



“How To” Read a MAGIC Business Process Flowchart Help Documentation

If you need any helpful “tips” in learning how to read a MAGIC Business Process Flowchart (BPF), please select the appropriate option below.

- What is a Business Process Flowchart (BPF)?
- What do the BPF symbols mean?
- How do I read a BPF?
- How do I ask a question about a BPF?



What is a Business Process Flowchart (BPF)?

What is a Business Process Flowchart (BPF)?

The Business Process Flowchart (BPF) is a graphical representation of how the process will be completed after MAGIC Go-Live. The flowchart documents the steps or activities involved in the process, from the agency end user's point of view. The Process Flowchart "Swim Lane" refers to the specific format of the flowchart that groups steps and activities according to the roles and/or organizational areas involved in the process. Each "lane" of the diagram shows the responsibilities of a particular security role, organizational area, or controlling agency in completing the process.

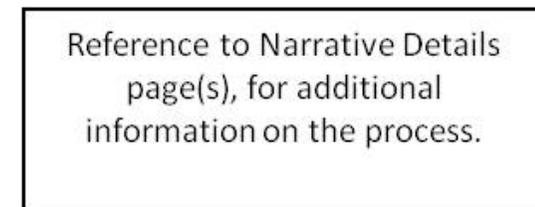
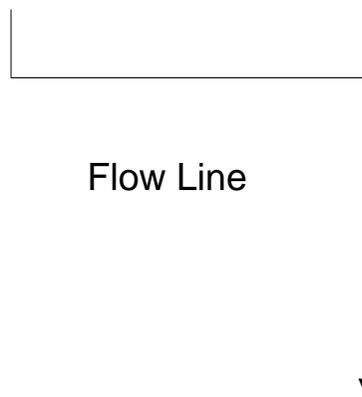
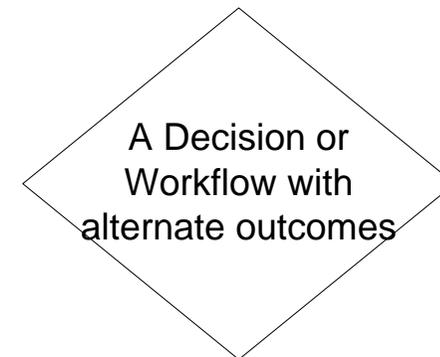
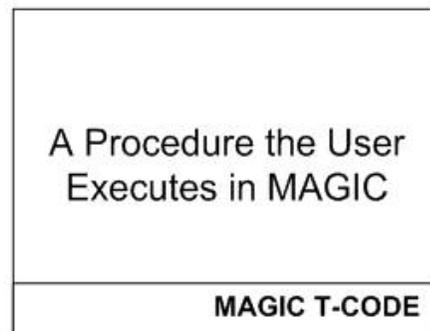
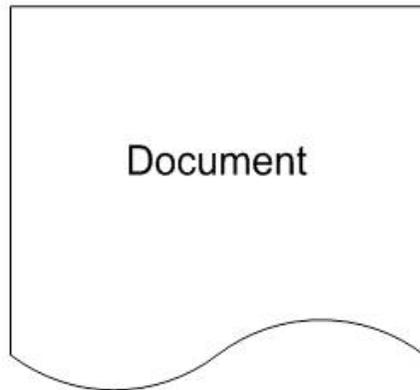
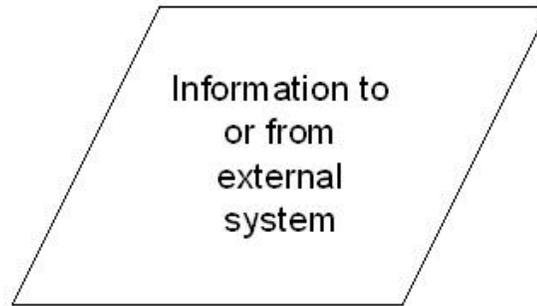
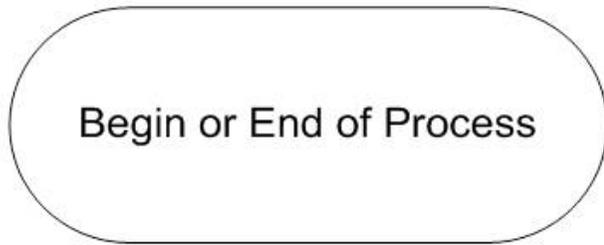
Most processes in MAGIC involve multiple security roles, organizational areas, and often multiple agencies to complete. The Process Flow diagrams depict the connections, communications, and hand-offs between individuals, departments, and agencies and can help users visualize the participants, stages, decisions, inputs, and outputs of the process.

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What do the BPF symbols mean?

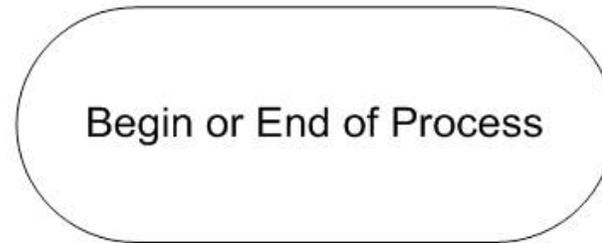
Click one of the images below to read a brief description of what that flowchart symbol means.



