

Team project intermezzo & (Process modeling leftovers in case of spare time)

PV207 – Business Process Management

Spring 2015

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Lecture overview

- **Student Project:**
 - Organization
- **Project phases**
 - Responsibilities
 - Requirements
 - Time plan & deadlines
 - Project defense, examination & evaluation
- **Questions, discussion**

Warning

This document serve as authoritative sources for rules and deadlines of the project and examination!

It may be updated

Always get most recent version from IS!

Team project goals

- Improve **teamwork skills**
- Understand **different roles in BPM**
- Learn about **whole process life-cycle**
- Learn how to bridge the **gap between analysis and implementation**
- Exercise **domain analysis**
- Exercise **precession in analysis documents**
- **Hands-on BPM** related technologies
- Improve **presentation and soft skills**

Team project

Phase1: Domain analysis

- **Tasks:**
 - Learn about your domain and context
 - Collect real-world information about domain
 - Define Strategy and vision of your organization
 - Define goals, objectives and measuring indicators
 - Define structure of your organization
- **Roles involved:**
 - Mainly work of business analyst
 - Discussed with all team members
 - Agreement of whole team

Team project

Phase1: Domain analysis (cont.)

- Deliverables
 - Up to 5 lines describing context of your organization
 - cca ¼ page describing strategy, vision and mission
 - Simple clear and expressive
 - Your goals should be based your vision, but do not repeat the vision in goal definition
 - 2+ well defined and described goals
 - 10+ well described objectives linked to goals
 - Description of KRI/RI/KPI/PI linked to G&O
 - Description of organization structure (text or tree)
 - Roles and responsibilities
 - Departments and responsibilities

Team project

Phase2: Process analysis

- **Tasks:**
 - Identify important processes in your organization
 - Link processes to your goals and objectives
 - Define measurement of your indicators on processes
 - Describe your processes in detail
- **Roles involved:**
 - Process analyst, Business analyst
 - Validate with all team members

Team project

Phase2: Process analysis (cont.)

- **Deliverables**

- List of identified 8+ identified processes
- Linked to G&O
- Linked to indicators
- Short text description for every process
- Short description of every data object used in the in process
- Valid BPMN 2.0 Level 2 for every process

Team project

Phase3: Implementation

- **Tasks:**
 - Implement described processes
 - Implement some service stubs (service tasks)
 - Implement monitoring (if available)
 - Test your solution
 - User side testing
 - Do backup for presentation (eg. another laptop)
- **Roles involved:**
 - Process developer, Process analyst
 - Validate with all team members

Team project

Phase3: Implementation (cont.)

- Deliverables

Implementation of 4 executable processes containing:

- jBPM BPM

Integration of 3 web services/java/DB services/rules, email interaction, 10 human tasks (4 full featured forms) in all processes together, 15 - 30 modeling elements in all processes together (based on the nature of the process)

- Bizagi

- Integration of 3 web services/java/DB services, email interaction, 10 human tasks (4 full featured forms), 2 Queries (BAM), 15 - 30 modeling elements in all processes together (based on the nature of the process)

- IBM BPM - **Requiements will be provided upon request**

- For all the processes prepare testing data !

Team project

Phase4: Presentation

- 15 minutes presentation (whole team!)
- Presentation will consist of
 - Project & members introduction (roles) 1min
 - Each member explain what have he done 4 min
 - Implementation demo 5min
 - Questions& discussion 5 min

Team project

Phase4: Presentation (cont.)

