

# Critical Business Process Definition

**Definition:** A critical business process is any Salt Lake County process that, if it were to fail, must be restored immediately to protect assets, County reputation, and comply with regulatory or mandated services, or which affects critical processes of two or more Salt Lake County agencies.

- **Basis:**
  - Business value, quality and excellence is driven by having consistent processes and solutions that support them.
- **Rationale:**
  - Governing critical processes ensures a holistic view and allows for improvement opportunities to be identified across Salt Lake County agencies.
  - Enables Salt Lake County to develop roadmaps and standards which support County goals and directions.