

PROCESS DOCUMENTATION

Structure



- 2.1 Introduction
- 2.2 Aim and Importance of Process Documentation
- 2.3 Methods and Tools of Process Documentation
- 2.4 Process Narratives and Flow Charts
 - 2.4.1 Risks and Controls
 - 2.4.2 Proactive Process Management
- 2.5 How to Conduct Process Documentation
- 2.6 Software Documentation
- 2.7 Documenting a Digital Event
- 2.8 Conclusion
- 2.9 Apply What You Have Learnt

Learning Objectives



After going through Unit 2, it is expected that you would be able to

- ❖ Describe the aims and objectives of process documentation
- ❖ Discuss the different methods and tools of process documentation
- ❖ Conduct documentation based on software
- ❖ Document a digital event.

2.1 Introduction

The conceptualisation, evolution, growth and implementation strategies for event documentation differ from one organization/ project to another. Each project or agency has the potential to provide deeper insight into the enigmatic subject of social development, but differently. Each case has something to contribute to the learning process in the field of adult education, as there is no "blue print" approach. Hence, understanding the process documentation (PD) is of immense relevance to strengthen the adult education project implementation.

In adult education programs in India, the information collected during the

evaluation provides insights in post-facto. On the other hand, process documentation provides concurrent insights, since evaluation is a real time ongoing activity during the course of the project. As such, information collected during the course of process documentation is of timely relevance. Information collection on programs is the key aspect of PD

PD in the context of social science research is about finding occurrences of similar events or deviations, causative factors, etc in an ongoing manner. Hence, it results in constant thinking, reflecting and analysing the adult education concepts and implementing strategies.