

# Masterclass Portal Configuration

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September 2023

# Outline

- Portal design Principles
- Start page concept
- My Content filtering (deep dive with Nemanja)
- Connect configuration technologies
- Q&A

# Portal design principles

# Portal design principles (1)

- Easy portal navigation via links (prevent double clicks)
- Minimum number of clicks by aggregating (process) levels
- Apply consistent layout and styling (supported by images)
- Minimize whitespace (only functional)
- Model diagram will only be displayed for meaningful graphical presentations like flow logic, interactions, ...
- Display only the relevant views (diagram, overview, steps, etc..) for each process level (less is more)
- Prevent navigation to non relevant content pages

# Portal design principles (2)

- Information panel in diagram view is implemented by compact factsheet presentation for displaying most relevant attribute/relations of models and objects
- Only search on items (model, objects) with relevant content (factsheet, model)
- Profiles are used for governance roles to hide toolbar buttons. The number of assigned profiles should be restricted to prevent user confusion
- Group authorization can be applied for restricting non relevant/sensitive content
- Content filtering is applied for restricting the scope of the navigation/search
- Integrate dashboard views in main portal navigation for large catalog/library models

# Process

## Process map (level 0, 1 and 2)

The screenshot shows the ARIS Process map interface. The top navigation bar includes 'Home', 'Processes', 'Documents', 'Organization', 'Applications', 'Risks', 'KPI', 'Catalog', and 'Dashboards'. The main content area is titled 'Process map' and 'Overview'. It features a circular icon with three arrows and a text box stating: 'The enterprise process map covers three areas: 1) Management processes, 2) Core processes, 3) Support processes. All level-1 processes are part of the enterprise process map. Management processes serve as planning and controlling tools for all corporate activities. A company's key activities that must be performed well to ensure the company's continued competitiveness are depicted as core processes that support the core processes.'

The interface is divided into two main sections: 'Management processes' and 'Core processes MFG'. Each section contains several process cards with icons, titles, descriptions, and lists of sub-processes.

**Management processes:**

- Strategic planning & implementation:** Strategic implementation is a process that puts plans and strategies into action to reach defined goals.
  - Define strategies and objectives (empty)
  - Planning (empty)
- Business process management:** Business process management (BPM) makes the organization's workflow more effective, more efficient and more capable of adapting to an ever-changing environment.
  - Design processes (empty)
  - Implement processes (empty)
  - Control processes (empty)
- Risk & compliance management:** Risk and Compliance, refers to the company's coordinated strategy for managing the broad issues of corporate risk and compliance.
  - Show more...
  - Manage Enterprise Risks
  - Manage Security
  - Manage Sustainability
  - Manage product, service and process compliance
- Budgeting & controlling:** The basic management function of establishing benchmarks or standards, comparing actual performance against them, and taking corrective action, if required.
  - Show more...
  - Budget planning process (empty)
  - Budget review (empty)
  - Budget reporting (empty)
  - Budget approval (empty)
- Operational management:** Operational management refers to the business practices to create the...
  - Show more...

**Core processes MFG:**

- Research & Development:** The investigative activities a business conducts to improve existing products and procedures or to lead to the development of new products and procedures.
  - Plan (empty)
  - Develop & test (empty)
- Procurement:** Act of obtaining or buying goods and services. The process includes preparation and processing of a demand as well as the end receipt and approval of payment.
  - Demand planning (empty)
  - Supplier sourcing (empty)
  - Tender processing (empty)
  - Purchase to Pay
- Manufacturing:** The processes and methods used to transform tangible inputs (raw materials, semi-finished goods, subassemblies) into finished goods.
  - Inspect Goods/Services
- Marketing & Sales:** Sales & Marketing Division organizes operations like research and development, pricing, distribution, customer service.
  - Sales planning (empty)
  - Sales-order management
- Logistics:** Planning, execution, and control of the procurement, movement, and stationing of personnel, material, and information.
  - Inbound logistics
  - Outbound logistics (empty)

Link to Level 1 process

Link to Level 2 process

This process map provides an aggregated view on the level 1 processes including links to level 2 processes.

The user can easily navigate to underlying Level 1 or Level 2 process

By activating my content filter only the relevant L1/L2 processes will be displayed for the selected role and/or business unit

# Process

## Business process overview (level 2)

The screenshot shows the ARIS Business Process Overview (Level 2) for the 'Purchase to Pay' process. The interface includes a navigation bar with 'Home', 'Processes', 'Documents', 'Organization', 'Applications', 'Risks', 'KPI', 'Catalog', and 'Dashboards'. A search bar and a 'Filter' button are also present. The main content area displays a list of processes, each with a description, source, and responsible roles. A purple callout box points to the 'Purchase requisitioning' process, indicating a link to Level 3 process details.

