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Modeling process automation – a part of the management system

Webinar

Terje Haugland

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Companies automate processes in a higher tempo than ever. The challenge is that IT does not want to take ownership to the business processes. The business on the other side feel greater distance to the same processes than ever due to their increased complexity.

It is clear that business and IT must be united through processes – and it is the management system that must be the common foundation.

Tore Rasmussen, Qualisoft

Two worlds combined

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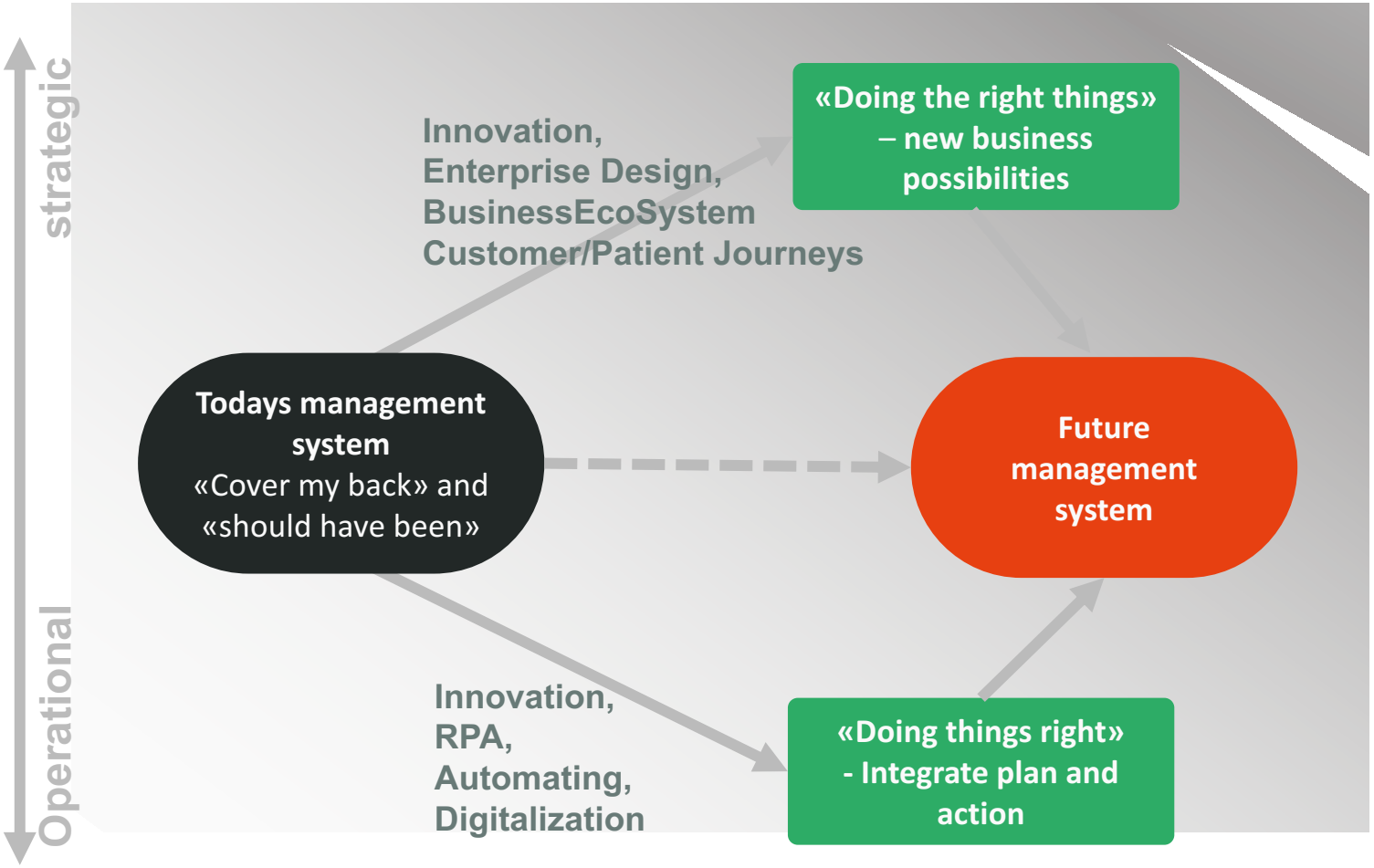

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Key take-away from this webinar!

