layout and design of the process area workflows and narratives. Utilizing this information will allow the reader to more clearly understand how the process area workflows and narratives correlate to document the overall process.

Process Narrative Key Terms

1. **General Information** – provides context for the reader, including the number of workflows that accompany the narrative and the "as of" date for the documents.

2. **Authors and Contributors** – the names of the authors and any significant contributors who provided input during the creation of the process narratives and workflows.

3. **Scope** – a brief description of what is covered in the document.

4. **Assumptions** – includes references to facts/information and considerations impacting the standard process model for the applicable Process Area.

5. **Standardized Process Area Overview** – provides an overall Process Area description and workflow steps. This section also explains how a certain Process Area integrates with other Process Areas.

6. **Process Area Details** – identifies a process step, provides a description of a specific step in the process, and references to any laws, rules, or policies associated with the process step.

7. **Process Activity** – provides a description of a discrete activity or a group of related activities in the process flow.

   Process Activity
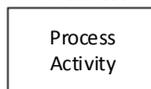
8. **Decision or Process Branch** – an intersection in the process where the flow may split into multiple directions based on the question being asked. These are often yes or no questions, however they can be questions with a specific number of precise answers, where each answer leads to a different process activity.

   Decision or Process Branch
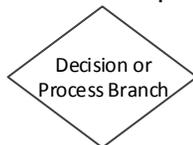
9. **Connector** – provides a connection between two objects in a flow and a direction for the flow.

10. **Integration** – provides a description of how the Process Area integrates with Florida PALM and other key agency systems. Integration points are identified in the narratives using the letters 'IP' with a designated reference number. The format is "Acronym for the Process Area", IP, sequential identification number (A2D IP 1). Integration points are identified on the process flow diagrams using the following symbol:
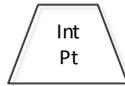
11. **Control Points** – provides a description of areas that have been identified as needing additional security or verification before the process workflow can progress. Control points are identified in the narratives using the letters 'CP' with a designated reference number. The format is "Acronym for the Process Area", CP, sequential identification number (A2D CP 1). Control points are identified on the process flow diagrams using the following symbol:
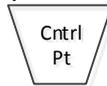
12. **Reporting** – reflects a list of reports needed for the Process Area. A description of the report is provided along with:
    - The frequency or trigger for producing the report, which may be On-Demand, Periodic and/or Annual;
    - Report classification which can be management, operational or transparency;
    - The audience for whom the report is intended; and
    - Reference to any laws, rules or policies associated with the report.

    Reports are identified in the narratives using the letter 'R' with a designated reference number. The format is "Acronym for the Process Area", R, sequential identification number (A2D R 1). Reports are identified on the process flow diagrams using the following symbol:

13. **Accounting Events** – provides the effect on the ledger(s). A description of the event is provided along with the associated debit and credit entry. Accounting events are identified in the narratives using the letters 'AE' with a designated reference number. The format is "Acronym for the Process Area", AE, sequential identification number (A2D AE 1). Accounting events are identified on the process flow diagrams using the following symbol:

14. **Key Performance Indicators/Measures** – describes quantifiable and meaningful performance measures that support the Process Area.

15. **Future Enhancements** – reflects needs or desired functionality that would make steps in the Process Area more efficient.

16. **Standard Business Process Workflows -** contains the Visio diagram depicting the standardized business processes for each Process Area.