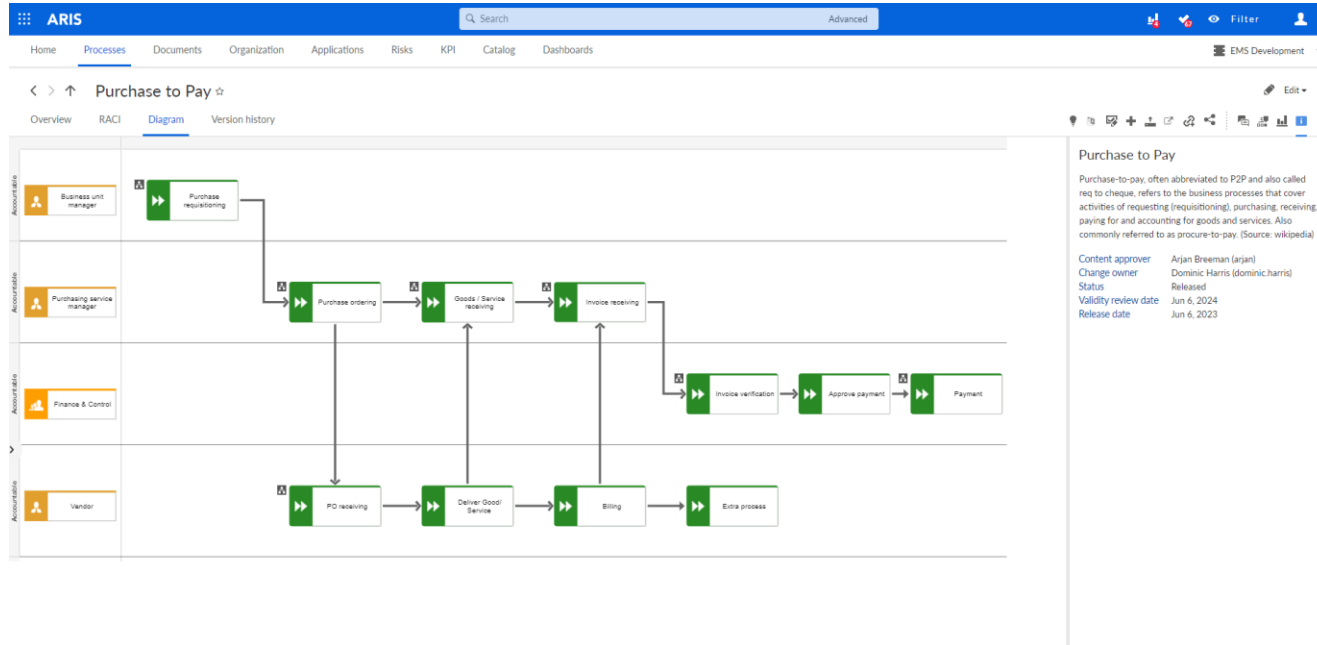
**Link to Level 3 process**

Process	Description	Source	Accountable	Responsible	Global documents
Purchase requisitioning	Document generated by a user (department or storeroom-personnel) to notify the purchasing department of items it needs to order, their quantity, and the timeframe. It may also contain the authorization to proceed with the purchase. Also called purchase request or requisition.	Source: <a href="http://www.businessdictionary.com/definition/purchase-requisition.html">http://www.businessdictionary.com/definition/purchase-requisition.html</a>	<ul style="list-style-type: none"><li>Business unit manager</li></ul>	<ul style="list-style-type: none"><li>Purchaser</li><li>Requisitioner</li><li>Requisition Approver</li></ul>	
Purchase ordering	A purchase order (PO) is a commercial document and first official order issued by a buyer to a seller, indicating types, quantities, and agreed prices for products or services. It is used to control the purchasing of products and services from external suppliers.[1]	Source: wikipedia	<ul style="list-style-type: none"><li>Purchasing service manager</li></ul>	<ul style="list-style-type: none"><li>Buyer</li><li>Contract Manager</li><li>Purchaser</li></ul>	<ul style="list-style-type: none"><li>Lean 9 (Lean document) ↓</li><li>Lean document: 3 (Lean document) ↓</li></ul>
PO receiving	The vendor receives a purchase order or call off order for the delivery of a specified amount of goods or services		<ul style="list-style-type: none"><li>Vendor</li></ul>	<ul style="list-style-type: none"><li>Role lane 1</li><li>Role lane 2</li></ul>	<ul style="list-style-type: none"><li>Po Receiving procedure (Procedure) ↓</li></ul>
Goods / Service receiving	Upon arrival or execution of the requested good or service, the receiving organization needs to verify if the delivered good and/or service complied to the requirements of the organization. Depending on the type of good / service this can be a one-step or two-step activity. In the case of manufacturing related goods such as raw materials or spare parts, it is common to perform an incoming goods check before the goods are actually receiving into the system.		<ul style="list-style-type: none"><li>Purchasing service manager</li></ul>	<ul style="list-style-type: none"><li>Goods / Service Receiver</li><li>Purchaser</li></ul>	
Deliver Good/ Service	Based on the received purchase order or call off order, the vendor collects all requested goods and sends them physically to the customer (the requesting organization). In the case of services, the vendor ensures that the requested services are executed as agreed upon and specified in the purchase order or call off order.		<ul style="list-style-type: none"><li>Vendor</li></ul>		
Invoice receiving	Invoice processing involves the handling of incoming invoices from arrival to post. Invoices have many variations and types. In general, invoices are grouped into two types: 1. Invoices associated with a request or purchase order 2. Invoices that do not have an associated request (no purchase order). Most organizations have clear instructions regarding processing incoming invoices. Different sets of instructions are commonly found in most organizations regarding the handling of purchase order invoices or non-purchase order invoices. The main department that processes invoices is known as accounts payable department. The process involving a supplier invoice is also known as purchase-to-pay.	Source: Wikipedia	<ul style="list-style-type: none"><li>Purchasing service manager</li></ul>	<ul style="list-style-type: none"><li>Accounting clerk</li></ul>	<ul style="list-style-type: none"><li>InvoiceList1 (Checklist) ↓</li></ul>

This view shows all processes of the business process view in logical order with all the relevant details (which are modeled in allocation diagrams)

# Process

## Business process diagram view (level 2)



This view shows the diagram presentation of the business process including the processes and accountable roles



# Process

## Version history

The screenshot shows the ARIS software interface. At the top, there is a navigation bar with 'ARIS' on the left, a search bar, and 'Advanced' on the right. Below the navigation bar, there are tabs for 'Home', 'Processes', 'Documents', 'Organization', 'Applications', 'Risks', 'KPI', 'Catalog', and 'Dashboards'. The 'Processes' tab is selected, and the process 'Purchase to Pay' is displayed. Below the process name, there are tabs for 'Overview', 'RACI', 'Diagram', and 'Version history', with 'Version history' being the active tab. The main content area displays a table with 11 columns: Change No, Release No, Approved on, Change Manager, Content owner, Change Description, Convention reviewer, Content approver, Acceptor, Compliancy Approver, and Fourth Change Approver. The table contains 16 rows of data, showing various changes to the process over time, including release tasks, tests, and updates to the process description and requirements.