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Begin or End Process Symbol



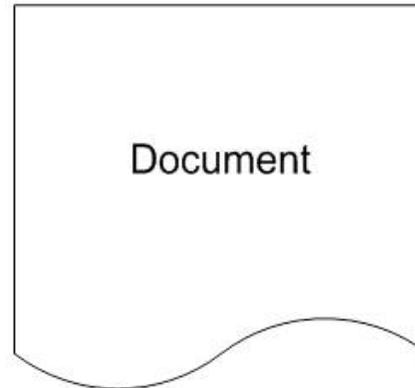
This symbol shows the start and ending points in a process. When used at the beginning of a process, the symbol depicts a catalyst that sets the process in motion. When used at the end of a process, the symbol depicts the final result or product of the process.

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Document Symbol



The Document symbol is used to depict a document, report, or other hard or soft -copy information that is produced by a process step or that is input to a process step.

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Process Step Symbol



Process Step

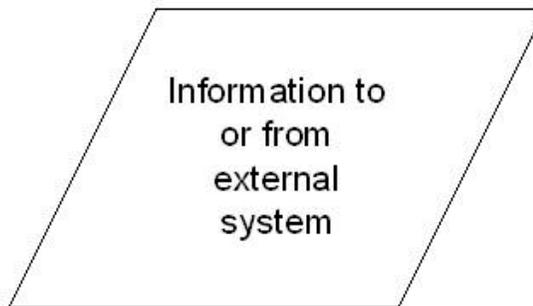
The Process symbol is used for any step in the process that is NOT a MAGIC transaction. A Process Step is something that has to be done or an action that has to be taken. These process steps are used for informational purposes and may or may not depict something that occurs inside the MAGIC system.

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Information To or From External System Symbol



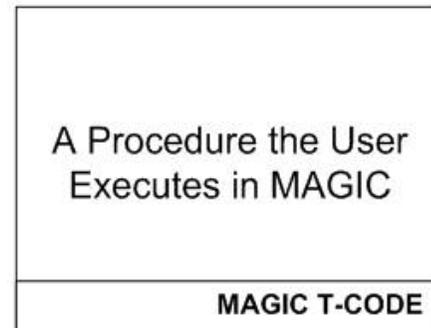
Typically, this symbol is used to show data that is imported from or exported to an information system that is external to MAGIC. It could also be used to represent any information that originates outside the MAGIC system.

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A Procedure the User Executes in MAGIC Symbol



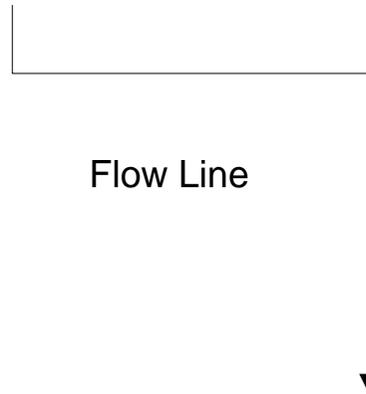
This symbol is used for a process step that is executed in MAGIC and has a corresponding MAGIC Transaction Code (T-Code).

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Direction of a Flow Symbol



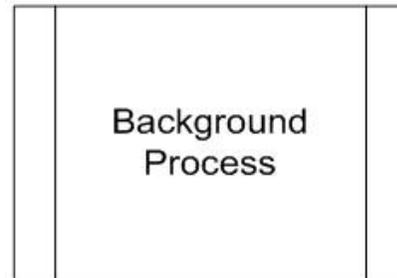
Flow line connectors show the direction of movement in the flow of steps and information in a process. Follow the direction of the arrows from symbol to symbol as you read the flowchart. Please remember that a circle of steps may indicate a gathering of information or approvals and may be executed several times before the process is completed.

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Background Process Symbol



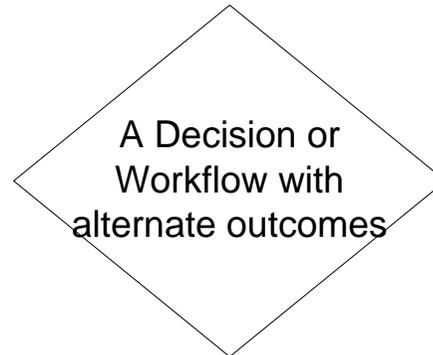
A Background Process symbol can represent an automated process inside MAGIC that is required to complete the process. It can also be used to represent a step or series of process steps that are external to the scope and purview of MAGIC and to the agencies' use of the MAGIC system. (e.g. Agency Time Reporting System). These Background Processes should be documented by the owner of the external process.

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A Decision or Workflow Symbol



This symbol Indicates workflow, a question, a decision, or a branch in the process caused by alternate possible outcomes or actions. Typically, a Decision block is used when there are 2 or more possible outcomes (e. g. Approved/Rejected; Yes/No) or alternate options for the next step (e.g. manual entry/upload). The answer to the question, the decision that is made, or the option selected determines which arrow you follow out of the Decision symbol. The arrows coming from this symbol are labeled to indicate the answer, decision, or option relevant to that direction in the process flow.

