Process Taxonomy for the Education Sector

Storyline…

The Client is a Trust working towards developing and nurturing an education leadership platform as a societal platform that offers free services and resources to a variety of ecosystem players - individuals, NGOs, and government. Inventorying business processes in education was seen by the Client as a prerequisite for any efforts at reform. MaGC was engaged by the client for developing a process taxonomy for the Education sector.
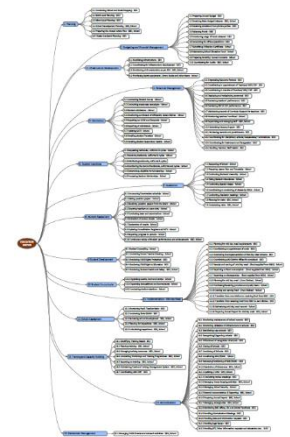
Once upon a time…

The Client aims to provide the education leadership platform in ways that supports education leadership development at large scale with high impact. Towards this objective, the client intended to undertake a mapping of business processes covering the entire government education system. The first step in this direction was to develop a taxonomy of business processes, in other words, a listing of all processes working towards delivering education covering various functionaries within the system. The exercise was undertaken in the South Indian state of Karnataka.

Moving on…

The MaGC team began with a desk research on relevant legislation and the policy framework governing the education sector in Karnataka state which included various Acts, Rules, scheme guidelines, policy documents, study reports. The desk research also covered best practices in the education sector across the globe such that no processes (prevalent as well as expected) are covered in the taxonomy.

This was followed by a process inventorying exercise. The study covered six government schools in all: one each of High School, Higher Primary School, and Lower Primary School in an urban area and rural area respectively. Apart from schools, the study also covered two Block Education Offices and two Cluster Resource Centres.

The study was planned in two phases with a time gap in between. After the first phase, data collected was compiled and documented. In the second phase, this was validated. Based on the validation, changes were made and the Process Taxonomy was produced. The taxonomy itself underwent a couple of rounds of brainstorming and finetuning before getting finalised.

The Process Taxonomy lists all processes under various functions starting from Block Education Office down till the Schools. The taxonomy covers, for each line item, the following: Function Code, Taxonomy Code, Process Name, Process Owner, Key Process Output, and a Brief Process Description.

Finally…

Being the first attempt of its kind in the sector and built on the Societal Platform, the Process Taxonomy provides a common denominator using which all reform efforts anywhere in the country can be structured. The structure of the taxonomy makes it flexible and easy to scale up to include more processes as well as to tag additional parameters. In particular, for the Client, it provided a base for planning and undertaking the subsequent process mapping exercise and drawing up Hassle Maps for gap analysis. The taxonomy also helps stakeholders identify areas for focused interventions, such as process reengineering, process automation, and network analysis.

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