Change No	Release No	Approved on	Change Manager	Content owner	Change Description	Convention reviewer	Content approver	Acceptor	Compliancy Approver	Fourth Change Approver
CH_000096	Extra test task for release manager	2023-06-06	Arjan Breeman	--NA--	na	Arjan Breeman	Arjan Breeman	--NA--	--NA--	--NA--
CH_000095	Test with extra publication task for releasemanager	2023-06-06	Arjan Breeman	--NA--	last test	Arjan Breeman	Arjan Breeman	--NA--	--NA--	--NA--
CH_000094	Test mailing June 6th 2023	2023-06-06	Arjan Breeman	--NA--	new test	Arjan Breeman	Arjan Breeman	--NA--	--NA--	--NA--
CH_000093	Demo MLC Presentation	2023-06-05	Arjan Breeman	--NA--	This process needs to be adjusted with one new subject.	Arjan Breeman	Arjan Breeman	--NA--	--NA--	--NA--
CH_000092	Test release via one step for releasemanager	2023-06-05	Arjan Breeman	--NA--	to test	Arjan Breeman	Arjan Breeman	--NA--	--NA--	--NA--
CH_000091	Prep Demo CCL4MLC	2023-06-05	Arjan Breeman	--NA--	this process needs to be updated.	Arjan Breeman	Arjan Breeman	--NA--	--NA--	--NA--
CH_000087	In Progress	2023-06-05	Arjan Breeman	--NA--	general improvement step	Arjan Breeman	Arjan Breeman	--NA--	--NA--	--NA--
CH_000083	Continuous	2023-02-07	Arjan Breeman	--NA--	no risk should be attached to this process.	Arjan Breeman	Arjan Breeman	--NA--	--NA--	--NA--
CH_000080	Test Release week 37	2023-02-07	Arjan Breeman	--NA--	extra process added	Arjan Breeman	Arjan Breeman	--NA--	--NA--	--NA--
CH_000074	Continuous	2023-02-07	Pascale Wessel	--NA--	To test revision history for the process	Pascale Wessel	Arjan Breeman	--NA--	--NA--	--NA--
CH_000061	Continuous	2022-09-14	Caspar Jans	Devendra Sharma	Added application and requirements to Approve Payment activity	Eric Roovers	Eric Roovers	--NA--	--NA--	--NA--
CH_000059	Continuous	2022-06-15	Caspar Jans	--NA--	Center test change	Eric Roovers	Eric Roovers	--NA--	--NA--	--NA--
CH_000058	Continuous	2022-05-20	Caspar Jans	--NA--	Test for CCL	Caspar Jans	Eric Roovers	--NA--	--NA--	--NA--

Version history of approved/released process is displayed (Process are approved via CCL RCM workflow)

# Process

## Business process RACI view (level 2)

The screenshot shows the SAP ARIS Business Process RACI view for the 'Purchase to Pay' process. The interface includes a navigation bar with 'Home', 'Processes', 'Documents', 'Organization', 'Applications', 'Risks', 'KPI', 'Catalog', and 'Dashboards'. The 'Purchase to Pay' process is selected, and the 'RACI' view is active. The table below lists the roles and their responsibilities across different stages of the process.

Roles	Responsible	Accountable	Consulted	Informed
Account payable clerk	<ul style="list-style-type: none"><li>Determine mismatch</li><li>Invoice verification</li><li>Solve mismatch</li><li>Trigger payment</li><li>Verify invoice against PO and GR/SR</li></ul>			
Accounting clerk	<ul style="list-style-type: none"><li>Check &amp; correct payment proposal list</li><li>Check if invoice is complete</li><li>Invoice receiving</li><li>Make payment proposal list</li><li>Payment</li><li>Send back invoice to vendor</li></ul>			
Automatically generated lane				
Automatically generated lane				
Automatically generated lane				
Automatically generated lane	<ul style="list-style-type: none"><li>Invoice receiving</li><li>Scan Invoice (if not digital)</li></ul>			
Business unit manager			<ul style="list-style-type: none"><li>Purchase requisitioning</li></ul>	

The RACI view give an aggregated overview of accountable role of the processes and responsible roles (carries out) which are modeled on the underlying level 4 BPMN role lanes.

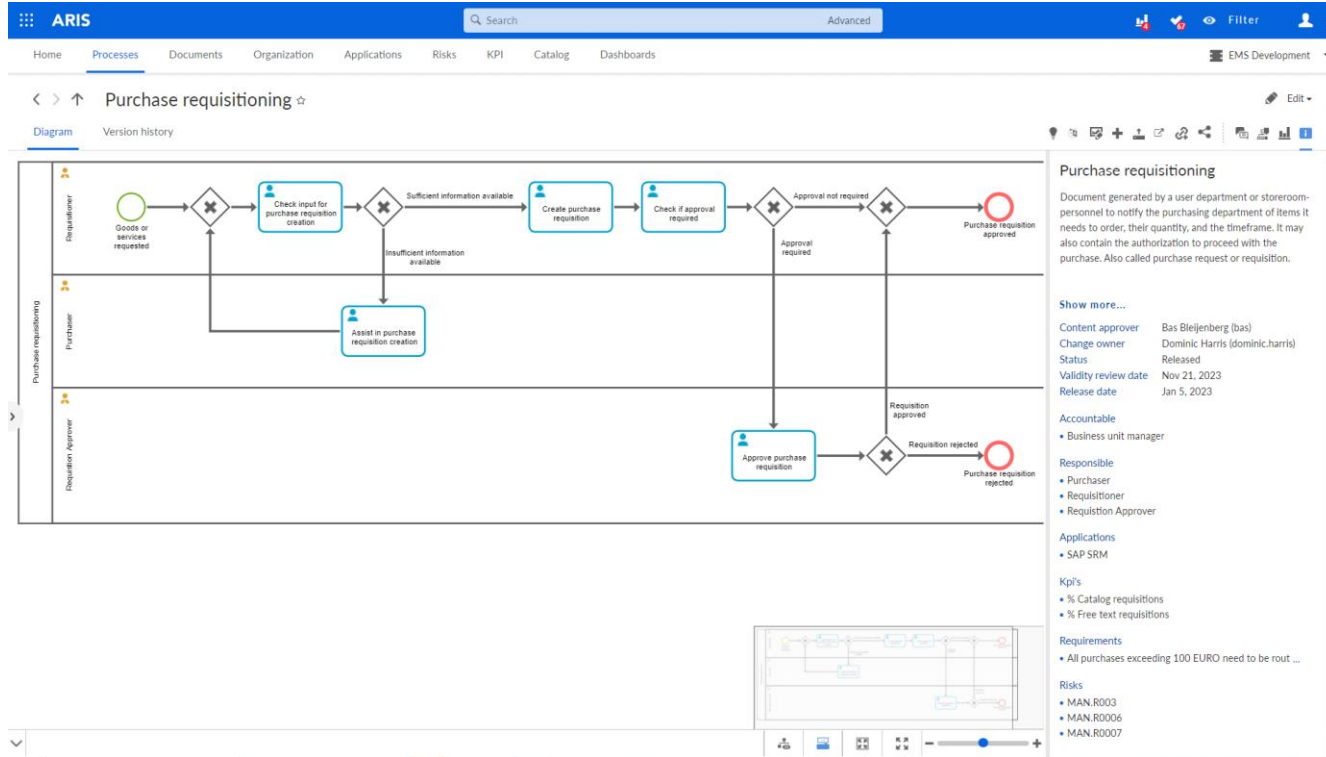
The displayed informed and consulted roles are linked to the process or to the underlying process tasks

