CAPITAL EXPENDITURE - Customer Journey Map

STEP ONLY FOR LARGE AMOUNT FUNDING REQUESTS

Initial business request for UX services.

	Plan Multi-Annual Budget	Plan Annual Budget	Initiate Funding Request	Check Capital Flows	Add Resolution on Request	Users & Approvals Control
Senior Financial Clerk	**TASKS:** • Set Cost Centers (by location & business function). • Estimate/Adjust capital distribution for business objectives. • Estimate/Adjust incomes for a long period of time. • Approve/Reject Capital Expenditure Plan.	**TASKS:** • Check conformity with multi-annual Capital Expenditure Plan. • Approve/Reject annual budget for each Cost Centers. **ISSUES:** • Lack of visibility in real-time over interested data..	NO TASKS	NO TASKS **Senior Financial Clerk**	**TASKS:** • Check financial data for each large amount funding request. • Approve/Reject large amount of funding request. **ISSUES:** • The data format is not consistent in reports (visual, structural, etc.). • Requests are rejected because of missing data.	**TASKS:** • Analyze / change / adapt the logic of approval workflow. **ISSUES:** • Any change in the workflow requires significant resources.
Financial Clerk	**TASKS:** • Provide data for **Senior Financial Clerks**. • Align with **Tech Managers** and other stakeholders about business needs.	**TASKS:** • Provide data for Senior Financial Clerks. • Build a hierarchy for funding requests. • Collect data about incomes and expenditures. • Build capital allocation drafts. **ISSUES:** • Data accuracy check is a very demanding process. • Train other stakeholders about the funding process.	NO TASKS	**TASKS:** • Provide data about good receipts, cash flow, and differences between the funds allocated and the funds spent. • Redistribute funds for requests based on the current cash-flow. **ISSUES:** • Need to work with data from multiple applications. **Financial Clerk**	**TASKS:** • Validate data request . • Organize periodical capital expenditure meetings. • Send reports to **Senior Financial Clerks**. • Communicate with request owners about the status, adjustments required, funds available, deadlines. • Approve/Reject large amount funding request. **ISSUES:** • Provide proper communication channels between various stakeholders.	**TASKS:** • Check/Propose process improvements.
Tech Manager	**TASKS:** • Provide data for **Financial Clerks**.	**TASKS:** • Build investment cases. **ISSUES:** • The poor visibility over funding calendar and funds availability.	NO TASKS	**TASKS:** • Provide tech description for the request. **Tech Manager**	**TASKS:** • Check necessity or business opportunity. • Check funds availability. • Approve/Reject **large** amount funding requests. **ISSUES:** • Hard to identify the requests allocated. • Deadlines for providing resolution are overdue. • Poor awareness about new requests in the flow.	NO TASKS
Direct Manager	NO TASKS	NO TASKS	NO TASKS	NO TASKS **Direct Manager**	**TASKS:** • Check necessity or business opportunity. • Check funds availability. • Approve/Reject **small** amount funding requests. **ISSUES:** • Hard to identify the requests allocated. • Deadlines for providing resolution are overdue. • Poor awareness about new requests in the flow.	NO TASKS
Requestor	**Plan Multi-Annual Budget** NO TASKS	**Plan Annual Budget** NO TASKS	**TASKS:** **Initiate Funding Request** • Create the request. • Fill the request form with correct and appropriate data. • Attach docs that prove the necessity. **ISSUES:** • Poor support features in the application. • The request form is not specific for the subject of the request. • Lack of validation features in the application.	**Check Capital Flows** NO TASKS **Employee**	**Add Resolution on Request** NO TASKS	**Users & Approvals Control** NO TASKS

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