The business must still own the processes even if they are automated. And they must invite to co-operation with IT to utilize technology available.

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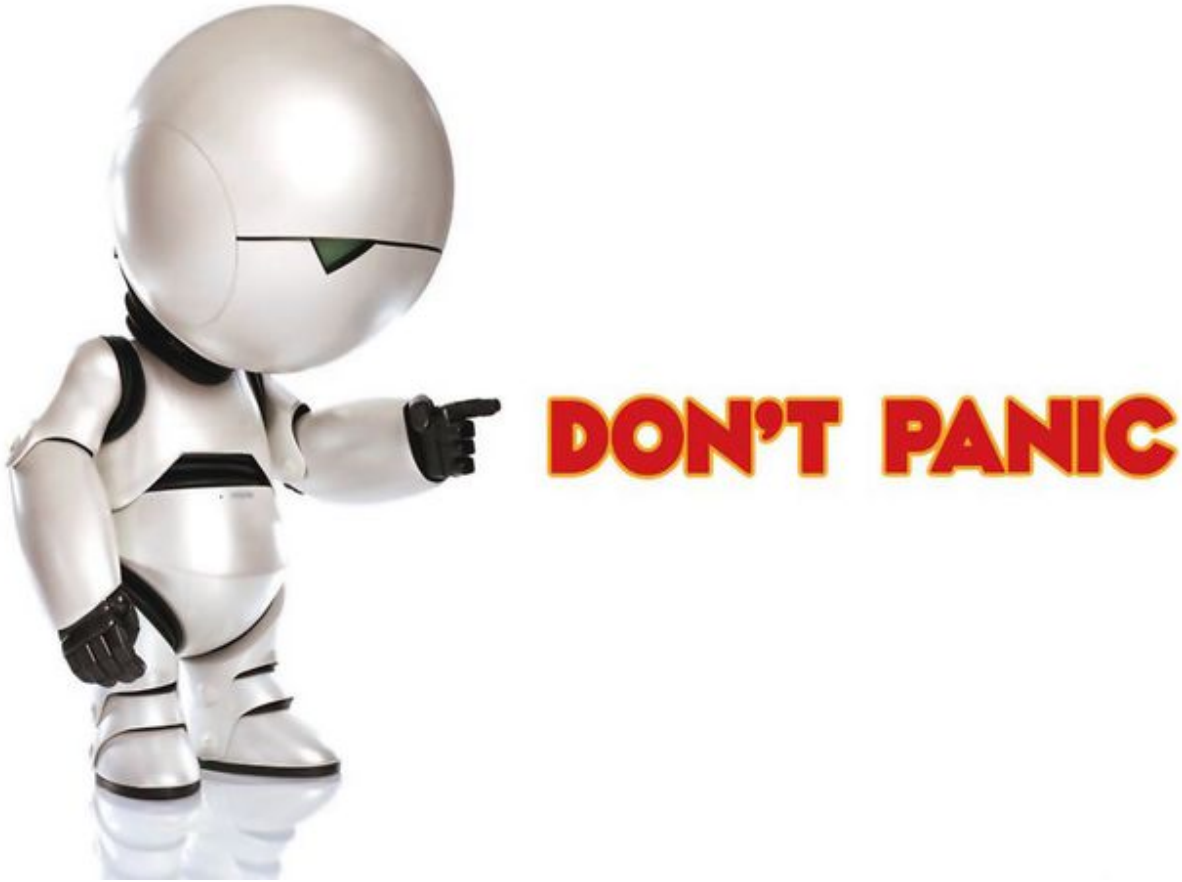

Hitchhiker's guide to the galaxy

Some word we should understand

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- Digitalisation
- Automation
- Robot process automation (RPA)

Digital transformation

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"Adding the word "digital" into the mix simply suggests that the new and different ways of doing business will be based on employing various IT elements." [1]