The view can be displayed in two ways:

- Role oriented
- Process oriented

# Process

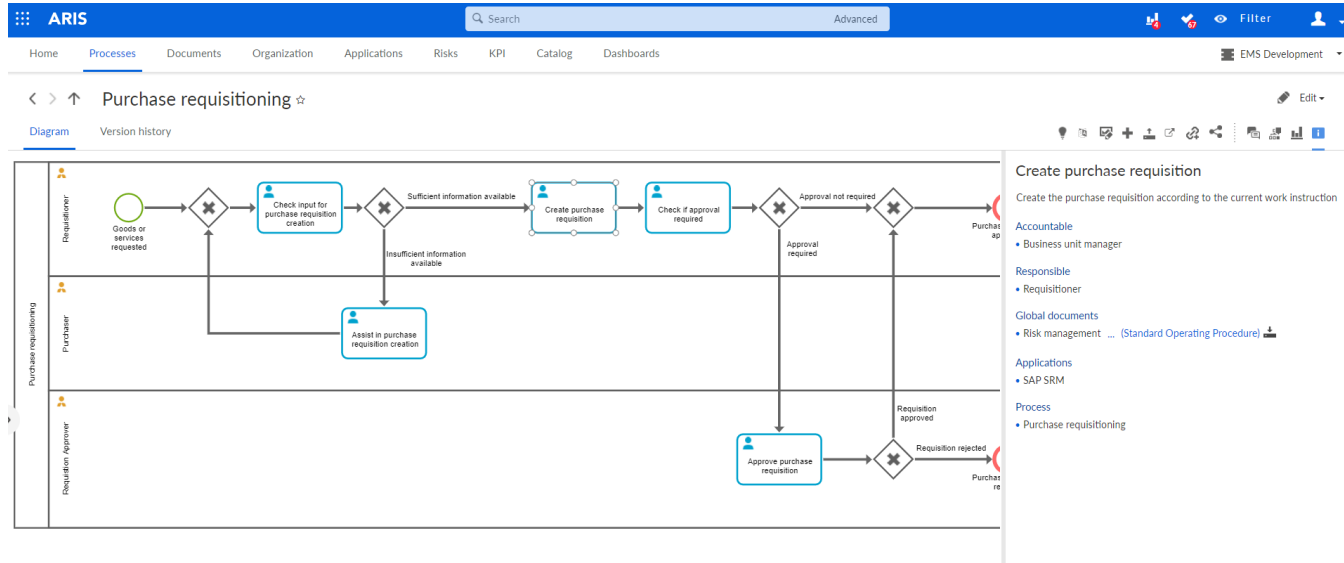
## BPMN view (level 4)



This view shows the diagram presentation of the BPMN collaboration diagram including the tasks and responsible role lanes

# Process

## BPMN view (level 3)



The details of the task objects will be displayed in the righthand information panel by selecting the process function in the diagram (The related Information from the task allocation diagrams e.g., documents, applications are also displayed in this view. For this reason, the assignment to the function allocation diagram is not displayed in the portal)

# Process

## Detail task step's view (level 4)

The screenshot displays the ARIS Connect interface for a process titled "Create Purchase Order (PO)". The process flow is shown in a vertical sequence:

- Previous:** PO notification received (Start)
- Current:** Launch SAP Fiori
- Next:** Open "Manage Purchase Order" App

The "Launch SAP Fiori" step is expanded to show the following details:

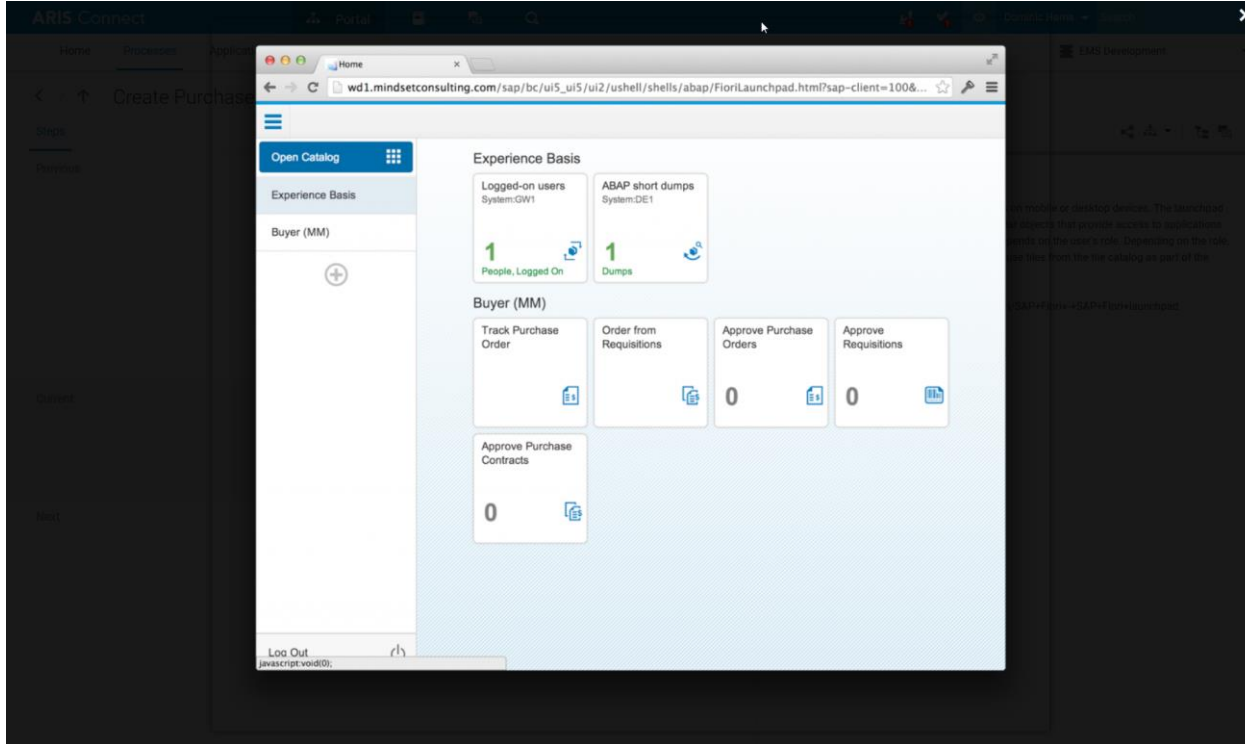
- Launch SAP Fiori**
- Description:** SAP Fiori launchpad is the entry point to Fiori apps on mobile or desktop devices. The launchpad displays various tiles. Tiles are square or rectangular objects that provide access to applications. Which tiles are displayed on a user's entry page depends on the user's role. Depending on the role, the user can choose from a wide array of ready-to-use tiles from the tile catalog as part of the launchpad personalization.
- Source:** <https://wiki.scn.sap.com/wiki/display/Fiori/SAP+Fiori++SAP+Fiori+launchpad>
- How to launch SAP Fiori**
- Description:** The image shows how SAP Fiori is being launched.
- Image:** A screenshot of the SAP Fiori launchpad interface.
- Responsible:** Buyer

The BPMN task can be worked out in more detailed tasks and are displayed in the Connect portal step's view.

