Joan writes to Microsoft

Microsoft receives letter in mailroom

Letter scanned & forwarded to Gates’ lawyers

Lawyers employ private investigator

Investigator investigates

Investigator reports back to lawyers

Lawyers prepare draft reply to Joan

Draft reply to Microsoft Records Manager

E-minute & draft reviewed by Gates

Gates authorises reply

Draft reply to Gates’ secretary

Lawyers produce final reply

Reply sent to Joan

Reply sent to Records Manager

Investigator reports back to lawyers

Lawyers notes

Records

• Incoming letter
• Scanned letter
• Lawyers notes
• Records relating to engagement of investigator
• Instructions to investigator
• Investigation records
• Report of investigation
• Draft reply to Joan by lawyers (+copies)
• E-minute to Gates
• Gates’ authorisation

Where might there be subsidiary workflows?

• Mailroom
• Employment of private investigator
• The investigation by the investigator