

**DEVELOPMENT OF SWIM LANE WORKFLOW PROCESS MAP FOR
ENTERPRISE WORKFLOW MANAGEMENT INFORMATION SYSTEM (WFMS):
A CASE STUDY OF COMSYSTEM COMPUTER AND TELECOMMUNICATION
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ABSTRACT

Across the globe business organizations are faced with growing global competitions and ever-changing business environment. In order to contain the challenges and at the same time establish or sustain solid competitive advantage, organizations must focus on automating, optimizing, and continuously improving their core business processes. Accordingly, in this paper, the popular Swim Lane Process Map is used to describe the “as-is” workflow process map, as well as the “to-be” workflow process map for CCTL Enterprise Workflow Management Information System. The development of the “as-is” and the “to-be” Swim Lane Workflow Process Map is approached using Software Requirement Engineering Methodology. The “as-is” workflow process map is used to identify the ‘bottleneck’ steps and the aspects of the current workflow that requires improvements. Task analysis of the “as-is” and the “to-be” workflow process models, showed that, the “to-be” workflow model has approximately, 72.2% reduction in manual tasks, when compared to the “as-is” workflow model.

Keywords: Workflow, Process Map, Information System, Workflow Management, Swim-lane Diagram.