Detail information of the step will be displayed by clicking on the step

# Process

## Detail task steps view (level 4)



Attached screenshot images of a specific step can be clicked for full screen mode.

There are also possibilities for authorized business users to upload images to a step in an easy way.

# Documents

## Document catalog view

The screenshot shows the ARIS Document Catalog interface. At the top, there is a navigation bar with the ARIS logo, a search bar, and various menu items like Home, Value Streams, Capability, Documents, Organization, Risks, Catalog, and Dashboards. A tooltip for the Dashboards menu indicates 'Press F11 to exit full screen'. Below the navigation bar, the page title is 'Document Catalog' with a star icon and an 'Overview' link. A descriptive text states: 'The document catalog contains all approved global and local documents related to the EMS Process Framework. All documents are version controlled. The global documents are accessible for all users. The local documents are authorized by local entity.' Below this text is a grid of 12 document categories, each with a list of document types:

- Asset Management**
  - External Link catalog of Asset Management
  - Guideline catalog of Asset Management
  - Standard Operating Procedure catalog of Asset Man ...
  - Template catalog of Asset Management
  - Work instruction catalog of Asset Management
- Business Capabilities Management**
  - External Link catalog of Business Capabilities Manag ...
  - Guideline catalog of Business Capabilities Managem ...
  - Standard Operating Procedure catalog of Business C ...
  - Template catalog of Business Capabilities Managem...
  - Work instruction catalog of Business Capabilities Ma...
- Customer Service Management**
  - External Link catalog of Customer Service Managem ...
  - Guideline catalog of Customer Service Management
  - Standard Operating Procedure catalog of Customer ...
  - Template catalog of Customer Service Management
  - Work instruction catalog of Customer Service Mana ...
- External Relationship Management**
  - External Link catalog of External Relationship Manag...
  - Guideline catalog of External Relationship Managem ...
  - Standard Operating Procedure catalog of External R ...
  - Template catalog of External Relationship Managem ...
  - Work instruction catalog of External Relationship M ...
- Financial Management**
  - External Link catalog of Financial Management
  - Guideline catalog of Financial Management
  - Standard Operating Procedure catalog of Financial ...
  - Template catalog of Financial Management
  - Work instruction catalog of Financial Management
- Human Resources Management**
  - External Link catalog of Human Resources Managem...
  - Guideline catalog of Human Resources Management
  - Standard Operating Procedure catalog of Human Re ...
  - Template catalog of Human Resources Management
  - Work instruction catalog of Human Resources Mana ...
- Information Technology Management**
  - External Link catalog of Information Technology Man...
  - Guideline catalog of Information Technology Manage...
  - Standard Operating Procedure catalog of Informatio ...
  - Template catalog of Information Technology Manage ...
  - Work instruction catalog of Information Technology ...
- Local catalogs**
- Product Management**
  - External Link catalog of Product Management
  - Guideline catalog of Product Management
  - Standard Operating Procedure catalog of Product M ...
  - Template catalog of Product Management
  - Work instruction catalog of Product Management
- Risk and Compliance Management**
  - External Link catalog of Risk and Compliance Manag ...
  - Guideline catalog of Risk and Compliance Managem ...
  - Standard Operating Procedure catalog of Risk and C ...
  - Template catalog of Risk and Compliance Managem...
  - Work instruction catalog of Risk and Compliance Ma...
- Sales Management**
  - External Link catalog of Sales Management
  - Guideline catalog of Sales Management
  - Standard Operating Procedure catalog of Sales Mana...
  - Template catalog of Sales Management
  - Work instruction catalog of Sales Management
- Service Delivery**
  - External Link catalog of Service Delivery
  - Guideline catalog of Service Delivery
  - Standard Operating Procedure catalog of Service Del...
  - Template catalog of Service Delivery
  - Work instruction catalog of Service Delivery

Document catalogs can be setup for different process domains/business units in combination of document types.

Document workflows can be provided to upload document file including all the meta data, approve the document and store the document file in ARIS Document storage and document object in ARIS database. However it is also still possible to display documents from an external system in this view

# Documents

## Document overview

The screenshot shows the ARIS Document Overview interface. At the top, there is a navigation bar with the ARIS logo, a search bar, and an 'Advanced' button. Below the navigation bar, there are tabs for Home, Processes, Documents (selected), Organization, Applications, Risks, KPI, Catalog, and Dashboards. The main content area shows the document title 'Contract check' with navigation arrows and a star icon. Below the title, there are three tabs: Overview (selected), Version history, and Confirmations. The Overview tab displays document metadata:

- Document: [Contract check](#) (download icon)
- Source link: [Document name](#) (download icon)
- Document number: EMS\_Procurement\_000011
- Document version: 4
- Document type: Work instruction
- Status: Active
- Source language: EN
- Available languages: EN

Below the metadata, there is a section for 'Audit trail information' with the following details:

- Approval Date: Dec 12, 2022
- Validity review Date: Dec 12, 2023
- Document approver: Breeman, Arjan
- Document editor: Verhoef, Richard

At the bottom, there is a table with three columns: Activity, Description, and Process.

Activity	Description	Process
Check if vendor contract desirable & feasible	If there is no contract available, the next question is if this should be the case. In other words, should the company strive to capture the procurement of the requested good or service in a contract. Not all purchases are eligible for capturing in a contract.	Purchase ordering
Send back invoice to vendor	If the invoice is not complete, then it is send back to the vendor including a note explaining what is missing / incorrect	Invoice receiving

Document factsheet including all relevant meta data and link to the process(es)



# Documents

## Document version history

The screenshot shows the ARIS software interface. At the top is a blue navigation bar with the ARIS logo, a search bar, and an 'Advanced' button. Below the navigation bar is a menu with options: Home, Processes, Documents (selected), Organization, Applications, Risks, KPI, Catalog, and Dashboards. The main content area shows the breadcrumb path: < > ↑ Contract check ☆. Underneath are three tabs: Overview, Version history (selected), and Confirmations. A table displays the version history for 'Contract check'.