- Requirements
 - Bring 2 PRINTED copies of your analysis document for the presentation (Phase 1-4)
 - Submit slides for presentation and analysis document 24hrs prior to your presentation
 - Precise timing required !!!!!
 - Projection
 - Presentation and live demo will be from your laptop
 - Do not rely on faculty WIFI

Document templates (in IS MUNI)

- We provide 2 templates
 - Analysis document template (text doc, .odt)
 - Presentation template (presentation .ods)
- Submit 24h before presentation("project" folder)
 - Analysis document pdf (projectName_analysis.pdf)
 - Presentation pdf (projectName_presentation.pdf)
 - zip with **documented** deployable implementation, and short howto (projectName_implementation.zip)
- Fill template, use openoffice export to PDF, do not change templates too much

Schedule (may be updated)

- Phase 1: Domain analysis
 - Recommended: ~9.3 - ~30.4.
- Phase 2: Process analysis
 - Recommended: ~30.3 - ~11.5.
- Phase 3: Implementation
 - Recommended: ~28.4 - ~18.5.
- Phase 4: Presentation
- Preparation: Recommended: ~1.5 - ~18.5.
Presentations & Written exam
(test cca 1hr no materials): ~~ 25.5 – 22.6.

Evaluation & examination

Evaluation:

- Homework assignments 20%
- Test 30%
- Team project 50% =
 - Analysis 20%
 - Implementation 20%
 - Presentation 10%
- **Scoring less than 60% in any of above means immediate FAIL (F) !**
- **Candy Hunt = up to 10% extra can save you from F !**

Examination:

- Team project presentation
- Automagically generated, written multiple-choice test (no materials)

Grades:

- A 100-86 %
- B 85-82 %
- C 81-79 %
- D 78-75 %
- E 74-70 %

Feedback

Questions?

Break 10mins

**Process
modeling section
leftovers ;)**

Different motivations for BPM-based development

- **Human-centric BPM**
 - Management of human-centric processes
 - Large amount of human-tasks (forms, portlets etc.)
 - A comprehensive technology for User-interface needed
- **Integration of systems**
 - Integration of WS and other interfaces of various systems together
 - Involves middleware (Messaging , ESBs etc)
 - Orchestration of inter-system communication
- **Document-oriented BPM**
 - Management of document-flow
 - Often combined with Human-centric systems

Two kinds of work

- **Routine work**
 - Work process can be easily defined in advance
 - Sequences of tasks (processes) are repeated frequently
 - Uniformity of sequences is desired
 - BPM helps to achieve the uniformity
 - Easy from process modeling perspective
 - High process rigidity desired
- **Knowledge-intensive work**
 - Sequence of tasks is defined by decisions of the worker
 - Many exceptional situations possible
 - Knowledge of the worker plays key role
 - Ad-hoc process welcomed/wanted

Flexibility of process models

Dynamic aspects of process models:

Dynamism

How the process evolves over time

Adaptability

How the process handle the exceptional situations

Flexibility

How the process handle the on-fly activity ordering

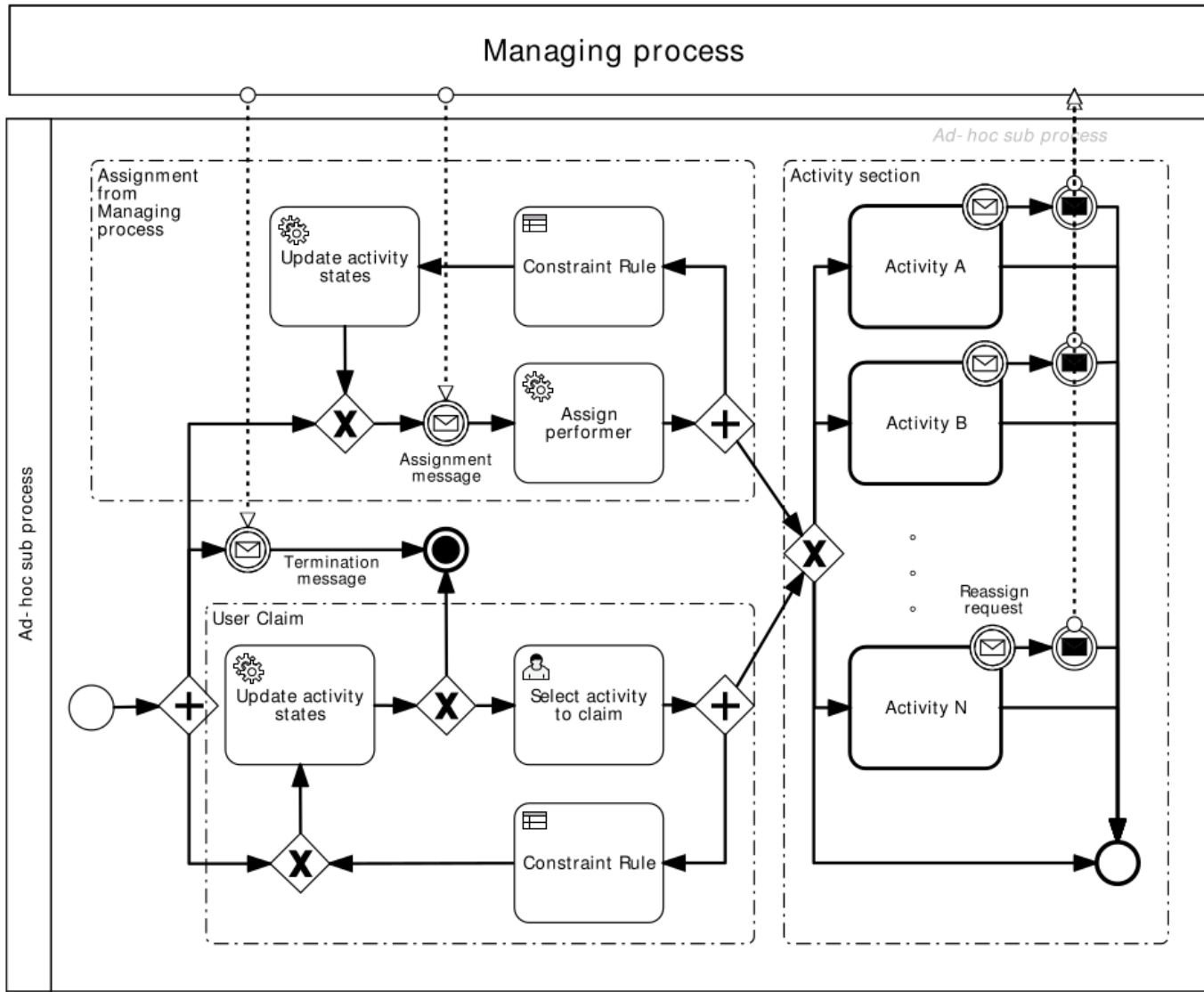
Dilemma of knowledge intensive processes and BPM approach

- Traditional process models define activity ordering explicitly
In knowledge-intensive processes we need to ad-hoc ordering of activities
- Traditional processes codify know-how in the model structure
Ad-hoc processes codify know-how by recording historical instances (ACM - principle)
- Ad-hoc ordering is usually needed in small part of the whole process
We need to isolate the ad-hoc parts from the rest

Ad-hoc/ knowledge-int. processes: Possible solutions

- Manage things ad-hoc “from the table”, do not automate
 - Good solution in small scale
 - Loss of control, reliable knowledge-workers needed
- Use Adaptive Case Management
 - Specific approach, specific situations
- Use specific ad-hoc patterns
 - A way how to use Ad-hoc processes in BPM context
- Model complex process models
 - Often results in chaotic process models and consequent chaotic implementations

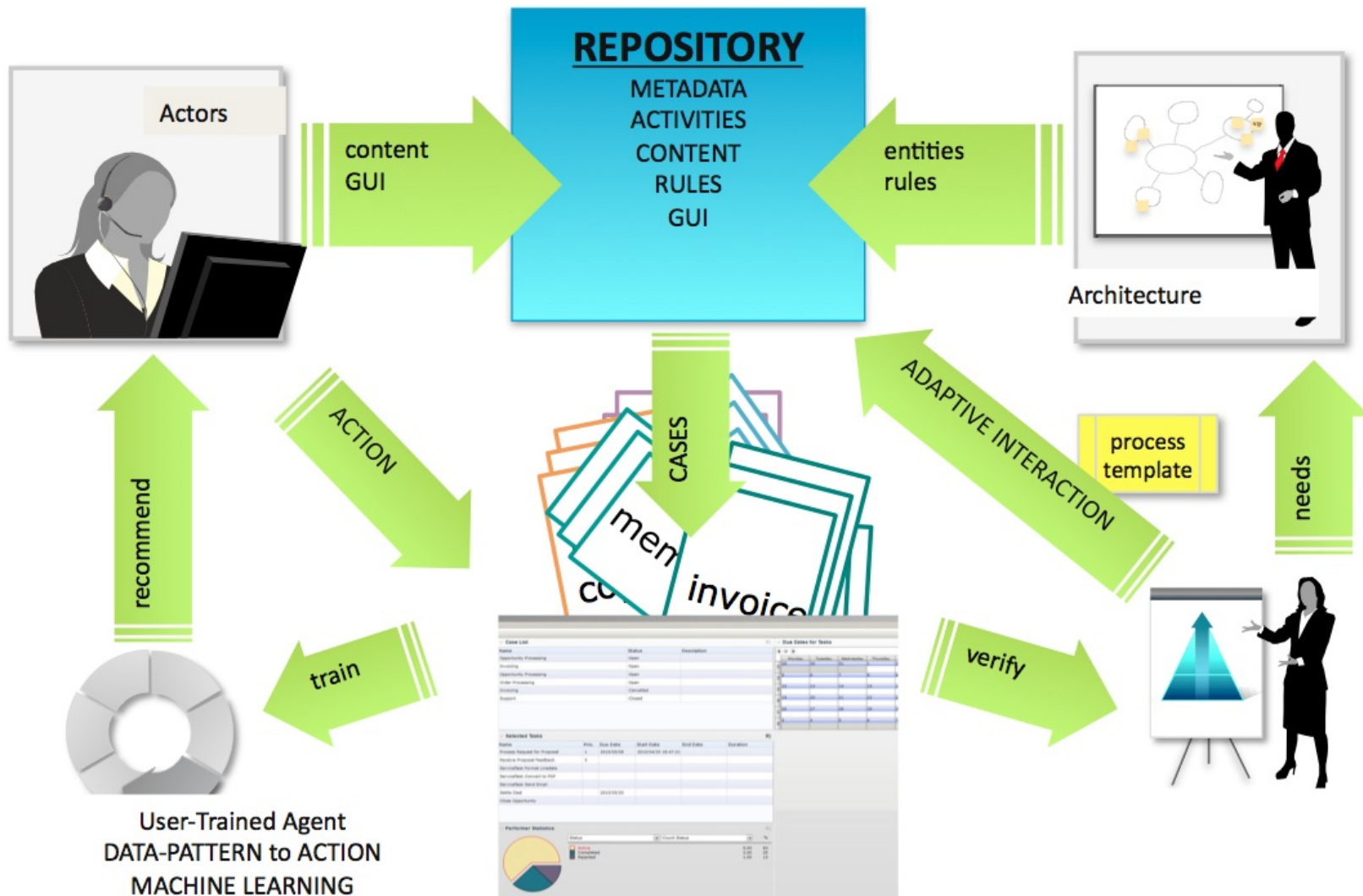
Ad-hoc process modelling pattern example



Adaptive Case Management basics

- Knowledge workers are handling larger volumes of processes with heterogenous structure = “cases”
- A “case” is a set of activities to be performed, however the order is not important = “ad-hoc process”
- Similar cases means processing similar information = “utilization of similar resources” (documents)
- There is a need for continuous definition of a best-practice walk through the process = “continuous process discovery”

ACM concepts



FIN

Questions?

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