

Business Process Mapping - Gap Analysis Template <i>(sample data below - fill in with your own information)</i>							
#	Jobs to Be Done	Current State	Pain points/Gaps	Category / Type of Remediation	Future State	Platforms/Applications/ Data Sources	Action Plan
Business Process Area (i.e. Recruiting)							
1	Request to fill a position	HR Manager requests to fill a position in an email HR Manager manually fills a "new hire" pdf form Recruiter receives the request and registers the job in the ATS system	Lack of a portal Manual process; this step can probably be eliminated Lack of standardizations	Technology modernization Process Process	Request sent via a portal and logged in the system HR Manager can enter the information directly in to the selected system Enforce standardizations - formatting rules	ATS system, LinkedIn	
2	Communication between Recruiters and candidates	Recruiter communicates with the candidates via emails and/or LinkedIn Important documents are sent as attachments Candidate prints, scans and signs documents and emails them back to the Recruiter	Security risk Security risk Candidate may not have access to a printer/scanner	Security and compliance Security and compliance Automation	Portal. eSignature system to be used. eSignature system to be used.	ATS system, LinkedIn eSignature system	Select a tool
3	Communication within hiring managers	Email notifications are sent within the organization's teams.	Heavily dependent on shared mailbox Information is lost when the mailbox is full	Automation Automation	System-generated notifications Create workflows/queues for assignments	ATS system	
4	Negotiate an offer	HR team re-enters the applicant information into the HR system using the data from the email	Duplicative work	Automation	The information must flow automatically into the HR system from the ATS system	HR system	Integrate ATS and HR systems
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