Version	Approved on	Change type	Reason For change	Approver	Author	Link	Language	Reviewer
4	12 Dec 2022	Continuous improvement		Arjan Breeman	Richard Verhoef	<a href="#">🔗</a>	EN	--NA--
4	02 Dec 2022	Continuous improvement		Arjan Breeman	Administrator System	<a href="#">🔗</a>	EN	--NA--
3	02 Dec 2022	Continuous improvement		Richard Verhoef	Richard Verhoef	<a href="#">🔗</a>	EN	--NA--
2	11 Nov 2022	Continuous improvement		Joe Luck	Administrator System	<a href="#">🔗</a>	EN	--NA--
1	15 Mar 2021	Initial version		Joe Luck	Administrator System	<a href="#">🔗</a>	EN	--NA--

Document version history for audit purpose

This view can be restricted for only the auditors and document authors if needed

# Organization

## Role overview

The screenshot displays the ARIS software interface for the 'Purchaser' role. The top navigation bar includes 'ARIS' and a search filter for 'Purchaser'. The main content area is titled 'Purchaser' and contains a table with the following data:

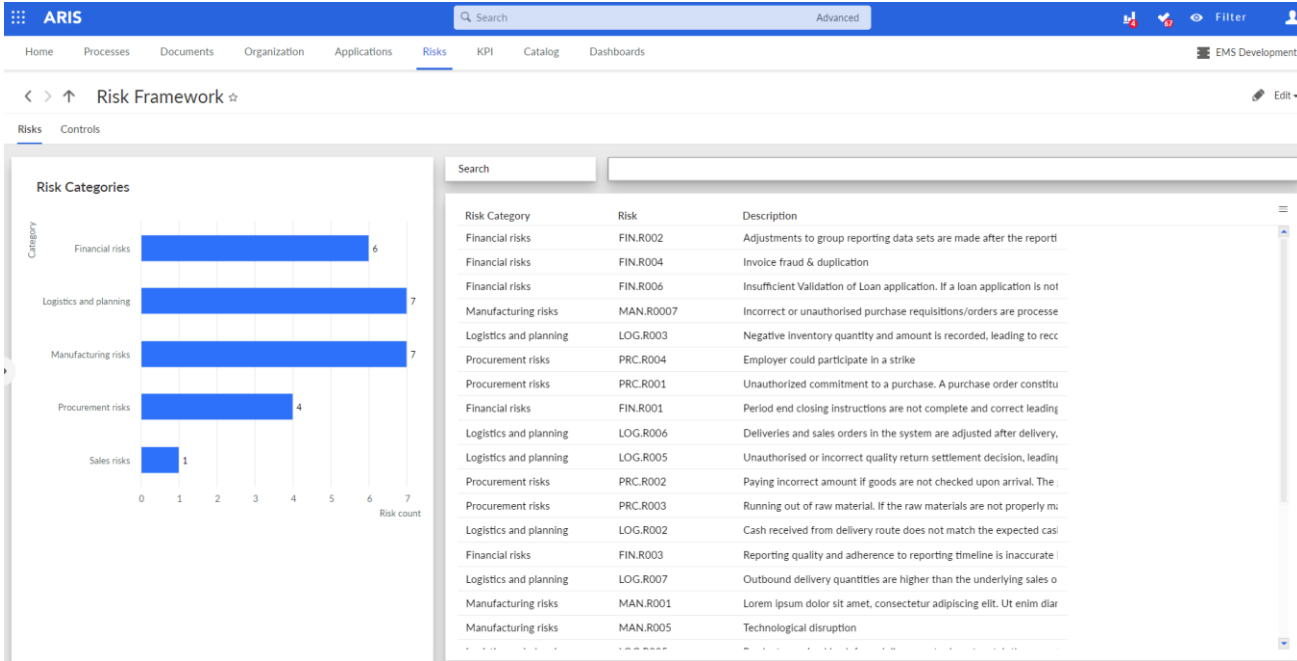
Activity	Description	Process
Assist in purchase requisition creation	If the information available is insufficient to create a FTR Preg, the requisitioner asks the purchaser for support. This can deal with the existence of a contract or a preferred vendor for a certain product or service.	• Purchase requisitioning
Check if approval required	Based on the criteria defined in the company, check if the purchase order or call off order needs to go through any form of approval process. These approvals can be purely financial, but also to see if there is an opportunity to combine similar purchases and by doing so have better spot negotiation starting point	• Purchase ordering
Check vendor contract availability	Based on the information in the approved purchase requisition a check will be conducted to find out if a valid contract with the preferred vendor is already present.	• Purchase ordering
Create Call Off Order (COO)	Based on an existing contract, a call off order is created containing all the necessary details from and reference to the contract	• Purchase ordering
Create Purchase Order (PO)	Based on the information in the approved purchase requisition a first time right purchase order will be created without the reference to a contract. All necessary information is mentioned and defined in the PO.	• Purchase ordering
Review purchase requisition		• Purchase ordering
Send PO/COO to Vendor	When the PO or COO are approved (or did not require any approvals) the document is send to the appropriate vendor	• Purchase ordering
Take necessary compensation action	If the delivered goods / services do comply to the agreed upon qualities or quantities, mitigating measures need to be taken. This can take many forms, but sending back the goods or requestig financial compensation are frequently used compensation measures.	• Goods / Service receiving

Side panels on the left show 'Asset & Service Manager' (Service Coordinator, Service Engineer) and 'Manufacturing' (Production Manager, Production Operator, Production Planner). The right side shows 'Purchasing Unit' and 'Production Unit'.

