



# Work Process Analysis Methodology Standard: An Overview

This document outlines work process analysis; what it is, how it will be used in the Government of Alberta (GoA), and how it connects to other GoA initiatives.

## What is the Work Process Analysis Methodology Standard?

The standard:

- establishes a standardized methodology for conducting work process analysis in the GoA; and
- outlines the required components of work process analysis.

Work process analysis is a research methodology that analyzes:

- the context of an organization's business activities (e.g., legislative mandates);
- what business activities an organization conducts;
- what records are created by an organization's business activities; and
- how the records created by an organization's business activities relate to the business activities that created them.

## Who will conduct work process analysis?

Enterprise Information Management (EIM) will conduct a GoA-wide work process analysis in collaboration with departments (as defined under schedule 11, section 14(1) of the *Government Organization Act*) and sectors.

In conducting work process analysis, EIM will follow ISO 26122:2008(E) Information and documentation – Work process analysis for records. It is recommended that information management and technology (IMT) sectors and all departments obtain a copy of ISO 26122:2008 for reference purposes.

## Why is the standard being introduced at this time?

Recent organizational shifts to enhance IMT service delivery, including the adoption of the Sector model and commitment to the Information Management & Technology 5-Year Strategic Plan, require a corresponding shift in the management of GoA information.

A GoA-wide work process analysis must be conducted to establish a standardized approach to classifying GoA data and information (including records), which will enable:

- consistent IMT service delivery;
- improved accessibility and sharing of information across government; and
- enhanced interoperability of different GoA systems and applications.

Currently, there is no standardized approach to classifying GoA data and information. A standardized approach is integral to the success of current GoA initiatives, including:

- Enterprise Content Management (ECM) Solution Project
- Enterprise Resource Planning (ERP) System Project

## Why has the GoA adopted ISO/TR 26122:2008(E) for conducting work process analysis?

Recognized internationally as an IMT best practice, ISO/TR 26122:2008(E):

- outlines a standardized approach to work process analysis; and
- specifies the terms, requirements, processes and outputs of a successful work process analysis.

ISO/TR 26122:2008(E) builds upon fundamental concepts and principles outlined in the [GoA Records Management Program Standard \(A000024\)](#) specified by ISO 15489-1:2016(E) Information and documentation – Records management – Part 1: General), which:

- requires that records are classified; and
- recommends a standardized approach to classifying records based on work process analysis.

## What is involved in a GoA-wide work process analysis?

The required components of a work process analysis include:

- contextual review of the GoA's regulatory and business environment, including relevant legislation, policy, standards, codes of practice and operational rules/ procedures;
- functional analysis of legislative mandates to:
  - identify functions;
  - identify which work processes fulfill a function, and how those work processes are related; and
  - break down work processes into transactions.
- sequential analysis to understand:
  - the sequence (or sequences) of transactions that form each work process;
  - how transactions within each sequence are interdependent; and
  - how work processes are interconnected.
- validation to confirm that research is complete, accurate and well-documented.

## If a department has already performed a work process analysis will it be required to do so again?

Any department-level work process analyses conducted in accordance with ISO/TR 26122:2008(E) will be leveraged as part of a GoA-wide work process analysis led by EIM.

## Supporting Documentation

- Work Process Analysis Methodology Standard (A000091)
  - ISO/TR 26122:2008(E) Information and documentation – Work process analysis for records
- [GoA Records Management Program Standard \(A000024\)](#)
  - ISO 15489-1:2016(E) Information and documentation – Records management – Part 1: General

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