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Reference to a Narrative Details Symbol

Reference to Narrative Details
page(s), for additional
information on the process.

A

A capital letter in a circle is an off-page reference pointing to the Description page(s) that contains additional information on the process. Look for the matching reference at the beginning of the relevant Narrative Details page(s).

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How Do I Read a BPF?

If you need help in learning how to read a Business Process Flowchart, please click the “Start Tutorial” button below. The tutorial will allow you to step through each step in the process to learn how the flows will work. For this example, the business process is a doctor’s visit.

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[Start Tutorial](#)



How Do I Read a BPF?

The name of the BPF will be listed here.

Doctor's Visit

Patient

Doctor's Office

Doctor

Insurance Claims

These are called "Swim Lanes." They will list the process steps that the associated role will complete.

The affected MAGIC Roles will be listed on the left side of the flow.

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[View First Process Step](#)



How Do I Read a BPF?

Doctor's Visit

Patient	
Doctor's Office	
Doctor	
Insurance Claims	

The first step in the process will use this symbol.
In this example, the patient identifies that there is a potential health concern.

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[View Previous Process Step](#)

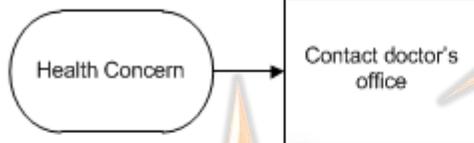
[View Next Process Step](#)



How Do I Read a BPF?

Doctor's Visit

The box symbol is used when the person in the role needs to "do something."



An arrow line will connect the previous process step to the next step in the process.

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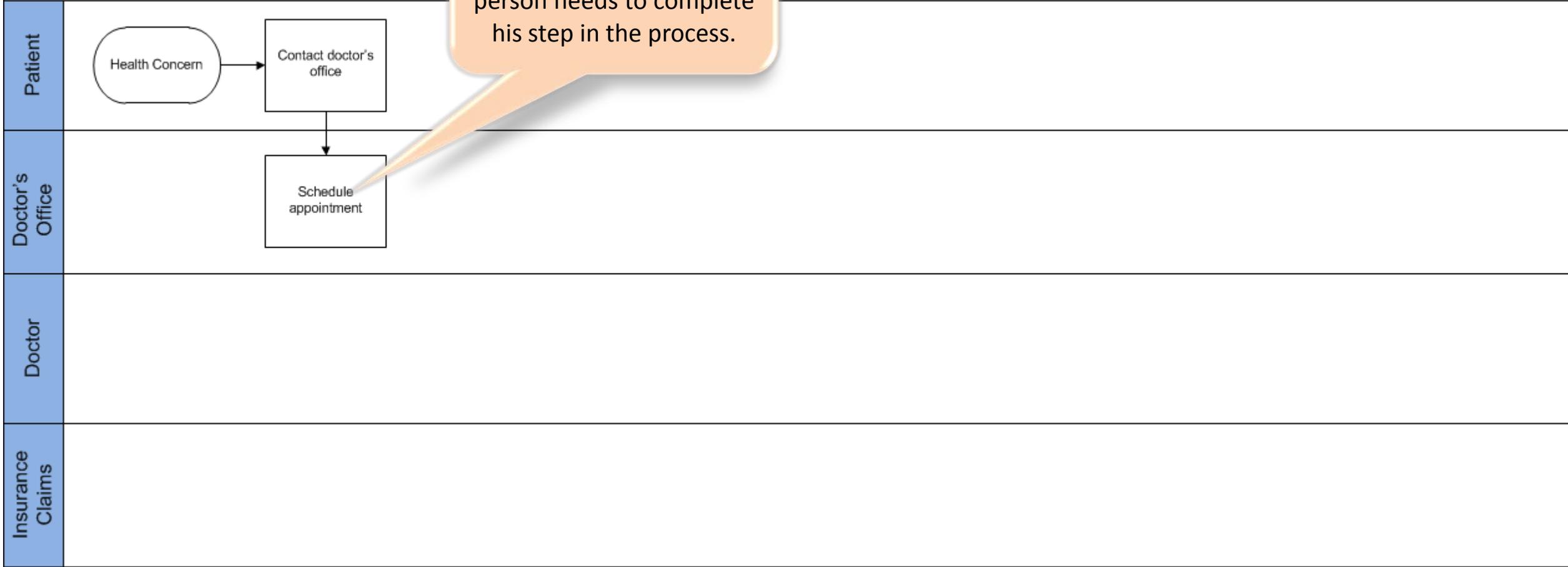
[View Next Process Step](#)



How Do I Read a BPF?

Doctor's Visit

The flow will move to another role when that person needs to complete his step in the process.