## Role view

# Risks

## Risk categories



Risk and control Aware dashboard are applied as entry pages

From the dashboard it is possible to navigate to the Risk/Control factsheet

# Risks

## Risk overview

The screenshot shows the ARIS Risk Overview interface for risk LOG.R001. The top navigation bar includes Home, Processes, Documents, Organization, Applications, Risks (selected), KPI, Catalog, and Dashboards. A search bar and an 'Advanced' button are also present. Below the navigation, the risk ID 'LOG.R001' is displayed with navigation icons and a star icon. An 'Overview' link is highlighted. A descriptive paragraph states: 'Ad-hoc returns (finished product and RPM) are not registered on the delivery documents (correctly), leading to incorrect stock levels or theft of products.' The 'Impact' is 'Moderate' and 'Probability' is 'Rare/remote'. A table lists activities and their associated processes:

Activity	Description	Process
Negotiate and create contract	If a decision to create a new contract is taken, then the content of this new contract is negotiated with the vendor and the contract is created in the system of records (typically an ERP system)	• Purchase ordering
Receive returned product		• Inbound logistics

Below the activities table, a 'Control' section is shown with two entries:

Control	Description
LOG.CTRL001	Ensuring complete revenue recognition, the system prevents changes to delivery and sales order after PGI.
LOG.CTRL002	Ensuring all goods are accounted for, quantity route settlement is conducted.

Risk factsheet including all relevant meta data, related controls and link to the process(es)

# Start Page Component

# Start page overview

- Component use API methods to get ARIS start model(s) from the database
- Start model can be maintained by customer without any changes in the portal configuration
- Multiple sections and sub sections can be defined including images and descriptions
- Internal links (to item pages/glossary, search, dashboard, etc), mail links, and external links can be defined on start page model can be defined within a section
- Multiple pages can be defined for different stakeholders (business entities)
- Content filtering can be applied on start pages



### My content

- My favourites
- My filter



### Overview

- Processes
- Documents
- Policies

---

- Compliance
- Role



### Toolbox

- Glossary
- Support site
- Recent changes
- Workflow dashboard



Welcome to the **Heineken Enterprise Process Model (HEPM+)**. The repository for the Global Heineken Processes. The processes are the backbone for all related information you can find on this portal. You can find for example Risk & Controls, Documents and KPIs linked to the processes. These elements are also showed as separate libraries and pictured in the boxes below. Click on how to navigate under the quick links on the homepage to see how all elements are linked to each other.

First time entering the new portal? Please have a look to the document 'How to navigate' under Quick Links. There you find amongst other the information on how you set your filter to scope the content you would like to see.



## Processes

Click here to go to the HEINEKEN Enterprise Process Model



## RACM

Click here to go to the HEINEKEN Risk and control Matrix



## Documents

Click here to go to the documents section



## KPI

Click here to go to the KPI overview



## System

Click here to go to the system overview



## Role Library

Click here to go to the Governance overview

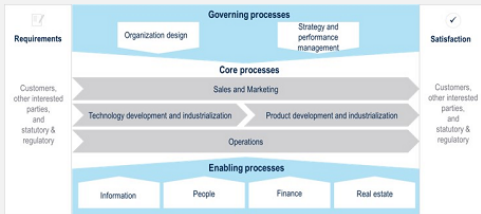




## ST Enterprise Management System

### Processes

Navigate through ST business processes



- Process map
- Process list

- Governing Processes
- Organization and strategy
  - Business performance

- Core Processes
- Sales and marketing
  - Technology development and industrialization
  - Product development and industrialization
  - Operations

- Enabling Processes
- Information
  - People
  - Finance
  - Real estate

### Search & favorites

Search for a process, an activity, a role,...



- Search
- Your favorites

### Catalogs



- Process and activities
- Documents
- Roles and function

### Policies & Manuals



- Code of Conduct
- Policies
- Management System Manuals

### Get started



- Quick guide

### News & Links

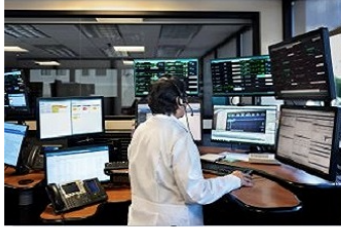


- News

## QMS-0004 - CC - EMR

### QMS-0004 - Connected Care - Electronic Medical Records

EMR & Care Management is a Business within Connected Care, comprised of the EMR, Enterprise Care Collaboration, and Virtual Care Solutions category Remote Patient Monitoring venture.



- Business Leader: Shiv Gopalkrishnan
- QMS Leader: Manjula Madan

### Quality Management System

Below link leads to the process overview of EMR and Care Management processes describing the standardized ways-of-working based on PEPF. The second link opens the documents folder for local documents



- Local Documents
- Process Overview

MS-QMS Content SAG User Search

My role-based filters **On** Off MS Publication 12.4

Type to find a role...

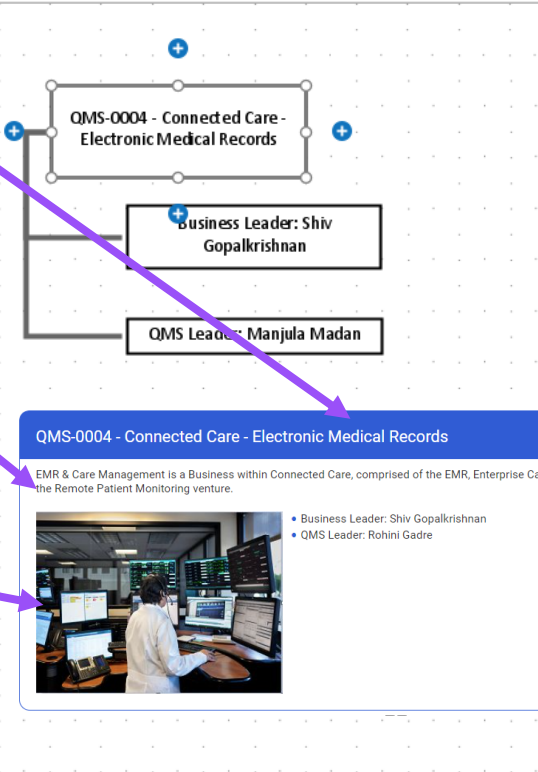
- MS-QMS 1 roles selected.
- MS-0001 Philips MS
- QMS-0002 PD - MRI
- QMS-0004 CC - EMR
- QMS-0007 PD - China
- QMS-0009 ISC - Factory Klagenfurt
- QMS-0014 PD - CT
- QMS-0017 ISC - Factory HS Brasil
- QMS-0023 PH - OHC
- QMS-0025 I&S - ES
- QMS-0048 PD - US

1 2 3 >

### Dashboards

- MS-QMS Changes
- PEPF change impact per release
- MS-QMS Process Implementation

