Team project intermezzo

PV207 – Business Process Management

Spring 2017   Jiří Kolář

Lecture overview

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

PROJECT MANU

COURSE MANUAL IS THE PRIMARY SOURCE OF INFORMATION

If the information in this slide interferes with the one in manual, the manual has always priority.

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

- 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
  - Exception handling mechanism
  - email interaction
  - 10 human tasks (4 full featured forms)
  - 15 - 30 activities (based on the nature of the processes)
  - 4+ intermediate events - make sure some of those are included in the process you'll be demoing
  - At least one sub process (either embedded or reusable)

  ## Bizagi
  - Integration of 3 web services/java/DB services
  - email interaction
  - 10 human tasks (4 full featured forms)
  - 2 Queries (BAM) which have to be related to metrics used in analysis
  - 15 - 30 activities (based on the nature of the processes)

  - 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

Common project/presentation Crimes!

- Process-kpi-objective relation is vague, faulty or does not exist at all
- KPIs lack targets or units
- Processes are not readable in the final document (small/bad resolution...)
- Analytical document is not prepared and printed in 2 copies for the presentation
- The term "implemented service" is not understood correctly
- The work contain required minimum, there is lack of invention...

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 %
- ■ F < 69 % (FAIL)

FIN
Questions?

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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

Flexiblity of process models

<u>Dynamic aspects of process models:</u>

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**

Dilema 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
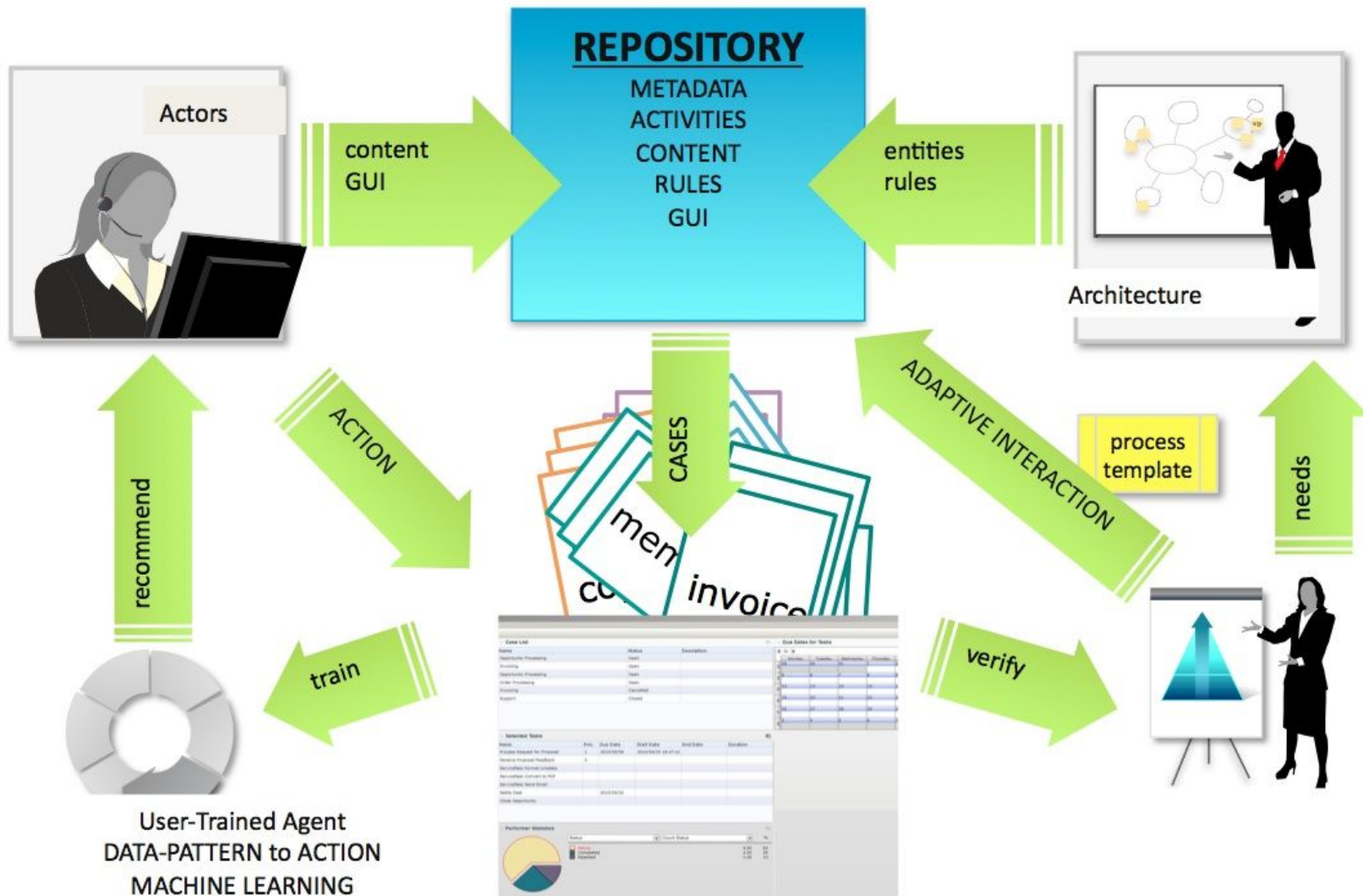
Ad-hoc process modelling pattern example
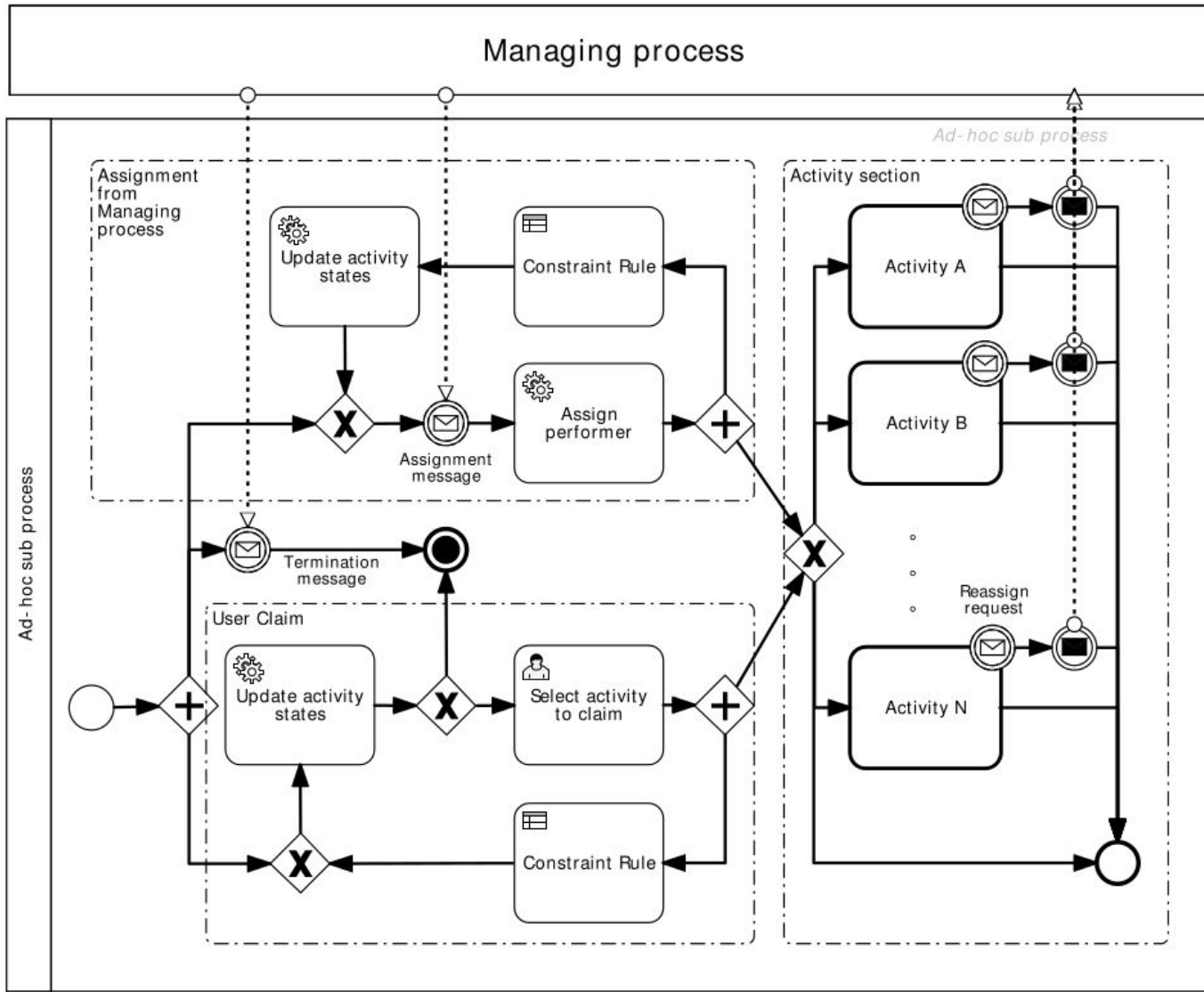
Adaptive Case Management basics

- 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

image source:https://acmisis.wordpress.com/page/3/

FIN
Questions?

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