«Digitalising is about using technology to renew, simplify and improve. It is about offering new and better servics, that are easy to use, efficient, effective and reliable [2]

«Power to the paper» [3]

[1] Paul Harmon on BPM: Digital transformation
http://www.bptrends.com/harmon-on-bpm-digital-transformation/
[2] Regjeringen.no
https://www.regjeringen.no/no/tema/statlig-forvaltning/ikt-politikk/digitaliseringen-i-offentlig-sektor/id2340245/
[3] Vidar Evensen
https://www.visma.no/blogg/hva-betyr-det-egentlig-digitalisere-en-prosess/

What is automation?

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«Automating – the technique of getting systems to work without, or with little involvement of humans. Automating is used on any area where one wants to replace human labour with self-working systems» [5]

«Consider a salmon. It is sent through a machine, and out comes a filét. Anything that happends in between these two pints are automation. Automation is the technology that free up human labour.» [6]

[5] Det store norske leksikon
https://snl.no/automatisering
[6] Automatisk.net
http://www.automatisk.net/automatisering-innledning

What is RPA?

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RPA is a way to automate work processes – or tasks so that we humans can be freed up to do something else considered more valuable.

In the same way as industrial robots has taken control over repetitive tasks in the industry, these robots can take control over administrative tasks.

The RPA-robots follow a rule-based logic and controls the mouse and keyboard in the same programs that we humans use. This leads to RPA being a cost effective way to make systems work together without costly integrations.

https://www.pwc.no/no/tjenester/digitalisering-pa-1-2-3/rpa.html

One observation

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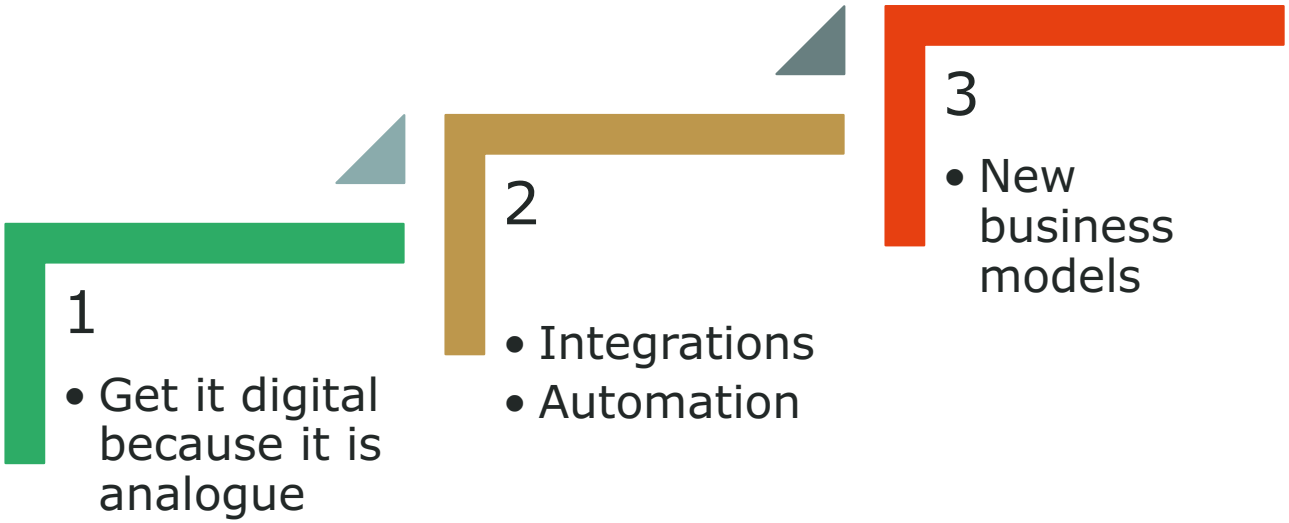
Digitalisation / Automation / RPA might mean differently depending on where you are today



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Let’s we some examples of automation

