



Process Flow Diagramming

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Process Flow Diagramming

Visualizing logical paths through a system in a representational format.

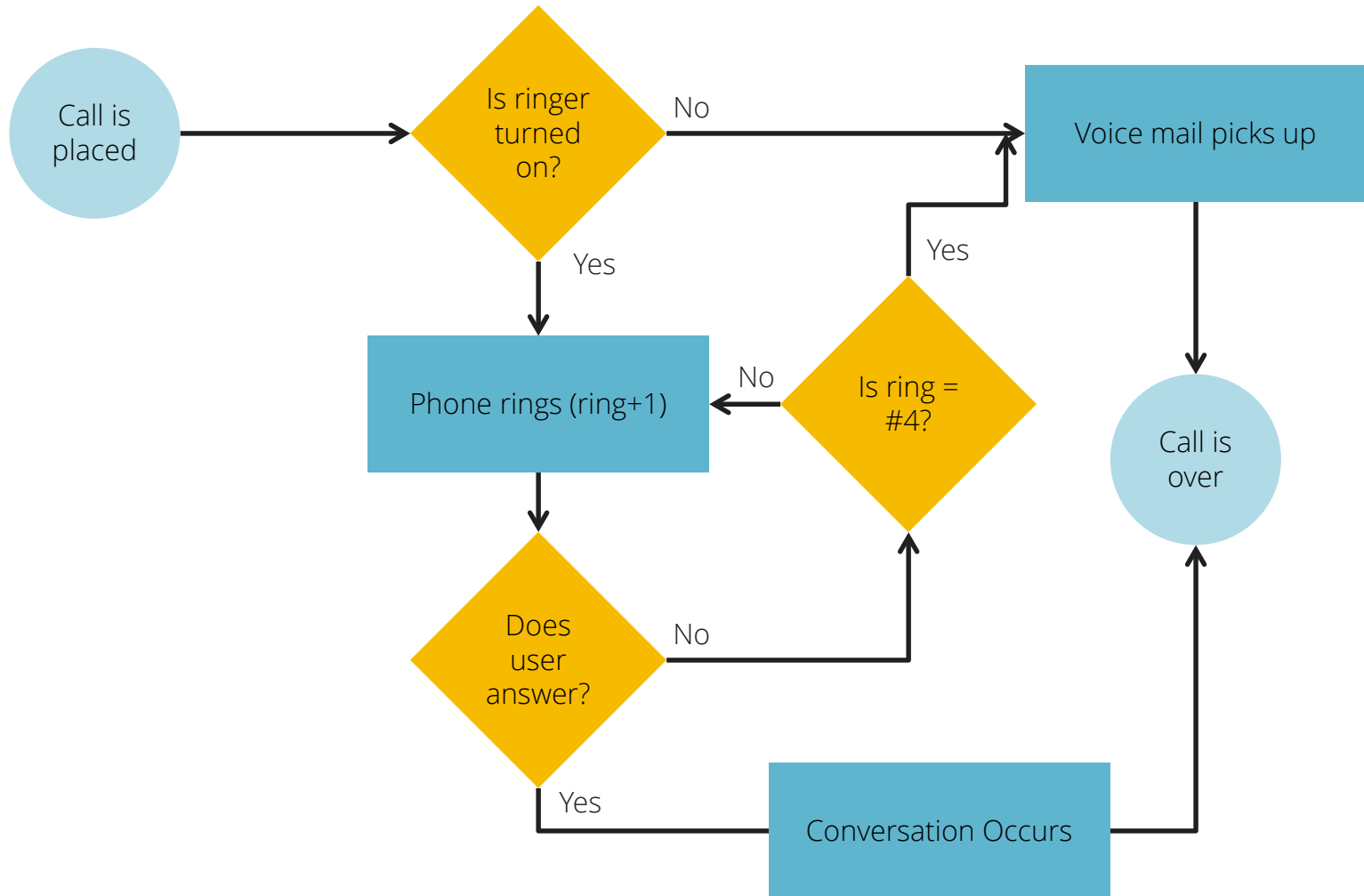
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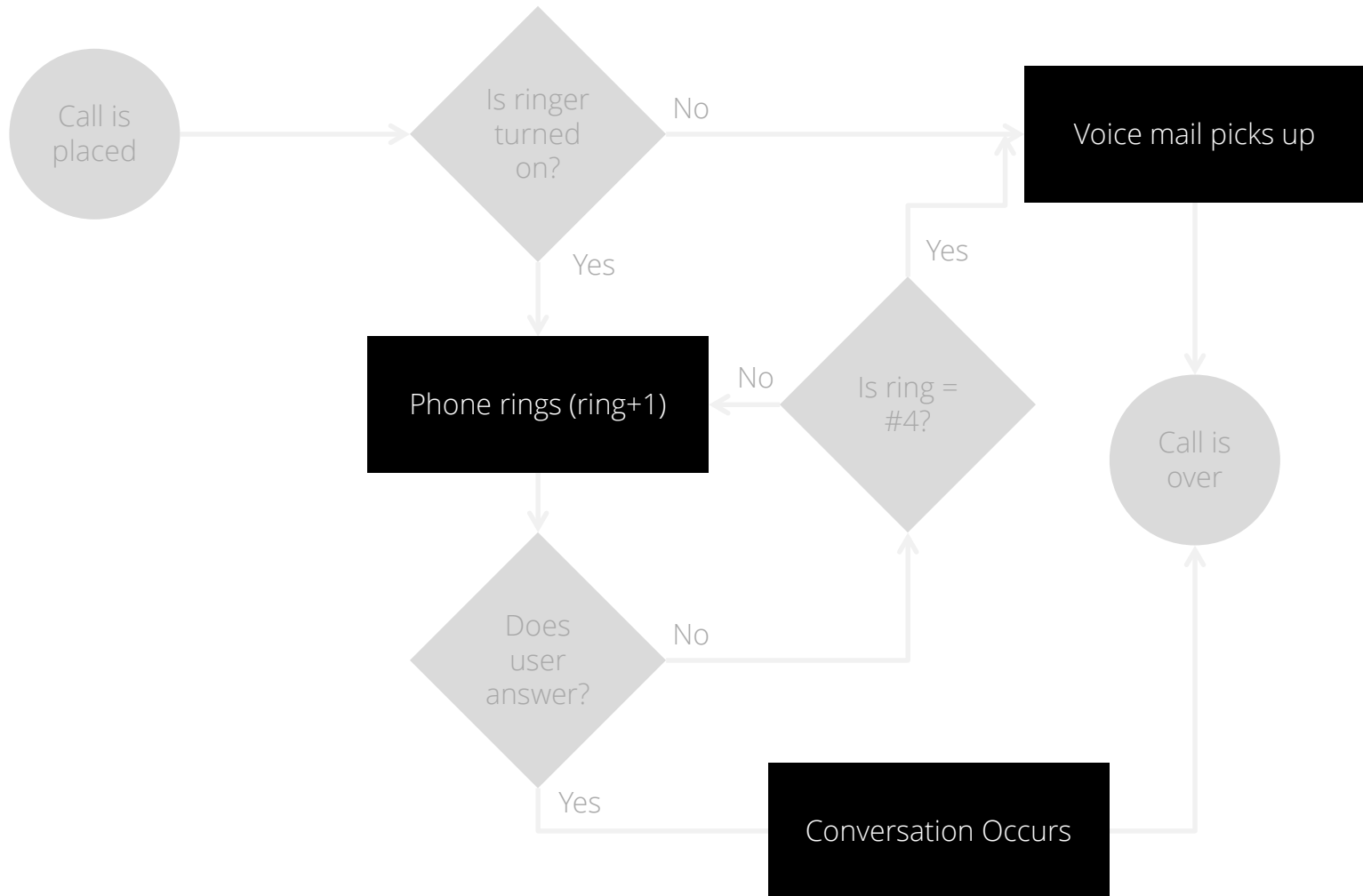
FORMAL PROCESS FLOW DIAGRAMS/

