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| **Symbol** | **Definition** | **Purpose** | **Example** |
|  | The triggers/effects of each activity in a process. | To show the changed state of the process following the activities that are carried out enabling measuring of process performance. |  |
| Function Step  x.xx | Activities that are carried out by a person during a process. | To identify which activities are required to carry out a function step. | Produce Unused Software List  1.10 |
| Process Interface | Connectors to the other processes | To show handovers between different processes clearly indicating what the next process is in the full end-to-end process view enabling seamless navigation through the process landscape. | Audit & Reconciliation Process |
|  | The “OR” symbol – here you will follow one process flow only from the flows available. | As per definition | As per Symbol |
|  | The “AND” symbol – here you must follow all process flows available. | As per definition | As per Symbol |
|  | The “AND/OR” symbol – here you can follow any selection of process flows available. | As per definition | As per Symbol |
|  | Represents the application used to carry out the activity | To capture the application(s) required to complete the function step |  |

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| **Symbol** | **Definition** | **Purpose** | **Example** |
| Job Role | The job title of the person responsible for carrying out the function step | To ensure ownership of responsibility for a function step | SAM Manager |
|  | Supporting data that is required to complete a function step | To ensure that all parties are aware of the requirement of what business data is needed to complete a function step |  |
| Reference Document | A supporting physical document that would be called upon to complete a function step | To evidence the requirement of a document so as to ensure it is in place when the function step becomes BAU | System Reference Guide |
|  | A point of concern regarding the quality in the execution of a function step | To draw attention to a particular concern as to how well a function step is carried out |  |
|  | A point indicating a potential risk in the successful completion of the function step | To ensure that any such risks are properly addressed prior to the process becoming BAU |  |
|  | To highlight which function step(s) would make suitable points to deploy metric measurement. | To assess to the success/failure of a function step; and thereby the overall process |  |