About process structures

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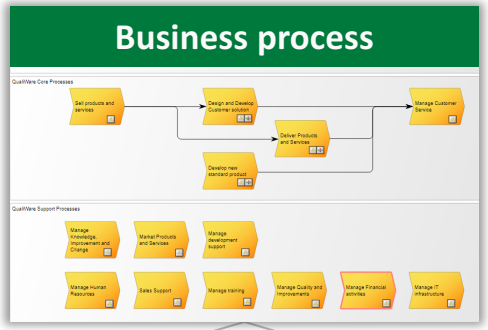
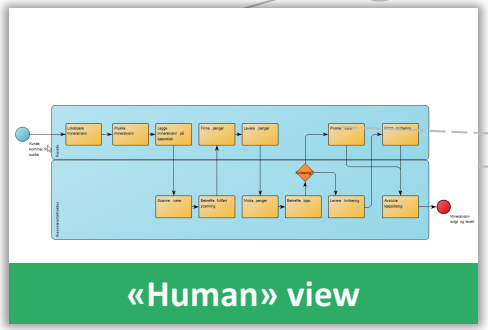
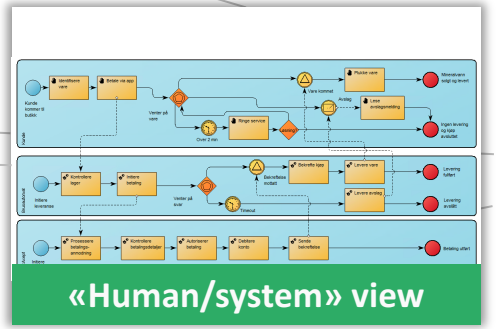


How the business logical creates value



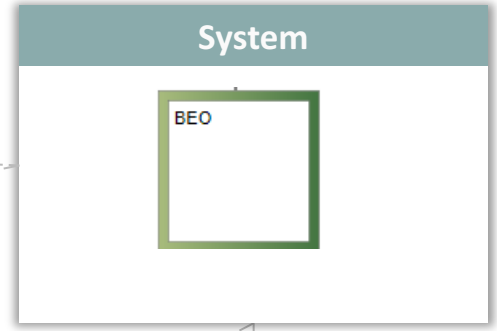
How humans work together to achieve the process results. Compliance, training, cooperation

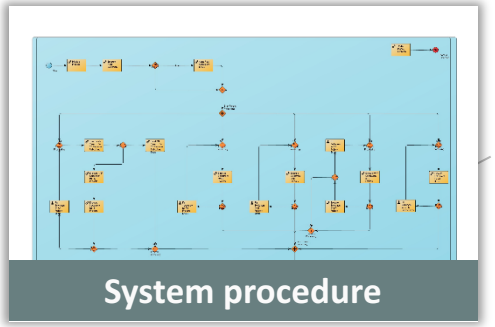
Gjenbruk



Automation

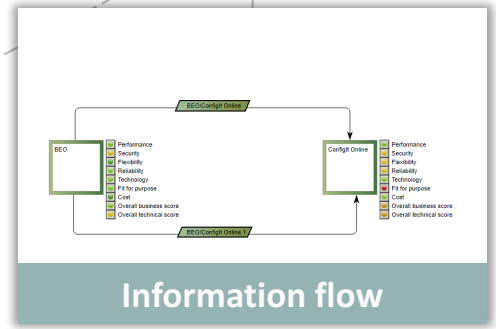
Connection





Control over application flows

Connection



Integrations

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QualiPizza
- owned byQualiCorp
- has pizza restaurants and offers home delivery
- also operates in other markets

Let’s look at

- A business process that is partially automated
- A business process improved through integration
- A business process automated via RPA

