

# Documenting Your Processes: As-Is vs. As-It-Should-Be

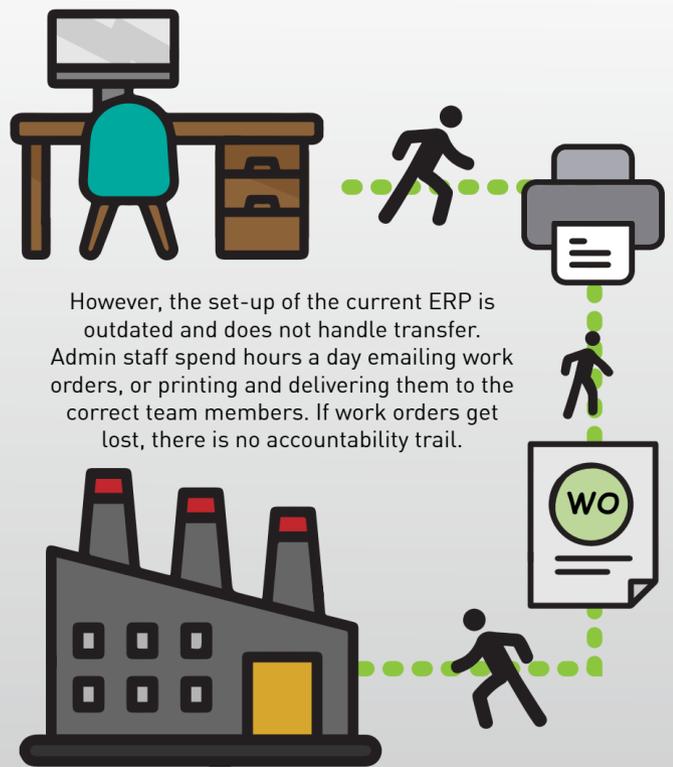
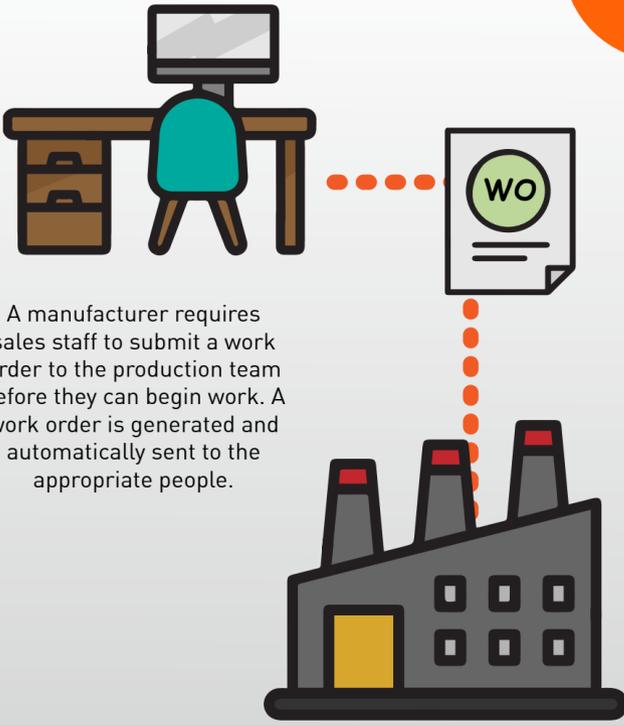
The best way of getting ready for a discovery session is tasking departmental heads with speaking to their team and uncovering the true state of processes. There may be “hidden” processes that are not formally catalogued, that only those in that department know about. There may be processes that look workable on paper, but do not really happen.

Oftentimes, work-arounds and processes with a large amount of human intervention are the result of limitations of your current system. Knowing these issues helps you avoid them with a new system. Let’s take a look at a few example situations, and how we can document the process either As-Is or, unhelpfully, As-It-Should-Be (according to your official written procedures).