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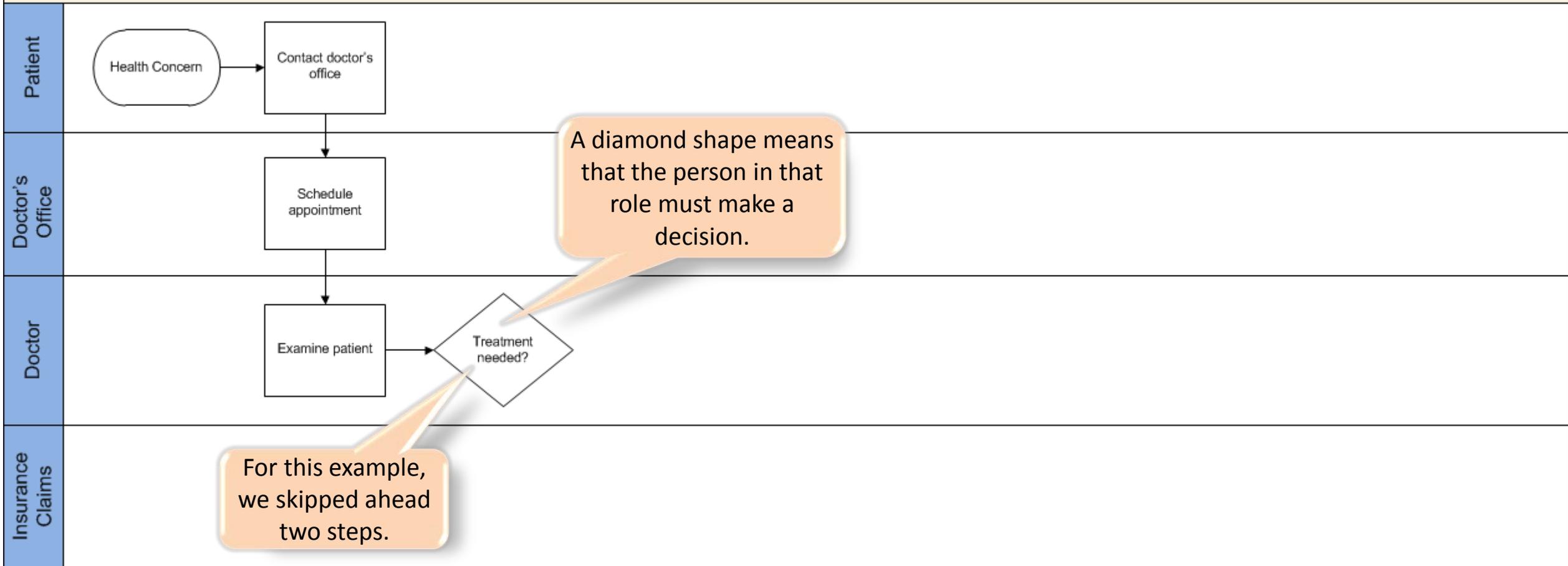
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How Do I Read a BPF?

Doctor's Visit



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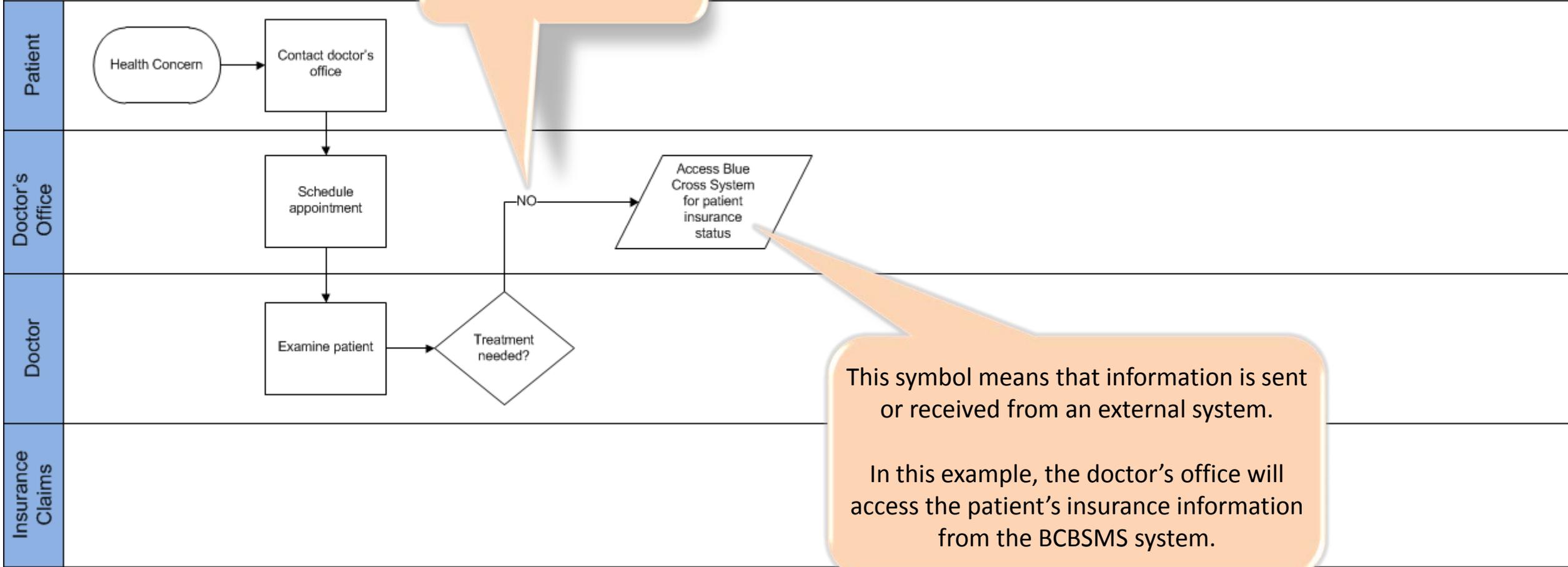
[View Next Process Step](#)



How Do I Read a BPF?

Doctor's Visit

First, let's look to see if the decision to this question is "No."



This symbol means that information is sent or received from an external system.

In this example, the doctor's office will access the patient's insurance information from the BCBSMS system.

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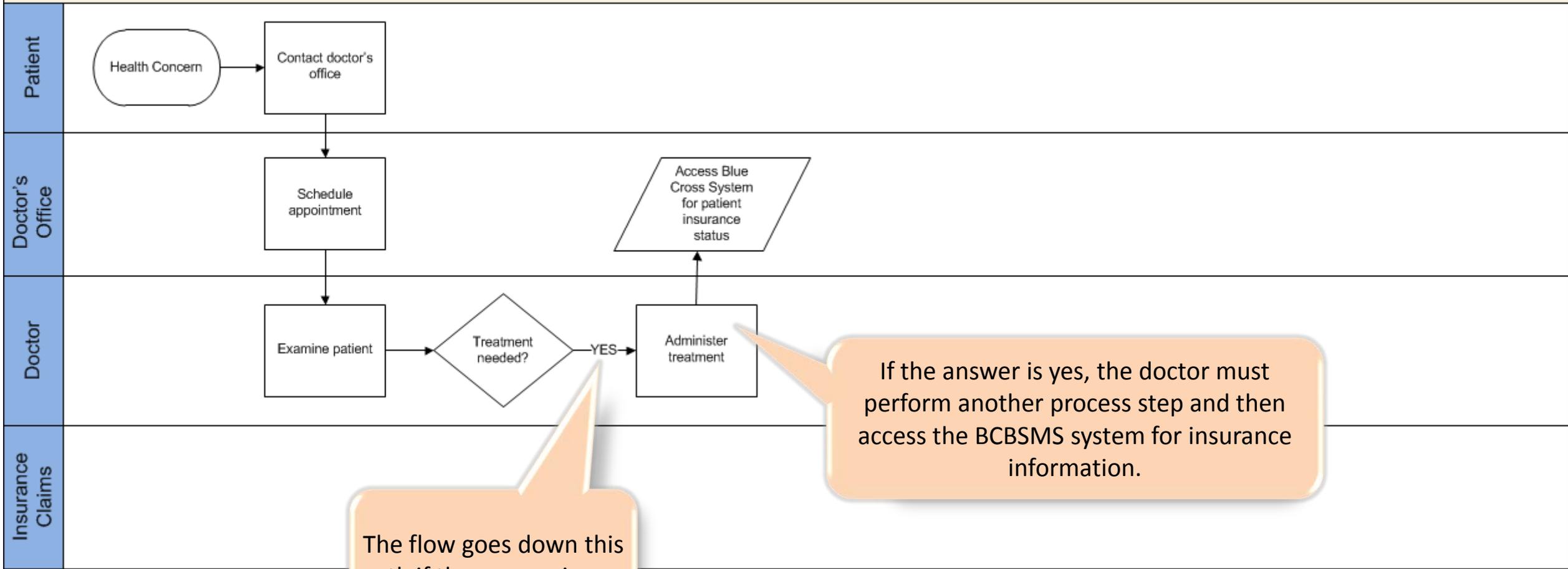
[View Previous Process Step](#)

[View the "Yes" Option](#)



How Do I Read a BPF?

Doctor's Visit



The flow goes down this path if the answer is yes.

If the answer is yes, the doctor must perform another process step and then access the BCBSMS system for insurance information.

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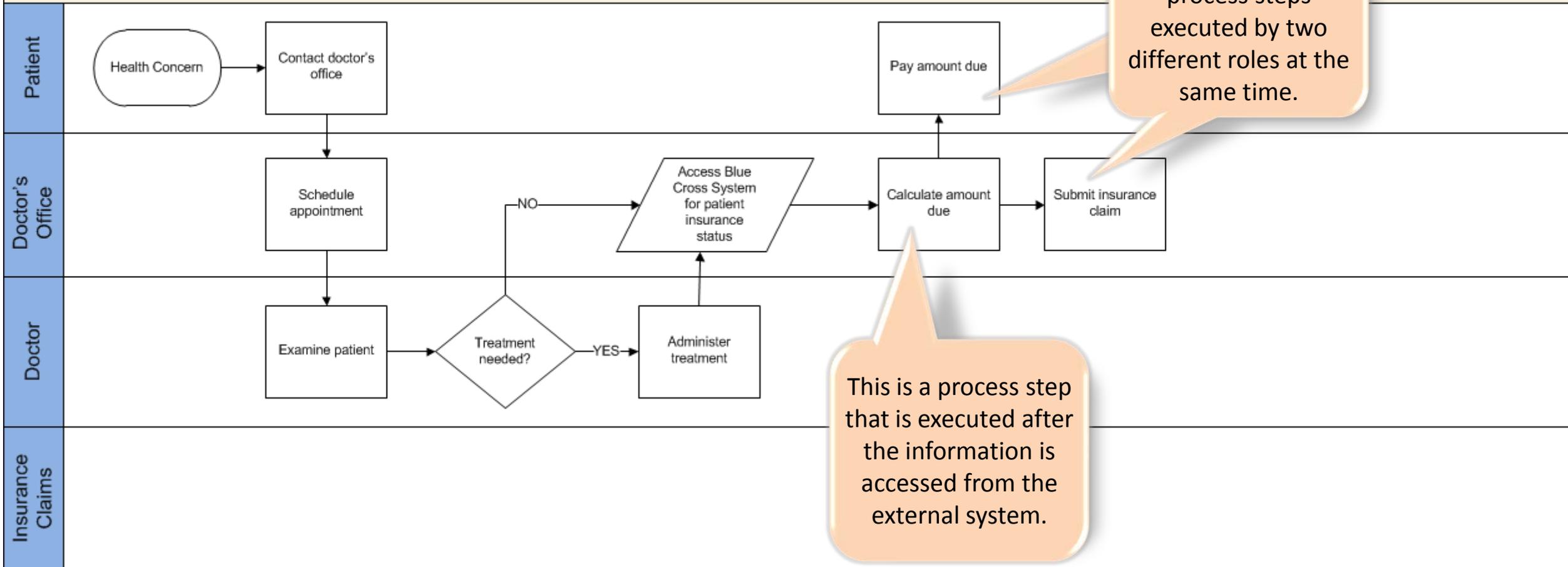
[View the "No" Option](#)

[View Next Process Step](#)



How Do I Read a BPF?

Doctor's Visit



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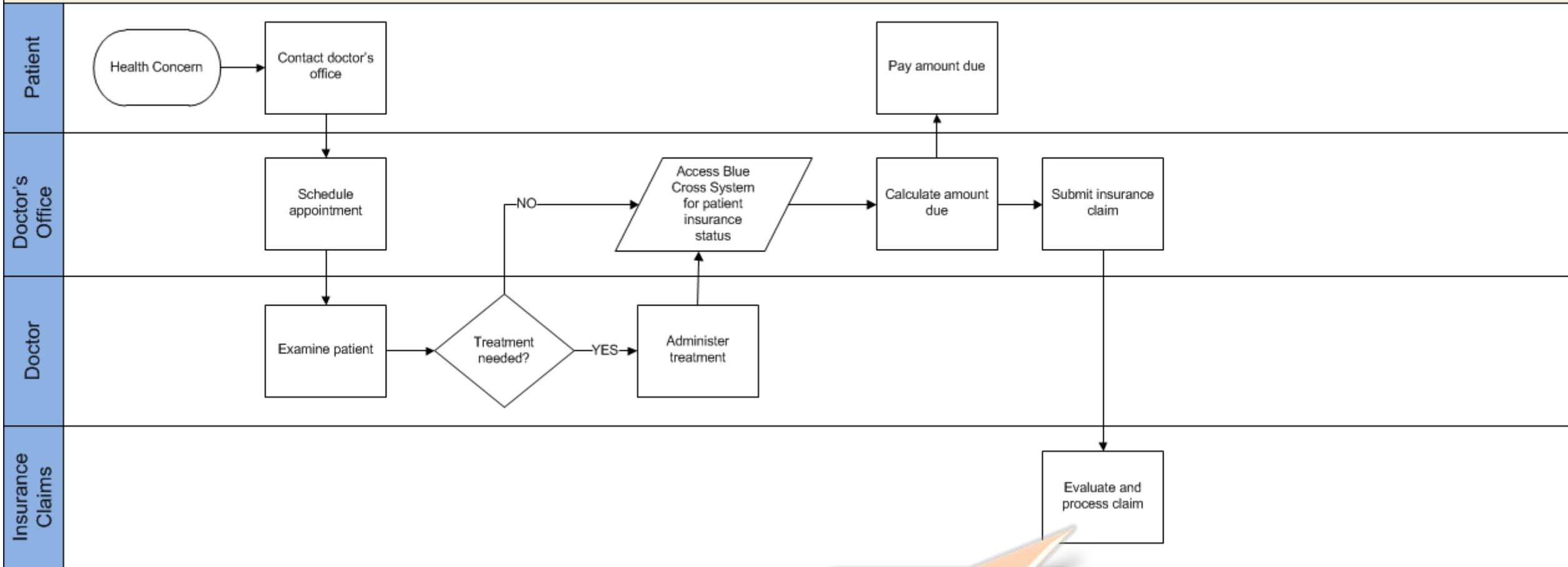
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How Do I Read a BPF?

Doctor's Visit



Another process step is executed by a separate role.

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How Do I Read a BPF?

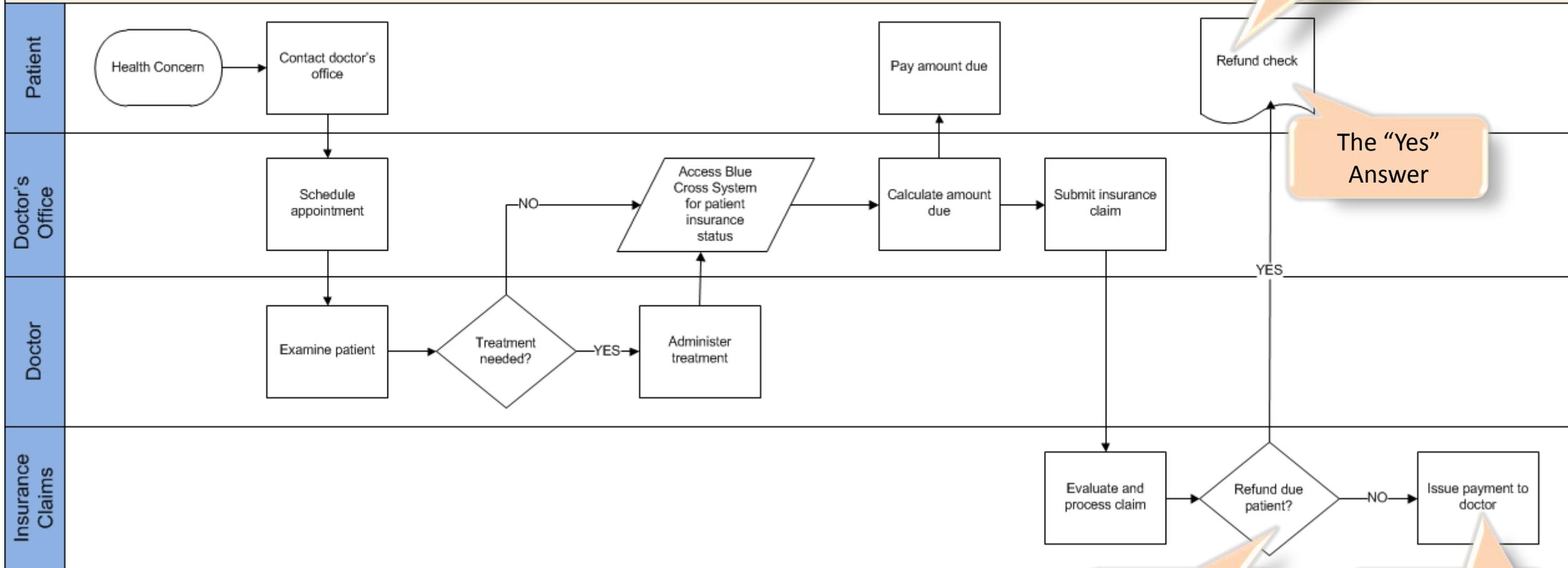
This symbol represents a document.

The "Yes" Answer

Another Decision Step

The "No" Answer

Doctor's Visit



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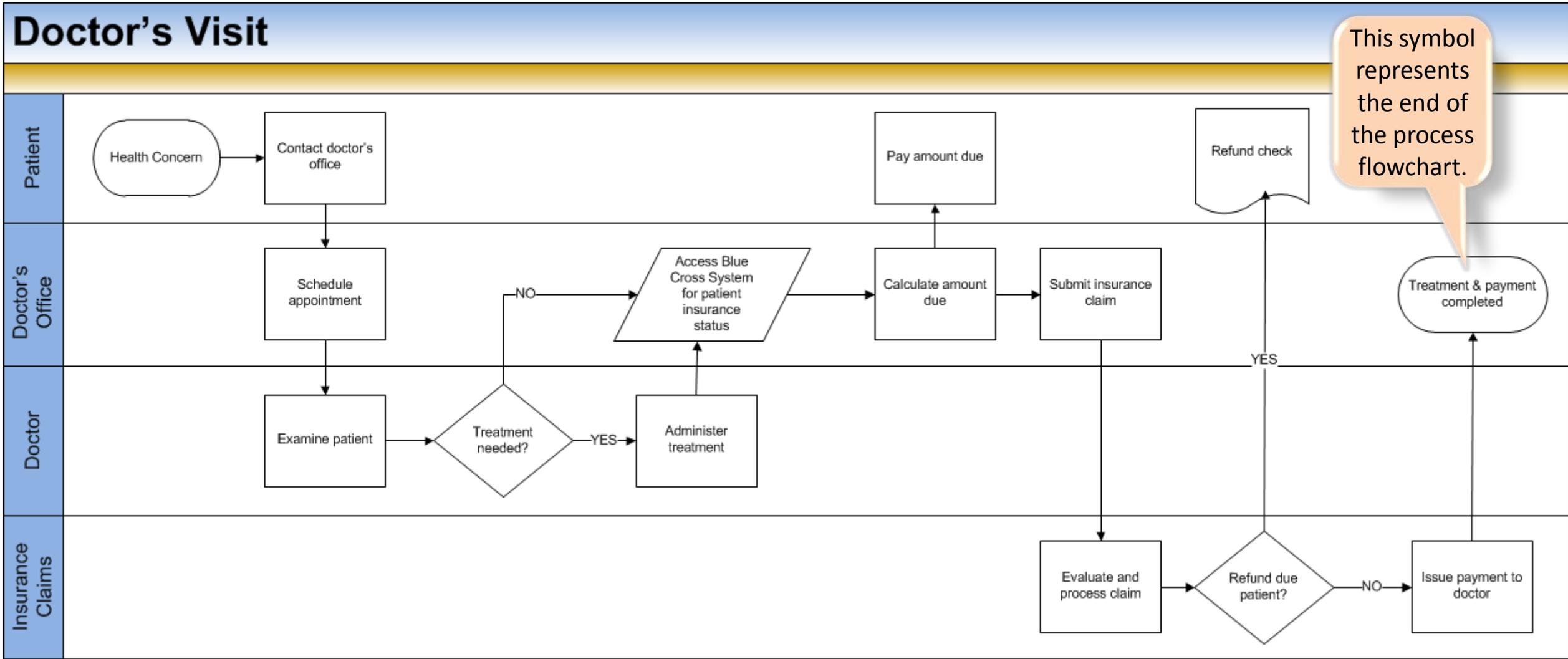
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[View Next Process Step](#)



How Do I Read a BPF?

This symbol represents the end of the process flowchart.



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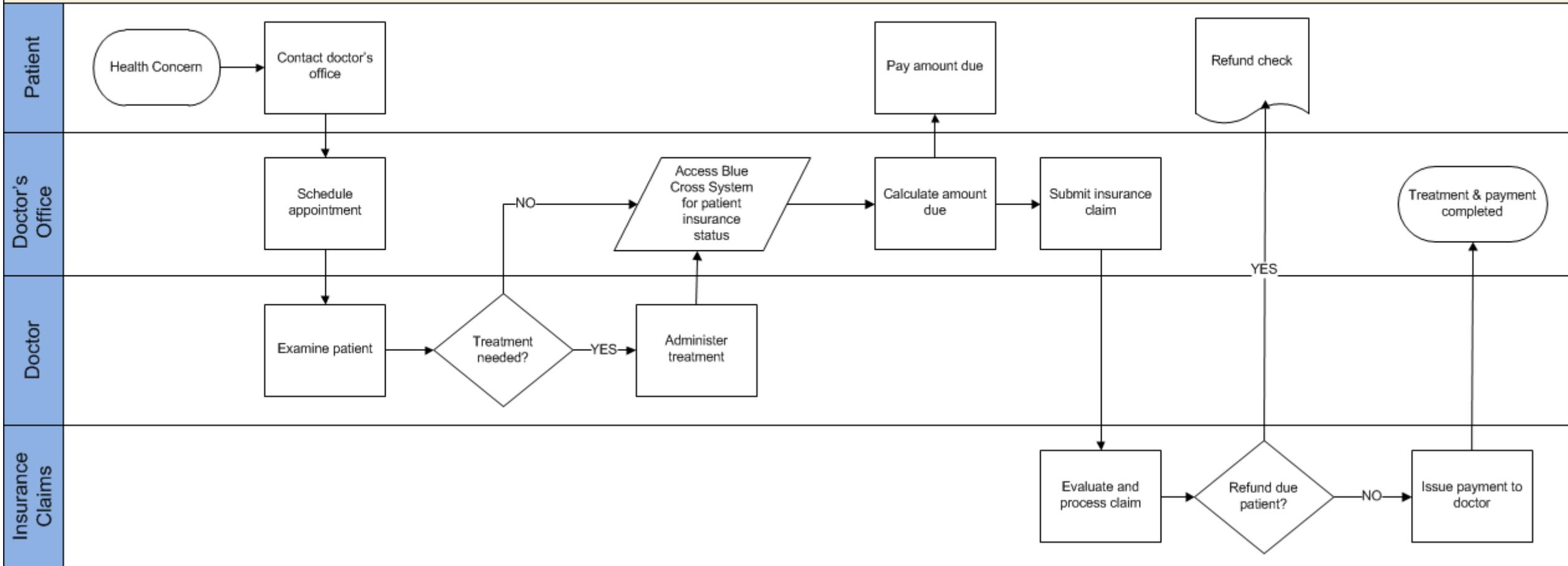
[View Previous Process Step](#)

[View Complete Process](#)



How Do I Read a BPF?

Doctor's Visit



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How Do I Ask a Question about a BPF?

If you have a MAGIC question and/or comment, there are several ways to reach the project team.

Once your question or concern has been submitted, a member of the project team will contact you to answer your question or discuss your concern.

	<p>Use the MAGIC Feedback Webpage. www.mmrs.state.ms.us/MAGIC/Feedback/index.shtml</p>	 <p>Post on the MAGIC Facebook page. https://www.facebook.com/msmagicproject</p>
	<p>Call the MMRS Call Center. 601-359-1343</p>	 <p>Use Twitter to tweet your question. @msmagicproject</p>
	<p>Send the MMRS Call Center an email. mash@dfa.ms.gov</p>	

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