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Demo

Human view – handle pizza order

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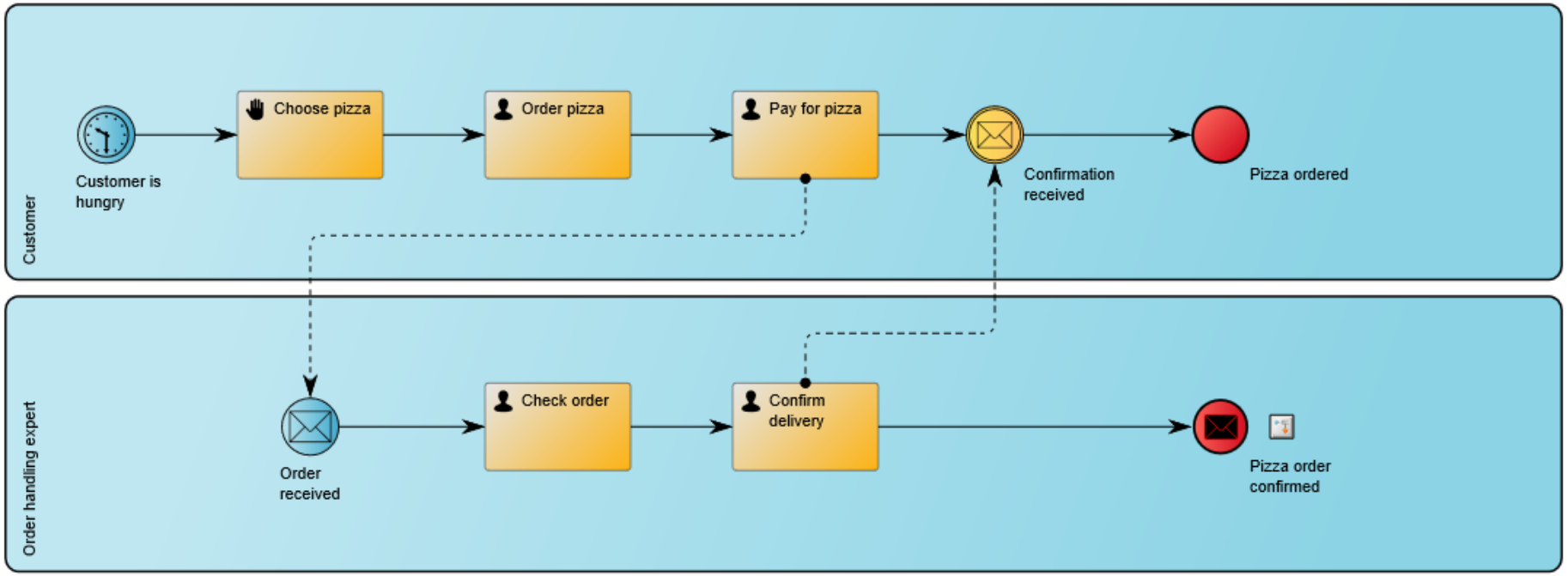

