

# ARIS Process Governance



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**Visie op beheer**  
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## Beheer van ARIS

### ▶ Functioneel beheer

- ▶ Conventies
- ▶ QA
- ▶ Filters
- ▶ Templates
- ▶ Queries
- ▶ Rapportages
- ▶ Gebruikers
- ▶ Databases

### ▶ Technisch beheer

- ▶ Servers
- ▶ Clients
- ▶ Licenties
- ▶ Toegang
- ▶ Authenticatie / autorisatie

## Beheer van BPM

### ▶ Mensen

- ▶ Eigenaarschap
- ▶ Rollen
- ▶ Verantwoordelijkheden
- ▶ Stakeholdermanagement

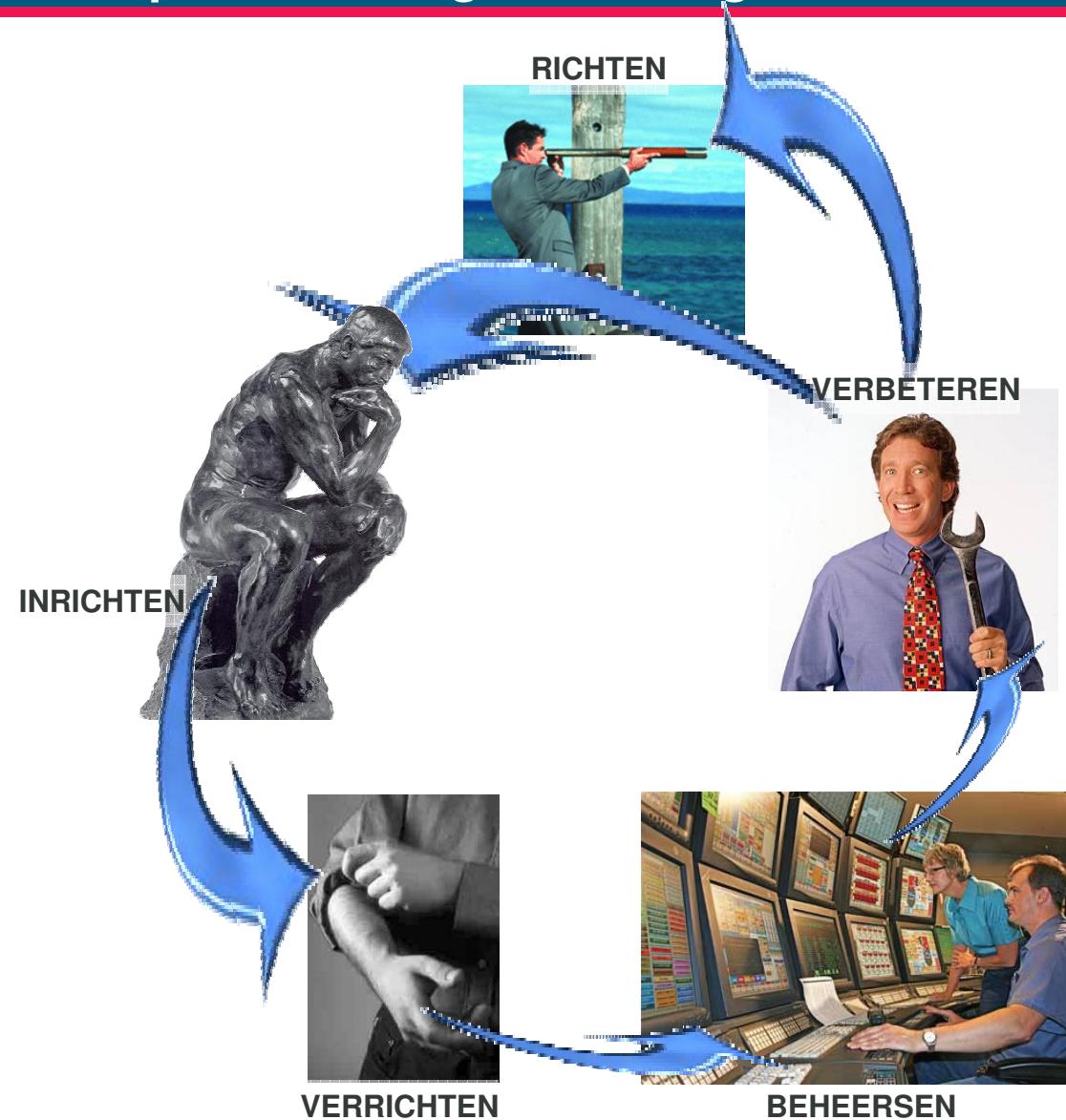
### ▶ Processen

- ▶ Status- en versiebeheer
- ▶ Verandermanagement
- ▶ Continue verbetering
- ▶ Programma's en projecten

### ▶ Middelen

- ▶ Standaarden
- ▶ Methoden
- ▶ Technieken
- ▶ Tools

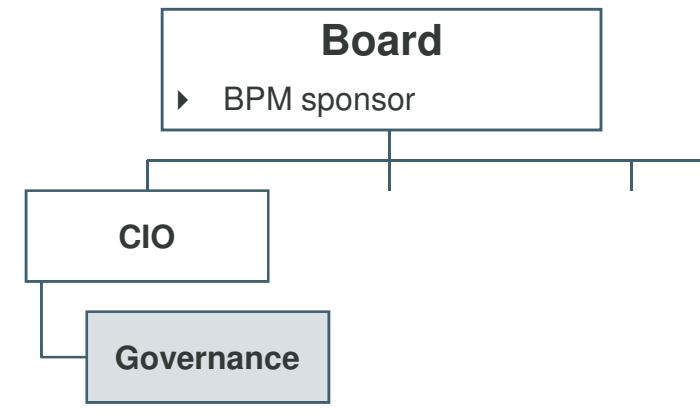
# Het proces van procesmanagement vergt beheer



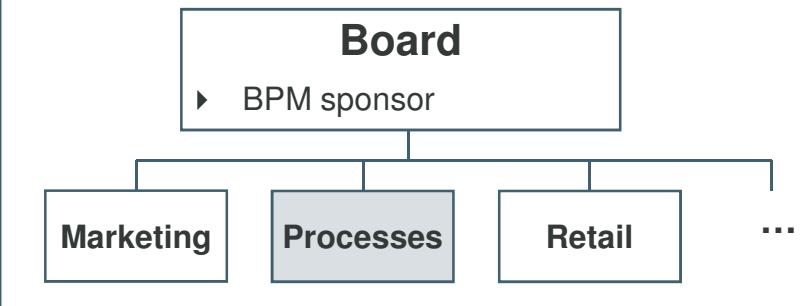
- ▶ **BPM Governance** is een **beheersstructuur** om verantwoord en duurzaam te verbeteren en te veranderen (niet eenmalig, maar continu)
- ▶ **Omvat de componenten:**
  - ▶ Mensen (eigenaarschap)
  - ▶ Processen (proces van procesmanagement)
  - ▶ Middelen (gemeenschappelijke taal, methoden, technieken, tools)
- ▶ **Geeft antwoord op de vragen:**
  - ▶ **Waarom:** Verander- en verbeterdoelen
  - ▶ **Wie:** Opstelling (rollen & verantwoordelijkheden)
  - ▶ **Wat:** Speelwijze (methodologie, architectuur)
  - ▶ **Hoe:** verander-/verbeter-/projectaanpak
  - ▶ **Waarmee:** Hulpmiddelen voor inrichting, uitvoering en besturing

## Waar beleg je het beheer van BPM?

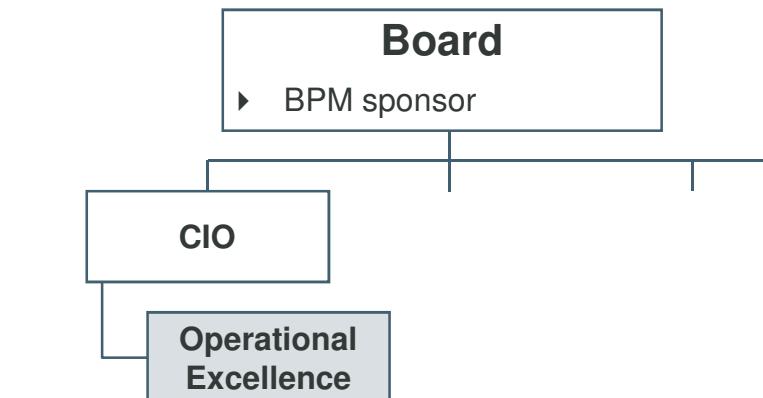
### Siemens AG



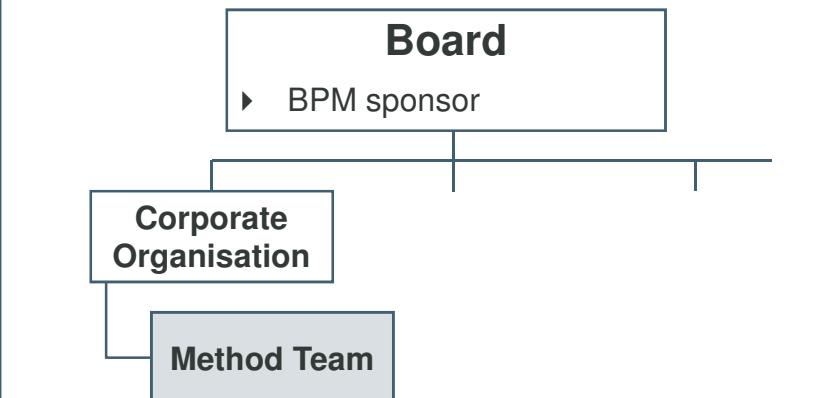
### BMW Financial Services



### Credit Suisse



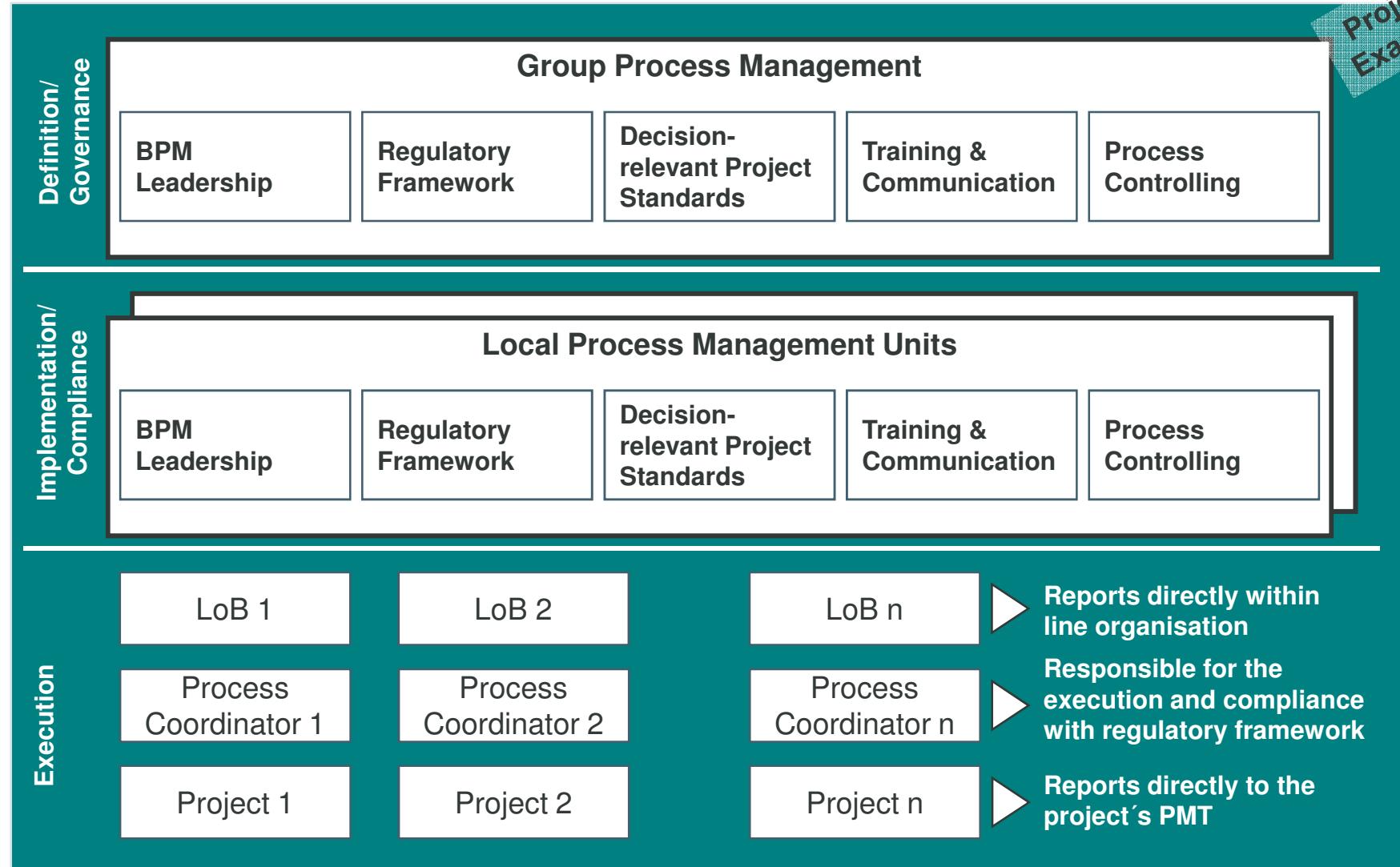
### WestLB



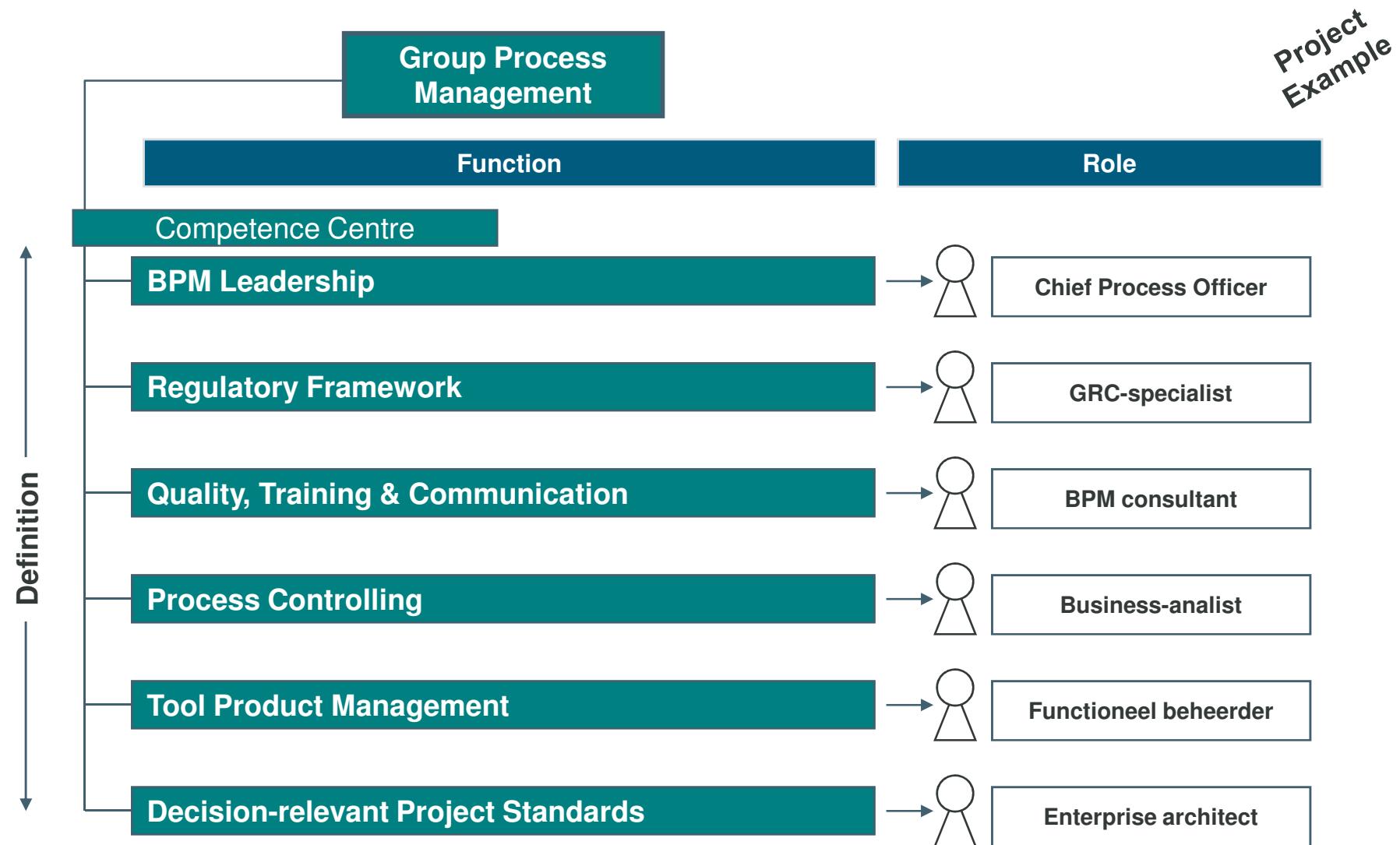
Responsibility for Business Process Management

# Organisatie van BPM Governance

Project  
Example



# BPM Competence Centre - Rollen



Project  
Example

## ■ Describe

- ⇒ Definition of process description standards
- ⇒ Ensuring of adherence to standards
- ⇒ Description of processes

## ■ Harmonize

- ⇒ Development of standardized processes
- ⇒ Implementation/Roll out of standardized processes

## ■ Optimize

- ⇒ Provision of methods and tools for process analysis and optimization
- ⇒ Support of the functional departments to perform process optimization projects

## ■ Automate

- ⇒ Elaboration of business blueprints for the implementation of IT systems
- ⇒ Elaboration of business cases based on cost estimation of the IT department

## ■ Measure

- ⇒ Definition of Process-KPIs
- ⇒ Definition of the requirements concerning KPI implementation

## ■ Identify needs for action

- ⇒ Identification of fields for action with help of
  - Process performance indicators
  - Strategic decisions
- ⇒ Project design
- ⇒ Initiation of the project prioritization and approval process

## ■ Support of strategic projects

- ⇒ Definition of the project management methodology
- ⇒ Help to structure deliverables (“Templates”)
- ⇒ Provision of tracking tools and monitor on-line
- ⇒ Coordination of interdependent projects

## ■ Transfer, Train, Coach

- ⇒ Provision of process know how (eg. using Intranet)
- ⇒ Organization of know how and ideas transfer
- ⇒ Conceiving, organization and performing of qualification measures
- ⇒ Coaching of selected subsidiaries

## ■ Benchmarking

- ⇒ Definition of benchmarks
- ⇒ Acquisition of the defined benchmarks (eg. using external sources)
- ⇒ Provision of the benchmarks to the organization

## ■ Implement pilots

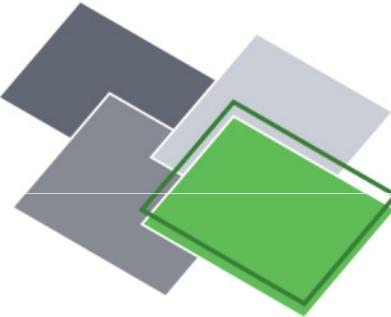
- ⇒ Implementation of ideas concerning process innovation
- ⇒ Work out of business cases based on project results
- ⇒ Adaptation of generic concepts to business specifics based on the gained experiences

## ■ Rollout

- ⇒ Rollout planning for strategic organizational projects
- ⇒ Adaptation of generic concepts to market specifics
- ⇒ Progress controlling
- ⇒ Participation at steering of strategic organizational projects

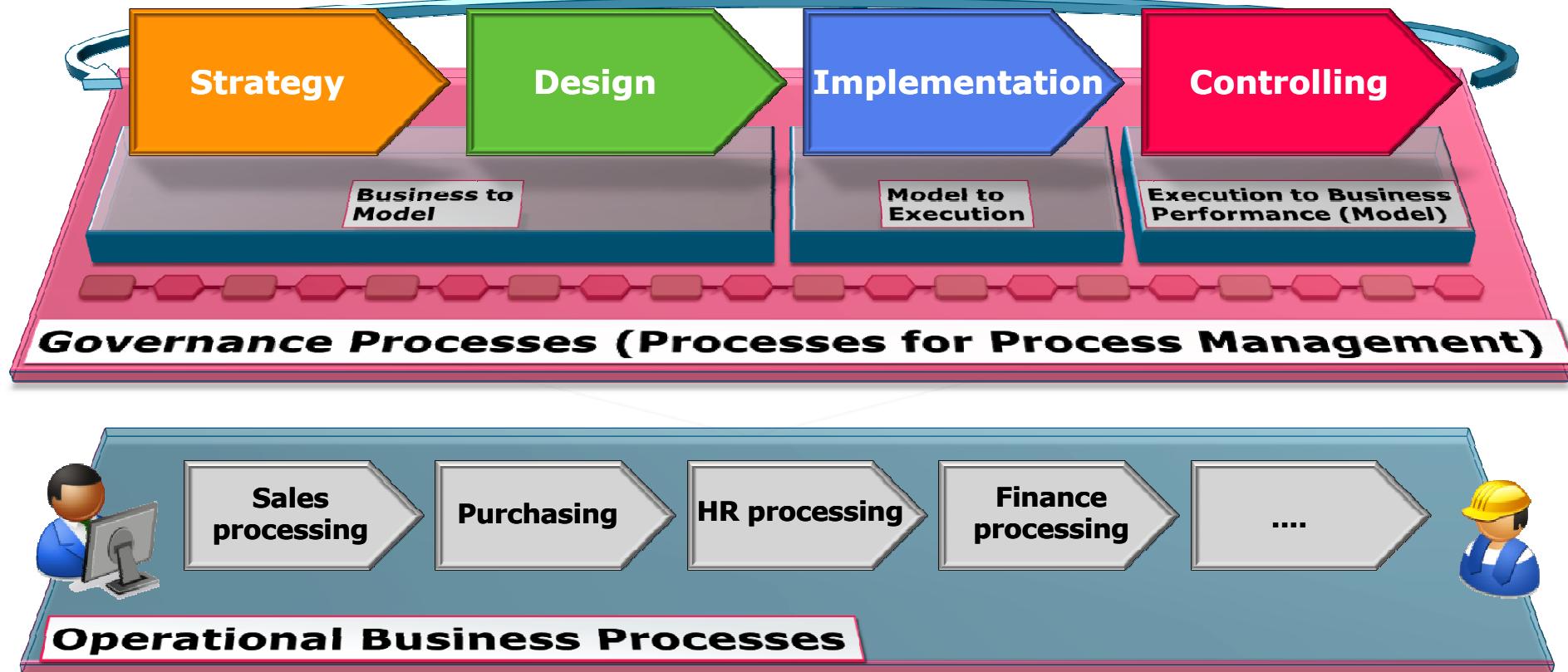
## ■ Optimization of the Value Chain

- ⇒ Provision of methods and tools for the analysis of the optimal value chain depth (real net output ratio)
- ⇒ Performance of real net output ratio analysis
- ⇒ Elaboration of the consequences of value chain modifications for workflow and structures



**ARIS**  
**Process Governance**

# Automatisering van BPM Governance



**BPM Governance** is a set of policies, standards and procedures that defines the way an organization's business processes are managed and changed.

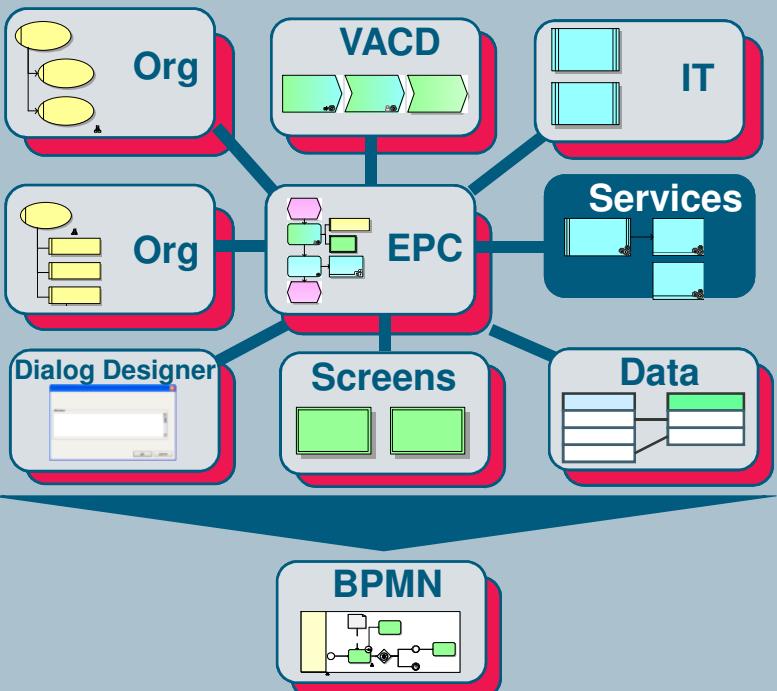
# Model Driven Implementation



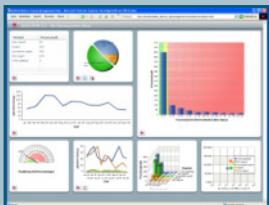
## Build Time

## Run Time

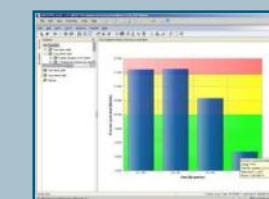
### Design of BPM Processes



### Execution



### Monitoring



- Free design
- References as library
- Pre-defined building blocks

Link / Re-use

Automatic transformation  
into technical process,  
incl. iterations

Deployment

Ongoing monitoring

Round Trip

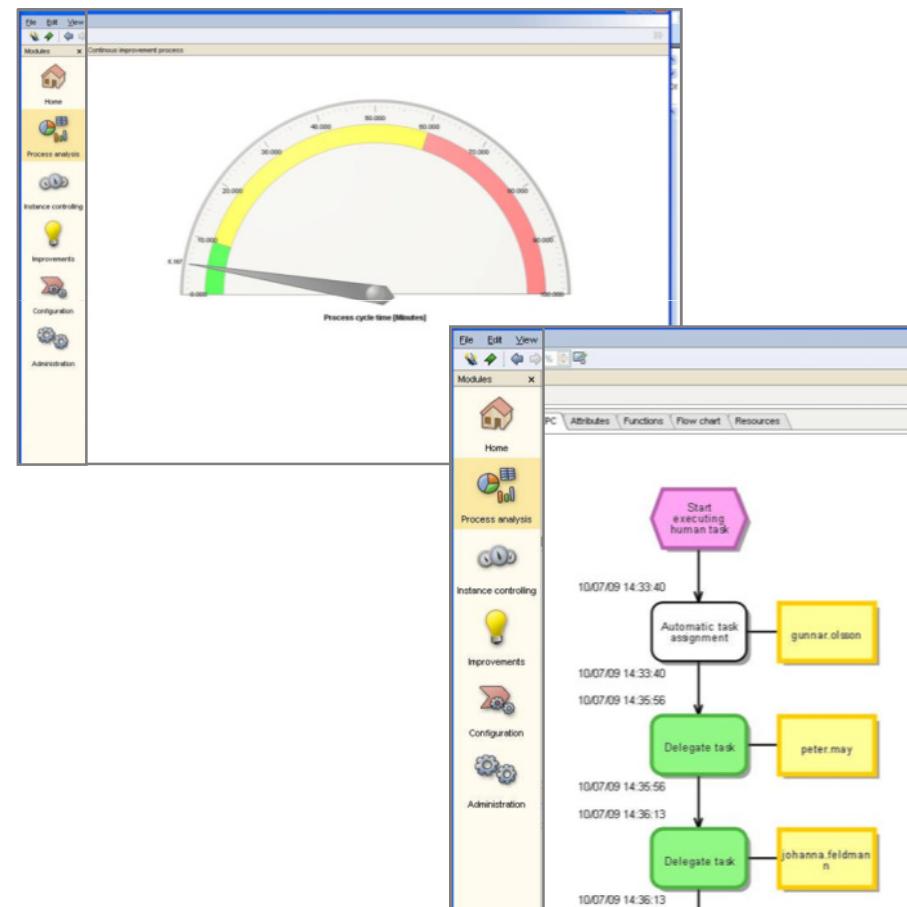
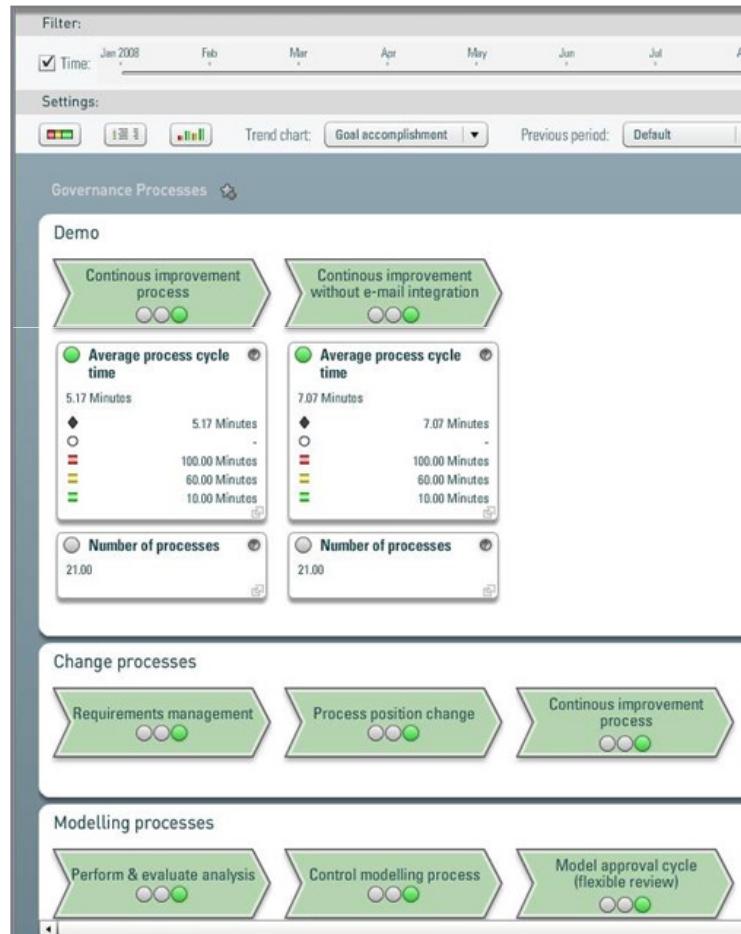
# ARIS Process Governance: Performance Management and Monitoring



## Performance Management and Monitoring

From aggregated level...

... Down to each process instance

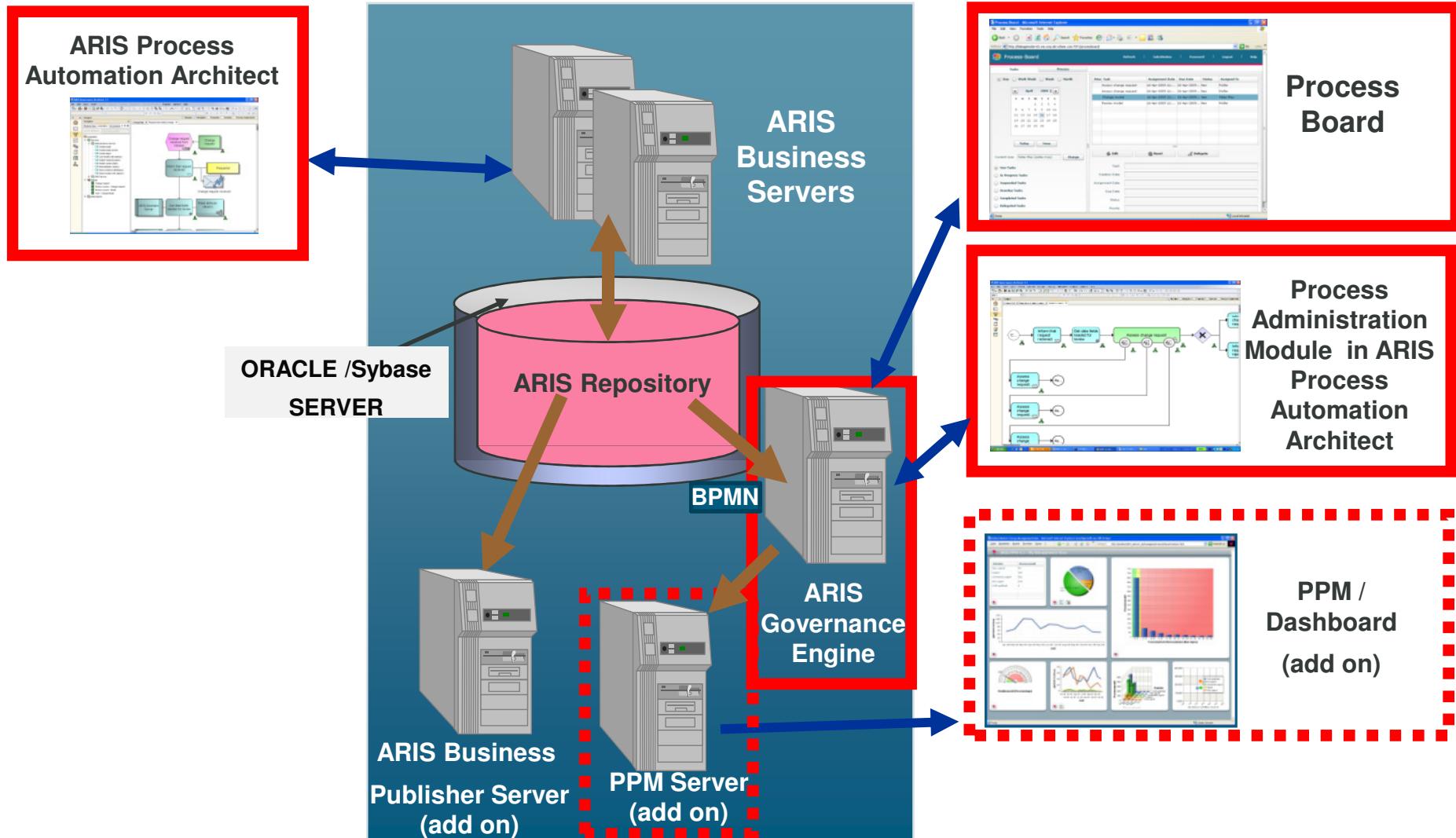


# ARIS Process Governance – Product Components



## Build Time

## Run Time



# BPM Governance Scenario's

## Continuous Improvement Process



## Requirements Management



## Global SAP Roll Out



## Reference Content (V1.0.x)

### Modeling processes

- ▶ Model Release Cycle Management
- ▶ Modeling workflow
- ▶ Analysis workflow
- ▶ Audit trail
- ▶ Check out / check in

### Change processes

- ▶ Continuous improvement process
- ▶ Demand management
- ▶ Position change management
- ▶ Policy management

### Project processes

- ▶ SAP Implementation

### BPM Service Center processes

- ▶ Configuration/evaluation request

## Read more: ARIS Expert Paper



ARIS Expert Paper



ARIS Platform Expert Paper  
IDS SCHEER Business Process Excellence

World Class BPM Governance thanks to flexible BPM Process Automation

BPM Governance in action

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