

While there are most likely a number of different ways to obtain answers to the questions in the Business Process Level section of RREC, The Models for Action team recommends that it be implemented in the context of a business process improvement activity. There are also a number of ways that the background information can be gathered to support the business process improvement activity. In this case, the preliminary information to support the BPI activity was gathered through interviews of all staff involved in the process. The Business Process Level section of the RREC was implemented and evaluated during a business process improvement activity with the New York State Adirondack Park. A sample of the responses to the questions for one subtask is also available. A brief description of the steps involved in the use of the Business Process Level section of the RREC is provided below.

- Interviews were conducted to identify records management issues.
- The interviews also captured a process diagram from the perspective of each person interviewed. The individual process diagrams were integrated into one process model. A group decision conference was conducted with all staff involved in the process as well as legal and other expert staff.
- The group decision conference was comprised of the following steps: