

Human Factor in Business Processes: Integrating People, Processes and Technology



*Great leaders tell us that people are the most important asset of any organization. Yet most organizations are forced to focus exclusively on improving processes and technology because they lack the tools to effectively identify, integrate, and engage the unique talents of their people. Connecting the right people to the right job within the right business process using the right technology is a complex undertaking. Until now, the requisite tools were not readily available or easily applied. In partnership with our sister Company, **Vega Behavioral Consulting, Ltd.**, we have developed a methodology, based on cutting edge behavioral theory, to help businesses integrate people, processes and technology to achieve exceptional performance.*

Leveraging talent is more than just teaching people how to perform specific job duties within the context of the business process and information technology available; it requires a match between the requirements of the job and the natural capacities of the individual. Without this match, individuals and organizations become frustrated with the work results (and each other).

The key is to design business processes and architect information technology resources to complement the available talent within an organization. We use a practical set of tools, founded on the **Vega Role Facilities™ Theory**, to map business processes and technology to human factors, rather than to attempt to force workers to adapt. The benefit is smoother, more natural workstreams that are faster and less prone to human error. And the workforce exhibits increased morale, job satisfaction and less turnover as a result.

The focus of the **Vega Role Facilities™ Theory** is to clarify two fundamental aspects of human behavior – role facilities and skills – and the relationship between them. It helps to identify those core role facilities and skills that are strengths and opportunities for an individual, as well as those that are distractions and vulnerabilities. Individuals commonly have many roles and skills in their repertoire, and experience has shown that, over a population of individuals, these roles and skills often occur in “clumps”. By breaking down business processes into jobs that match these common groups of roles and skills, it is possible to create positions that seem “hand tailored” to an individual’s particular talents. Combine the leveraging effect of technology specifically designed to augment the business process and inherent individual talent, and the result is a synergy that will rocket a business to much greater levels of performance, often leaving the competition in the dust.

The most important aspect of integrating people, processes and technology is to understand that business processes and technology can be modified to capitalize on the nuances of human behavior, but human behavior can not be as easily adapted to the technology or business processes. Far too many businesses fail in their change management efforts because they have failed to consider the human factor.

This WhitePaper was prepared by Vega & Associates, Ltd., a technology consulting firm that is expert in the design and deployment of strategic, value-driven technology solutions. Visit us at www.vnaltd.com, or call us at 817.379.9952.