

Suppliers Who provides each of the inputs?	Inputs What is required for each step of the process to work?	Requirements What do we need from each input? E.g., quality, timeliness?	Process What are the high-level steps in this process?	Outputs What has been created, generated or achieved as a result of each process step?	Requirements What does each customer require of the outputs?	Customers Who are the people who have an interest in each output?
Conference organiser(s) Keynote speaker	<ul style="list-style-type: none"> Conference theme, title, dates Confirmed keynote speaker Available accommodation 	Block book UCD residence accommodation 6 months in advance if it is required over the summer	Organise keynote speaker	<ul style="list-style-type: none"> Keynote speaker booked Accommodation booked and paid 	Accommodation is available, suitable, local, in budget.	<ul style="list-style-type: none"> Hotel Keynote speaker Budget holder/conference manager
UCD Procurement Office Venue organiser(s) Conference organiser(s)	<ul style="list-style-type: none"> UCD Procurement policy Conference capacity Budget Conference schedule – no. delegates per room Room requirements (equipment, audio, IT). 	Ref UCD Bursar’s Office guidelines on compliance with UCD national EU tender regulations	Organise conference Venue(s)	<ul style="list-style-type: none"> Obtained quotes Venue booked and price agreed 	<ul style="list-style-type: none"> Rooms allow for specified capacity and within budget High quality standard with appropriate equipment 	<ul style="list-style-type: none"> UCD Bursar’s Office Conference organiser(s)/UCD Room Allocations Conference delegates UCD Estate Services
Conference organiser(s)	<ul style="list-style-type: none"> Conference title and dates Call for Papers (CoP) deadline Programme & schedule 	Update webpage when CoP and schedule deadlines met	Create conference webpage	<ul style="list-style-type: none"> Webpage created Conference information available (accommodation and transport links, draft schedule and CoP link <ul style="list-style-type: none"> Additional links to Dublin map and tourist information. 	<ul style="list-style-type: none"> Webpage accessible, information accurate and updated as events/ programme information updated 	<ul style="list-style-type: none"> Conference delegates Conference presenters
Conference organiser(s) Musician/pianist	<ul style="list-style-type: none"> Ref UCD Procurement policy List of events to be run during the conference (i.e. reception, hire of musician/pianist, evening dinner) Times, dates, venues #’s expected Target audience Caterers Advance booking of musician/pianist 	Contingency plan if some events not available/possible	Organise reception/entertainment/events /evening dinner	<ul style="list-style-type: none"> Events planned Quotes obtained Venues booked Caterers booked Musician/pianist booked for reception Transport to/from event(s) booked Restaurant booked 	<ul style="list-style-type: none"> Purchase Orders (POs) raised 	<ul style="list-style-type: none"> UCD Bursar’s Office Conference organiser(s) Conference delegates Other suppliers
Conference organiser(s) Conference manager Funders	<ul style="list-style-type: none"> Conference packages Budget #’s expected Funding sources /donations 		Agree and sign-off budget plan	<ul style="list-style-type: none"> Conference package fees Non-pay budget for stationery, catering, etc. D Account setup with link to PayPal D Account access set up 	<ul style="list-style-type: none"> Balanced Income and Expenditure Budget plan approved 	<ul style="list-style-type: none"> Conference organiser(s) Conference manager

