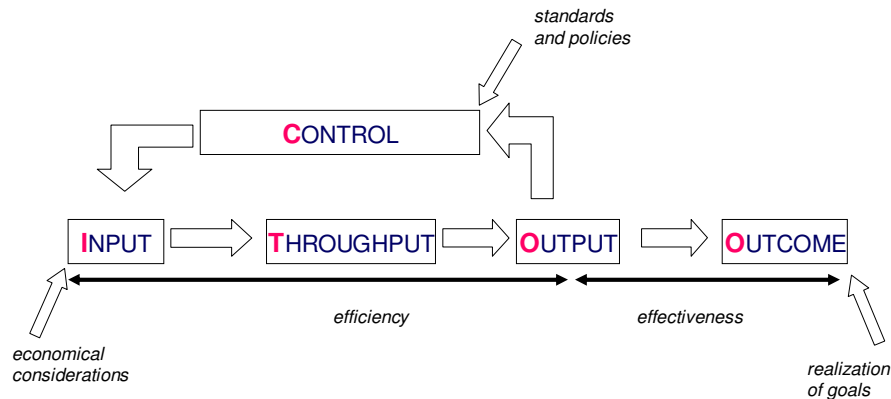


## ITOCO process model



### Process diagram, based on the ITOCO-model

**Input:** the service or product a supplier provides to a process.  
Inputs to one process are the outputs from preceding processes.

**Throughput:** the activities and intermediate work products that are used in the process, between input and output.

**Output:** the direct results of a process. This refers to the direct, short-term results, opposite to the long-term results (outcome) that come from the output. The output of one process can be the input to a succeeding process. See process model.

**Outcome:** the final result of carrying out an activity; following a process; delivering an IT service, etc

**Control:** to exercise restraining or directing influence over an object or procedure.

**Policy:** a definite course or method of action to guide and determine present and future decisions.

**Procedure:** description of a coherent set of activities, stating the parties responsible for implementing them.

**Process:** a structured set of activities designed to accomplish a defined objective. A process description defines what will be done, what input is required, and what output is produced. A process can be detailed in one or more procedures, and subsequent work instructions. The organization can define roles and responsibilities and relate these to the activities in the process. Processes have clear business reasons for existing.

The input indicates the resources being used in the process. The throughput indicates the way the input is transformed into the output. The (reported) output describes the immediate results of the process, while the outcome indicates the long-term results of the process (in terms of meaningful effect).

Through control activities, we can associate the input and output of each of the processes with policies and standards to provide information about the results to be obtained by the process. Control regulates the input and the throughput in case the throughput or output parameters are not compliant with these standards and policies. This produces chains of processes which show what input goes into the organization and what the result is, as well as monitoring points in the chains in order to check the quality of the products and services provided by the organization.



Jan van Bon  
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Reference: Bouckaert, Performance measurement in government (1999)