Human-system view

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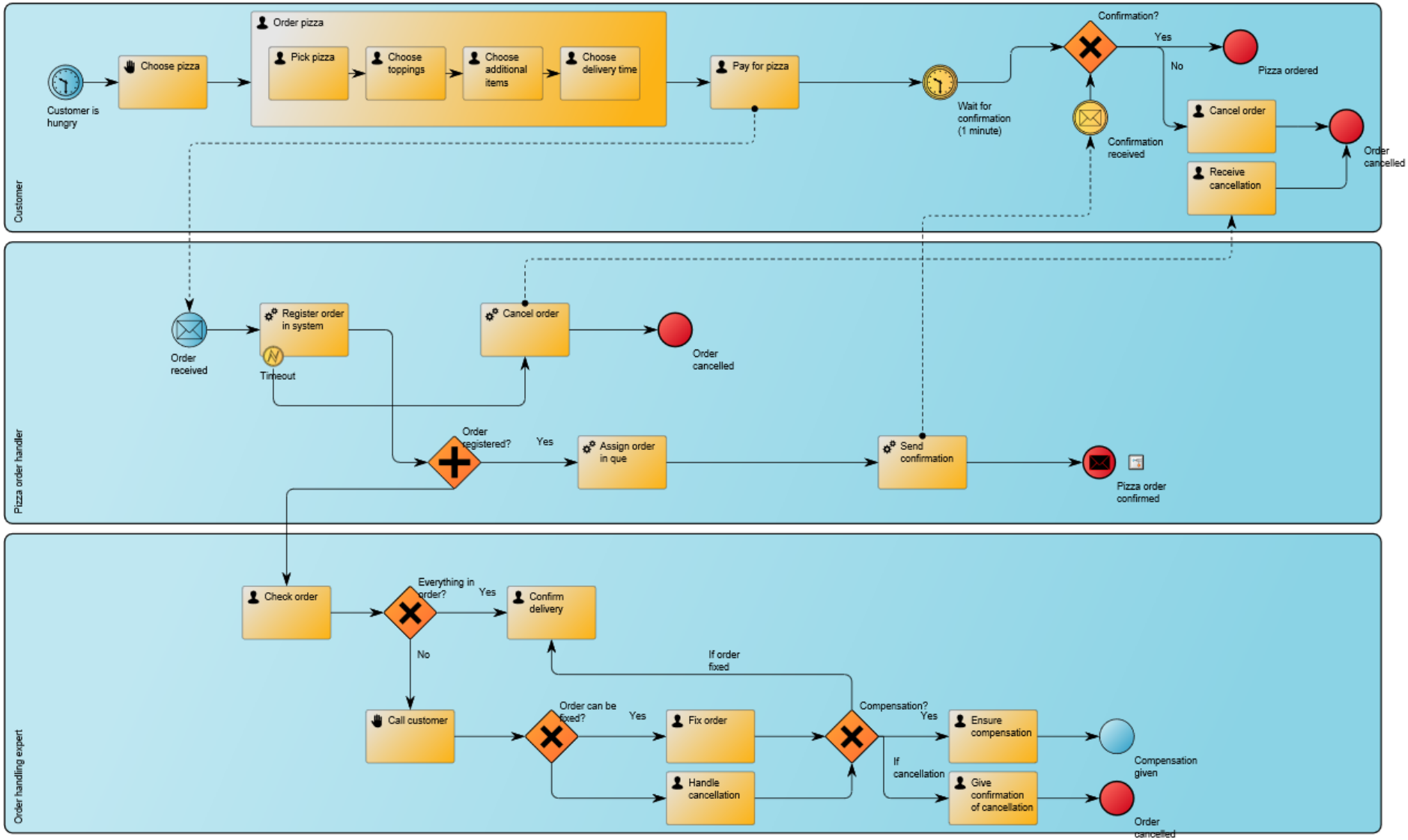

Model an integration / information flow

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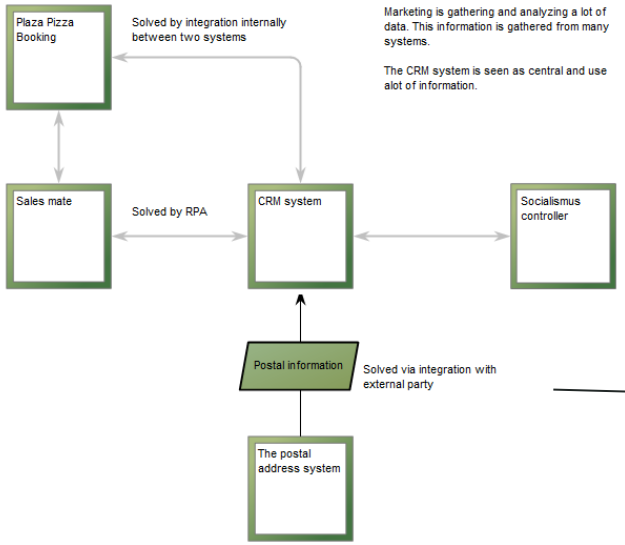