Properties				
Attributes	Assignments	Relations	Occurrences	SAP properties
Attribute name	QMS-0004 - Connected Care - Electronic...			
Name	QMS-0004 - Connected Care - Electronic Medical Records			
Identifier				
Description/Definition	EMR & Care Management is a Business within Connected Care, comprised of the EMR, Enterprise Care Collaboration, and Virtual Care Solutions categories, as well as the			
Document link				
Type	Quick object			
Time of generation	16 Sep 2022, 09:06:50			
Created by	sag			
Last Updated Date	27 Sep 2022, 15:05:01			
Connect homepage object settings (JSON)				
Last Updated By	sag			
ARIS document storage Title 1	EMR startpage picture			
Connect homepage section style				
ARIS document storage Link 1	<a href="https://philips-dev.ariscloud.com/doc">https://philips-dev.ariscloud.com/doc</a>			
Connect homepage object type	Section			
Connect homepage hide section descripti...	<input type="checkbox"/> Connect homepage hide section d...			
Connect homepage hide section name	<input type="checkbox"/> Connect homepage hide section n...			
Connect homepage section class name	one-col			
Connect homepage object sequence num...	1			



# My Content Filtering

# Content filter via my content

## Filtering concept

- The connect portal can be filtered to restrict the visible published content to the business context of the user
- This filtering will be applied on:
  - navigation tree
  - search results
  - factsheets
  - visible home pages
  - favorites
  - catalogs
- The following filter dimension can for example be applied:
  - role
  - country
  - organizational unit
  - management system
- User based filter selections will be stored in the system for next portal visits

# Content filter via my content

## Content scoping

Perform accounting ☆

Diagram RACI

Adopt Process

Select Location\*

Sales Sweden

Select processes

Select	Process	Adoption state
<input checked="" type="checkbox"/>	Perform general accounting	Sales and services The Netherlands: Adopted; Sales Sweden: Ado...
<input type="checkbox"/>	Perform inventory accounting	Sales and services The Netherlands: Not adopted; Sales Sweden: ...

Comments

Only general accounting is in scope of Sales Sweden

Adopt Discard Cancel

The location-based content scoping can be managed via local content adoption workflow

# Connect configuration technologies

# Configuration technologies

## Self Service (SSC)

- Wizard based
- Limited web design knowledge required
- Fine tune standard configuration on used conventions
- Restriction in configuration possibilities
- Limited set of templates and styling possibilities

## Content types (CT)

- New technology since Sr22
- Content types need to be configured on top of transformation
- Factsheet WYSIWYG Editor
- Based on ARIS 10.0 SR22 Classic configuration
- Flexible positioning of all kind of content elements
- Limited styling options

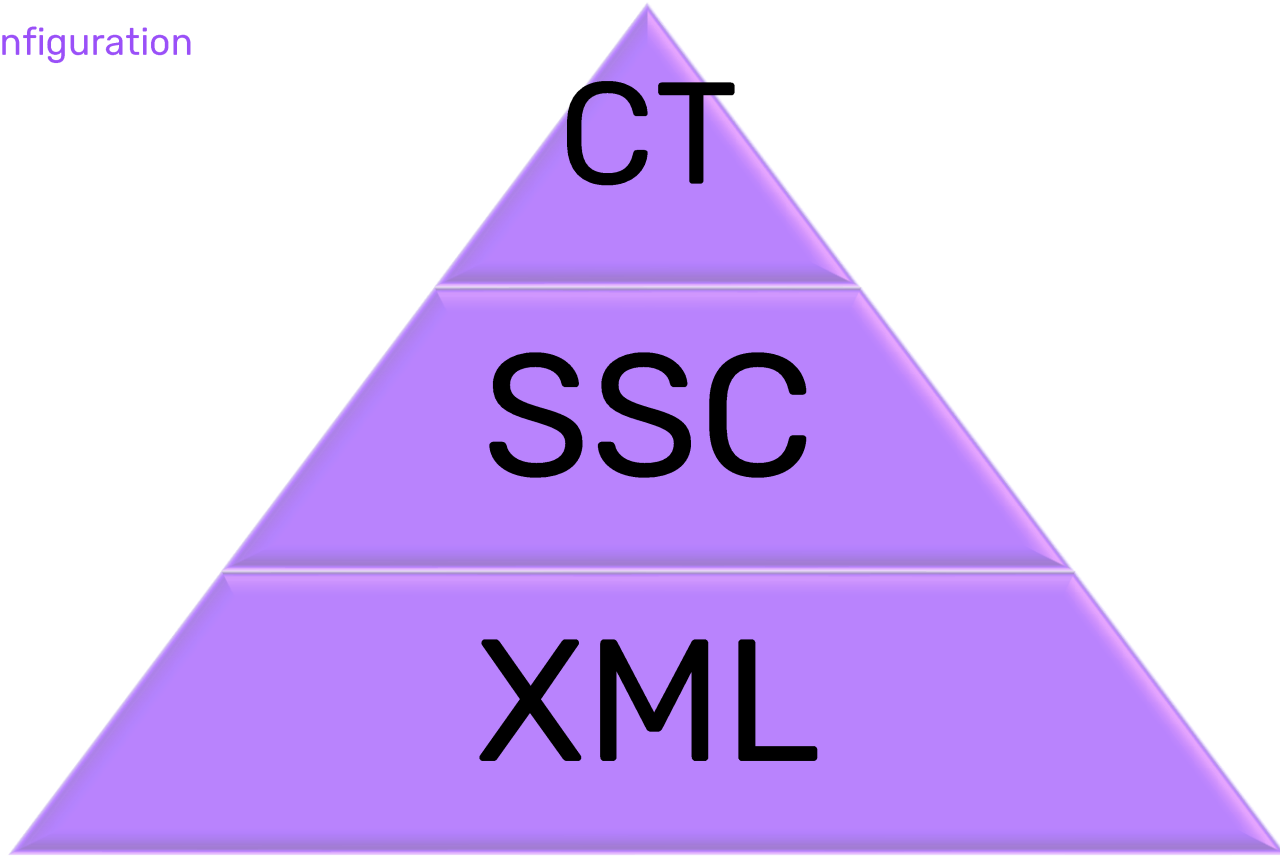
## File Based Configuration (XML)

- IDE based development
- Web design knowledge required
- JavaScript can be applied
- Custom components can be added
- Templates and styles can be created
- Advanced queries for content filtering and data retrieval
- All configuration options are available
- Custom views can be created



# Configuration technologies

Hierarchy of configuration



# Configuration technologies

Capabilities

