Complete the following steps for redesigned processing development in each department implementing POS Financial Resolution	**Task Explanation**
Visit each area and complete the following:	
1 Review current departmental procedures as reference for current processing and utilize along with interviewing/shadowing staff through daily/weekly/monthly routines.	Reviewing current procedures gives you a basis for current processing within the department. It also lets you know the current status of written procedures within the department and how much re-writing and/or procedure development will need to be completed as part of the redesign.
2 Document current processing by Interviewing/shadowing staff as they complete all departmental processing steps currently in place for access processing.	Reviewing procedures and talking to department management and staff will provide more detail for departmental operations but actually observing the work is the best way to get an understanding of how the actual activities get done.
3 Develop a detailed step by step processing flow of current departmental processing.	After reviewing departmental procedures, interviewing management and staff and observing operations it will be important to complete a step by step flow of departmental activities. This current workflow will be the basis to compare with the ideal flow to identify issues and processing gaps that must be resolved as part of the redesign implementation.
4 List all technology hardware/software currently in place within the department for Access processing.	During your department review it will be important to document all technology currently in-place for Access processing. This listing of current technology will be the basis to compare with ideal process technology to identify technology gaps that will need to be resolved as part of the redesign implementation.
5 List all equipment currently in place with the department for Access processing.	During your department review it will be important to list all equipment currently utilized for Access processing. This listing will be utilized to compare with equipment identified as part of the ideal process. Any additional equipment needs will be added to the workplan for resolution.
6 List all forms, reports, etc. currently used within the department for current Access processing.	During your department review it will be important to document all forms, reports, etc. currently utilized for Access processing. This listing of current forms, reports, etc. will be the basis to compare with ideal process forms, reports, etc. to identify any additional needs.
7 Document current departmental Access staff by responsibility and position description.	Obtain listing of current department staff responsible for any Access activities. Break down the listing by position description, current responsibility and current skill level. Be sure to include any current open positions.

Complete the following steps for redesigned processing development in each department implementing POS Financial Resolution	Task Explanation
8 Document any physical space restraints in each area that could impact the ability to implement POS collection/Account Resolution.	This step is important to identify any space constraints that could impede Access processing. This could include space needs for portable units, scanning equipment, discharge interviews, etc. Also include the need for any additional electrical outlets needs.