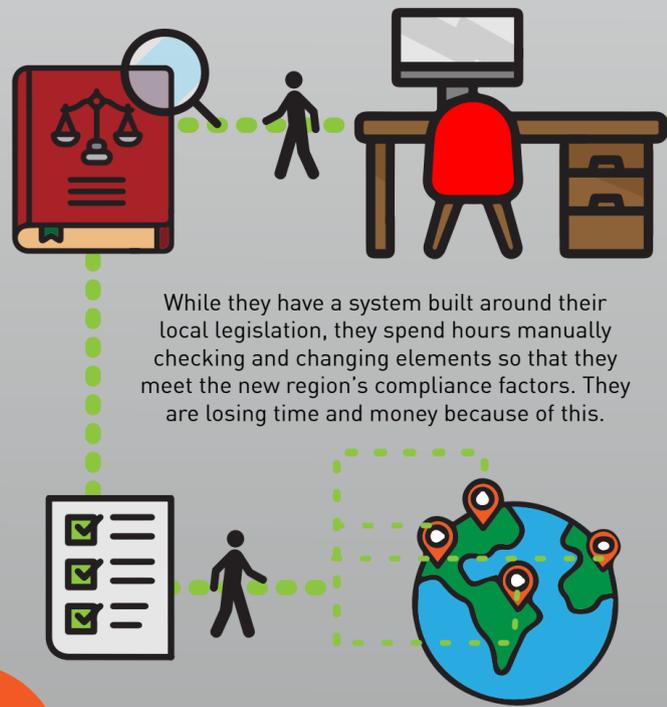
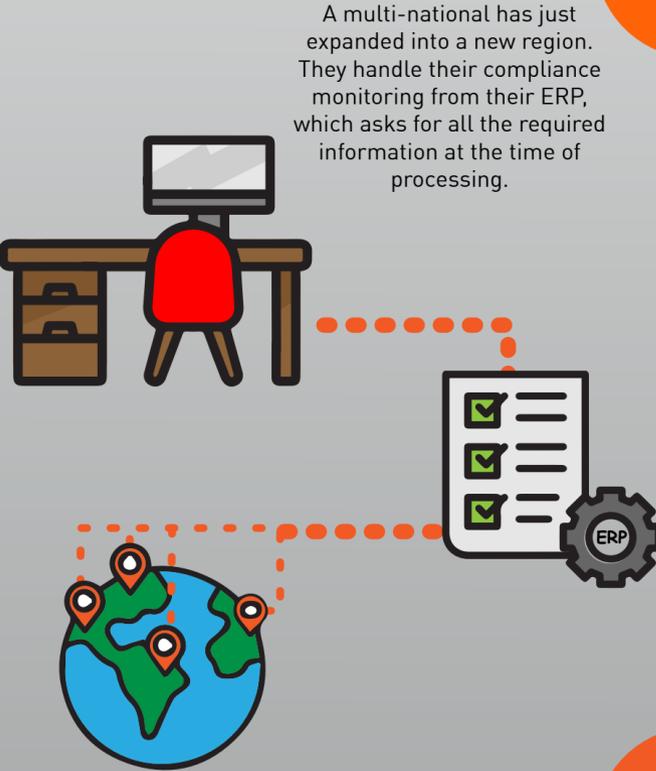
## As-it-should-be

## As-is

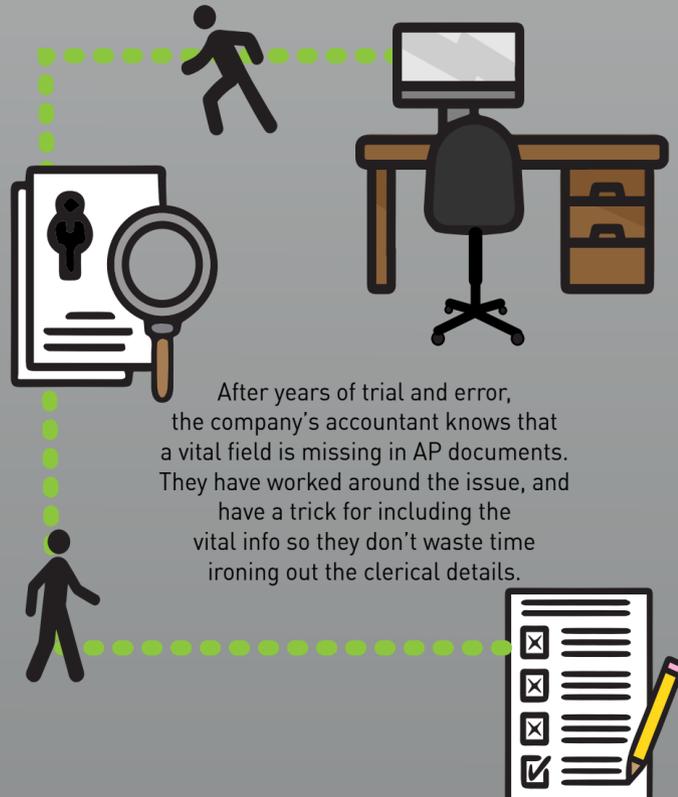
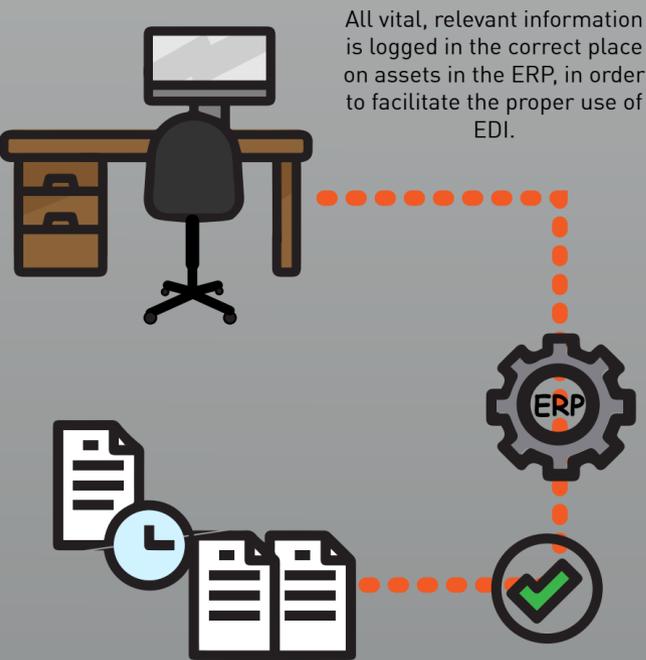
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