

Twenty Sample Questions for the Process Capture Discovery Phase

The list below includes many of the general-purpose questions that are typically asked during the Discovery Phase of a Process Capture project. Most questions will be asked in multiple interviews and at multiple times during a Process Capture workshop.

1. Who is involved? (brainstorm about all roles involved in the process)
2. Is there any existing documentation for this process?
3. What is the first task?
4. How long does it take?
5. How often does this happen?
6. Who is responsible?
7. Who provides support?
8. What documentation or instructions are required?
9. What tools are used to complete this task?
10. What IT systems are used to complete this task?
11. What happens if the decision outcome is
Yes...
No...
Need more information...
Other...?
12. What happens if the task is completed successfully?
13. What happens if the task fails?



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14. Are there any other possible outcomes from this task?
15. Does this task need to be broken down into more detail on another page?
16. Can the next task begin immediately or is there preparation or waiting time beforehand?
17. What happens next?
18. Who else is involved?
19. Does it always work this way?
20. Does this process interconnect with any other processes?

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