

# Key Points to aid applicant

## Consulting Service for Single Investment Associate

**Process ID:** BL-L1040-P00007

### KEY TERMS RELATING TO CONSULTANCY

The term *Single Investment Window* is used for service centers for citizens and entities that offer consolidated access to various public and/or private sector services in a single place and through one or more service channels.

Single Investment Window unique point of entry for investors.

- **One-stop-shop:** A common physical space with one official from each organization
- **Digitalization:** Digital Information Single Windows.
- **Transactions:** Digital Single Windows which inform and allow transactions

### Designing a SIW

- **Process mapping** – Refers to a technique used to visually map out workflows and processes to communicate how a process works in a concise and straightforward way, in defining what an entity does, who is responsible, to what standard a process should be completed, and how the success of a process can be determined.
- **Process simplification** – Refers to the minimization of activities and tasks to make a process more feasible and manageable, while maintaining or improving efficiency, effectiveness and productivity in order to add value to the customer.
- **Process modelling** - Refers to the practice of creating data-driven visual or graphical representations (including activity diagrams and flowcharts) of key business processes and sub-processes that documents how work gets done and provide insights about business functions.
- **Process reengineering** – Refers to a methodology that includes the redesign of processes to achieve significant improvements in productivity, efficiency and quality.
- **Process optimization** - is the systematic approach of analysing and improving business processes to achieve maximum efficiency, effectiveness, and quality. The goals are to reduce costs and improve productivity.
- **Digitization/automation of processes and assembly of the platform** - Digitization is the process of converting information into a digital format.
- **Interoperability** - the ability of computer systems or software to exchange and make use of information. It ensures compatibility between software modules, simplifying integration

and reducing development efforts. Interoperable software components enable developers to leverage existing solutions and create flexible and scalable software applications.

- **Legal framework** - a set of documents that include the constitution, legislation, regulations, and contracts.
- **Operational framework** - is a guide to a company's policies, goals, values, standards, procedures and training. The framework sets out the way the company does business and promotes a corporate culture and identity.