Service-to-Satisfaction (L0 E2E Business Flow)
System Architect
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Comment

Service to Satisfaction encompasses all business functions necessary to determine service requirements, secure funding, contract with outside vendor, establish service and measure customer satisfaction.

Service-to-Satisfaction

Identify Service Requirements → Establish Service Capability → Provide Service → Measure Customer Satisfaction & Improve

Identify Service Requirements Group

Establish Service Capability Group

Provide Service Group

- Acquire Human Resources
- Adjust Program Execution
- Assess Acquisition Program Baseline Revision
- Develop Human Resources
- Evaluate Acquisition Program Baseline Revision
- Initiate APB Revision
- Manage Benefits
- Manage Organization
- Manage Travel
- Sustain Human Resources

Legend

E2E Business Flow	Business Flow Process Step	BPM Process	Child BPM Process	BPM Process Group: Group BPM Processes in Excess of 10 for Better Visualization