

ABSTRACT

One of the key steps to improving organizational efficiency, including in educational institutions, is business process mapping. This study examines the business processes of the Research Interest Groups (Kelompok Keahlian/KK) at the Faculty of Industrial Engineering, Telkom University, using the *Computer Integrated Manufacturing for Open System Architecture* (CIMOSA) approach. The method categorizes processes into four main groups: Setup Direction, Setup Strategy, Operational, and Monitoring Evaluation. Data were collected through document analysis, interviews, and observation of KK activities. These were then structured into three process levels based on the CIMOSA process classification framework and the Process Classification Framework (PCF) for educational institutions.

The results show that all KK activities align with the institution's core duties and functions and support the integration of strategic management systems. This study also emphasizes the importance of strengthening governance quality through improved internal monitoring and evaluation, information system integration, human resource management, and external network development. The resulting process map is expected to support strategic decision-making and continuous improvement within the faculty.

Keywords: business process, research interest group, CIMOSA, strategic management, process mapping