1. Creates a birds-eye view of a system
2. Forces consideration of all paths
3. Indicates logical decision points
4. Acts as a thinking tool
5. Acts as a presentation tool

A process flow diagram describes logical paths through a system:



Each rectangle represents an additional system component, with its own flow:



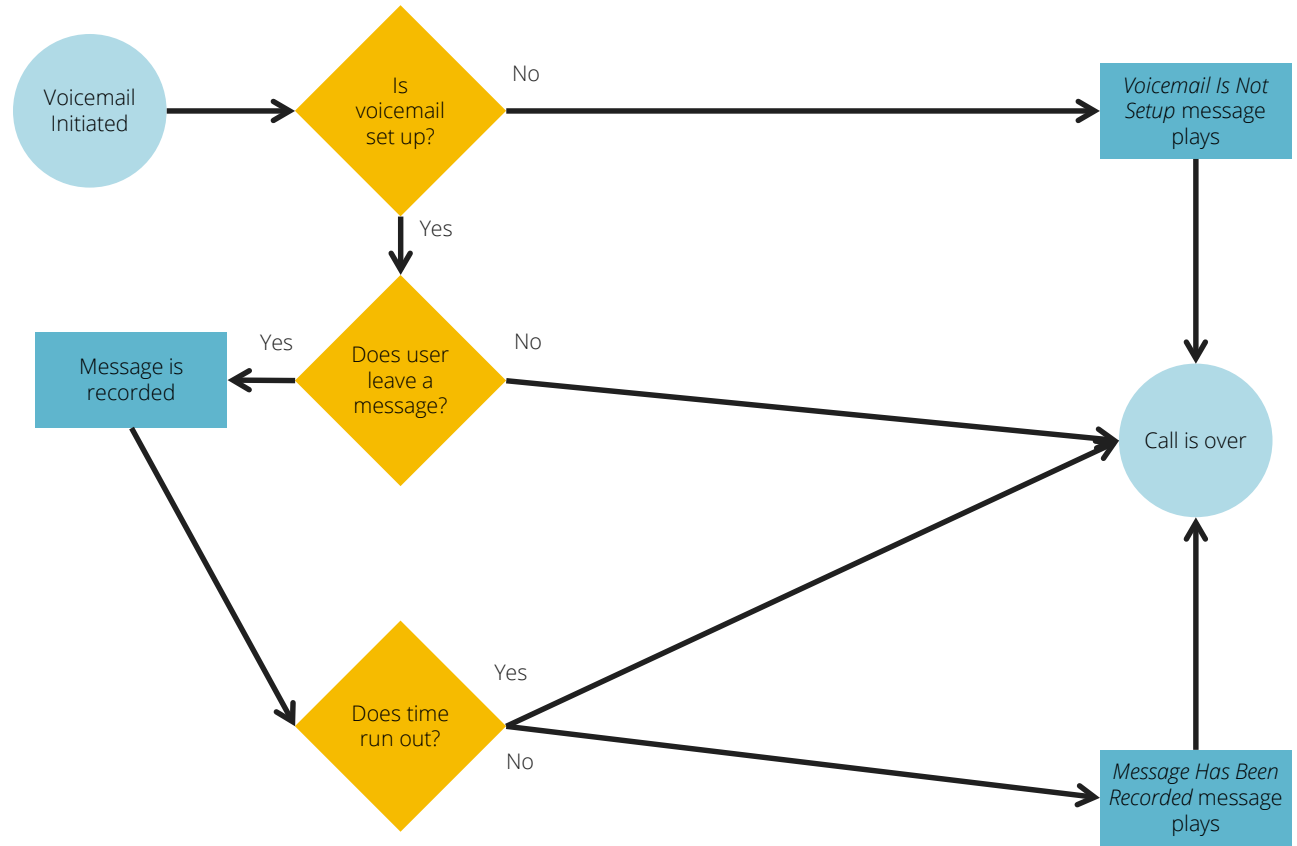
Each rectangle represents an additional system component, with its own flow:

Voice mail picks up

Phone rings (ring+1)

Conversation Occurs

Each rectangle represents additional action, that you can "zoom in" on



Creating a Process Flow Diagram is a pain in the ass.

1. List entities (objects, people – the “nouns” of the system) and operators (actions – the “verbs” of the system)

What is an *object* in our telephone system?

What is an *operator*?

Creating a Process Flow Diagram is a pain in the ass.

1. List entities (objects, people – the “nouns” of the system) and operators (actions – the “verbs” of the system)
2. Define things to be counted, incremented, or tracked?

What is *counted, incremented, or tracked* in our telephone system?

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3. Define the level of analysis, and the boundary conditions (beginning and ending); write the step by step flow in a list.

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4. Define major decision points.

What is the difference between a *user decision point* and a *system decision point*?

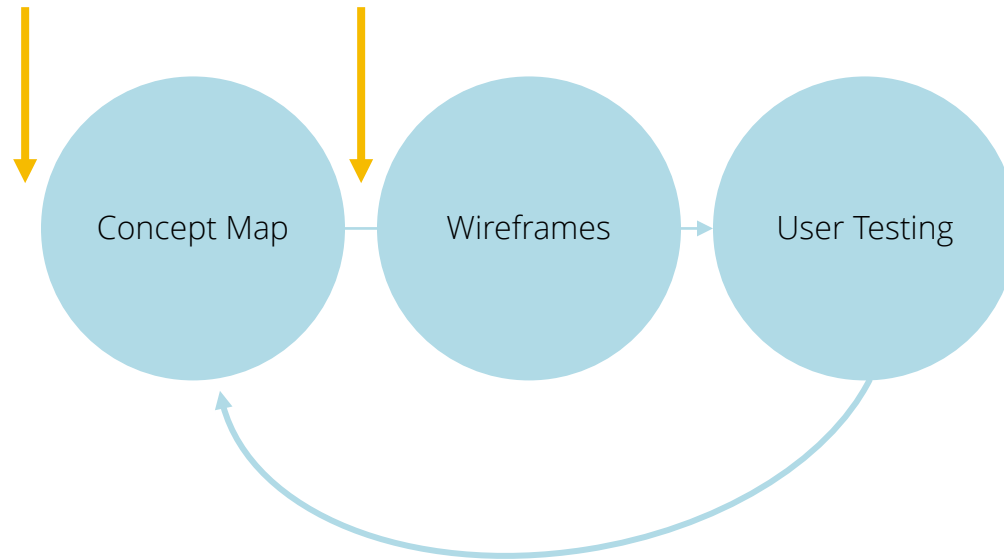
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6. Revise the flow, as it will be a shit-show.

Think about this diagram in the context of our iterative process:



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