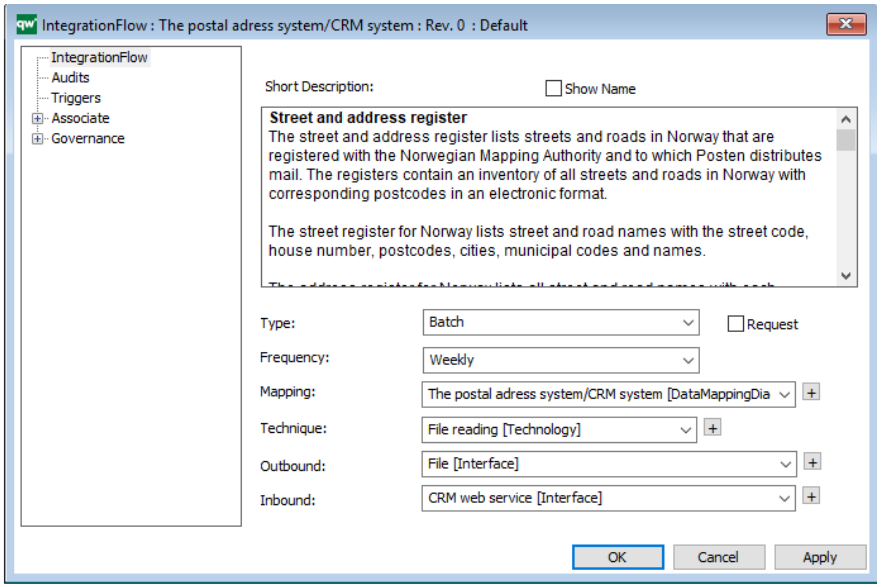

Modeling an RPA

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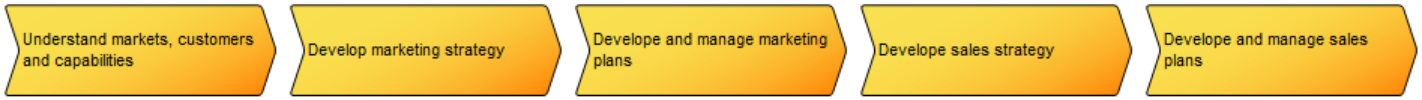
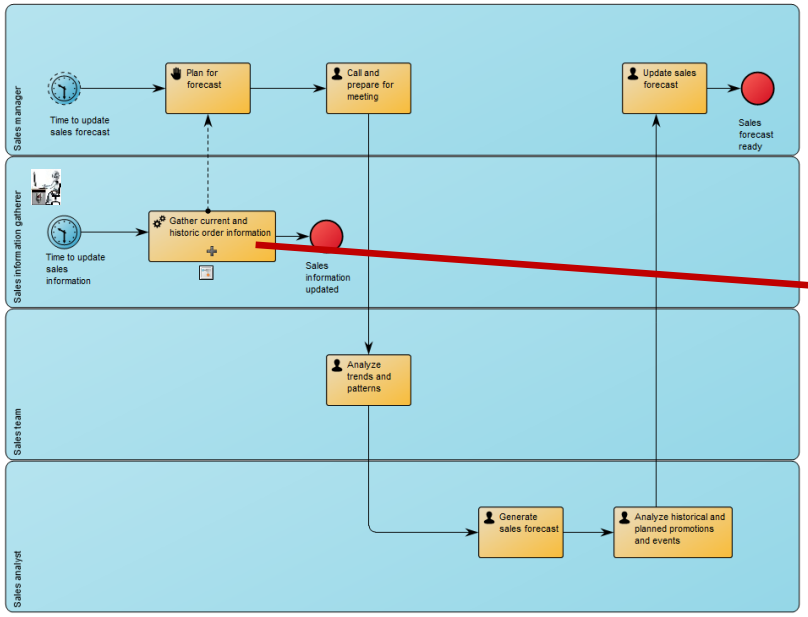
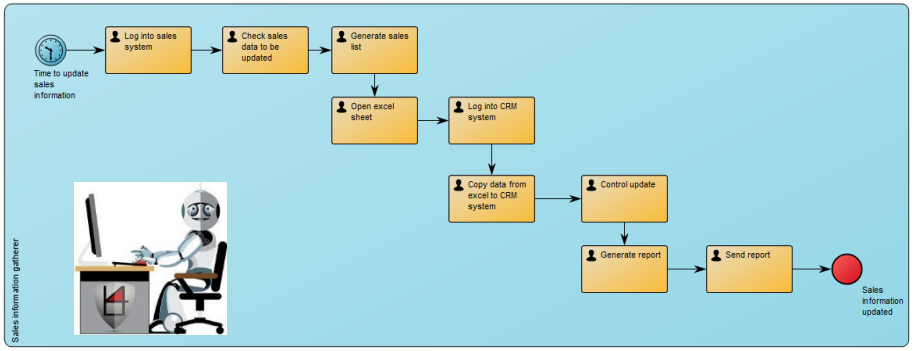
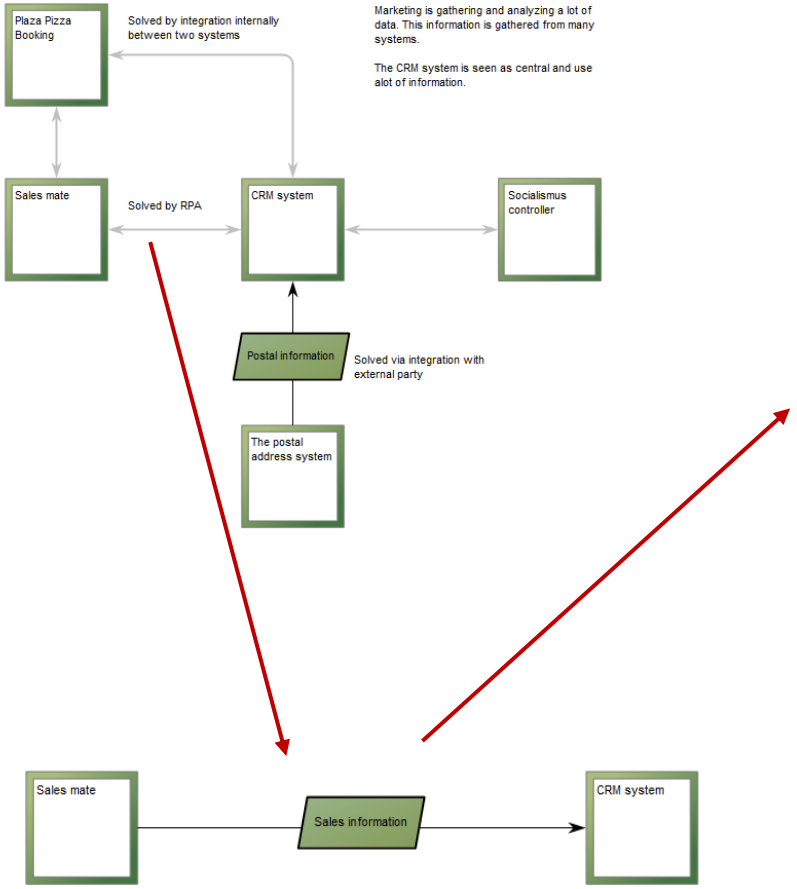


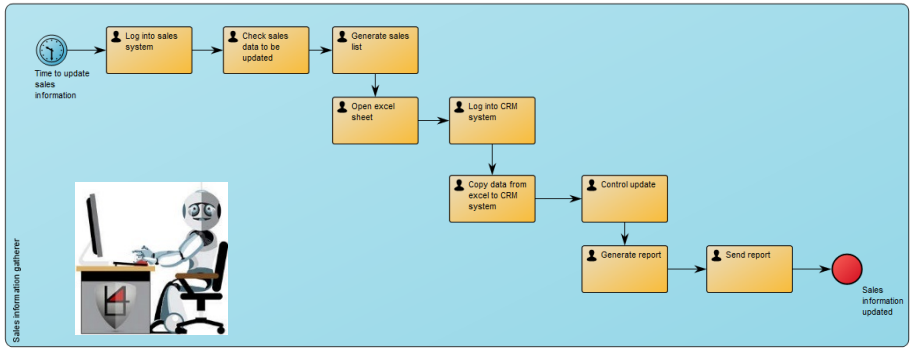




Freddie Sales – Robot # 454545

Wait??! Isn't this just a traditional information flow between two systems?





Freddie Sales – Robot # 454545

System procedure

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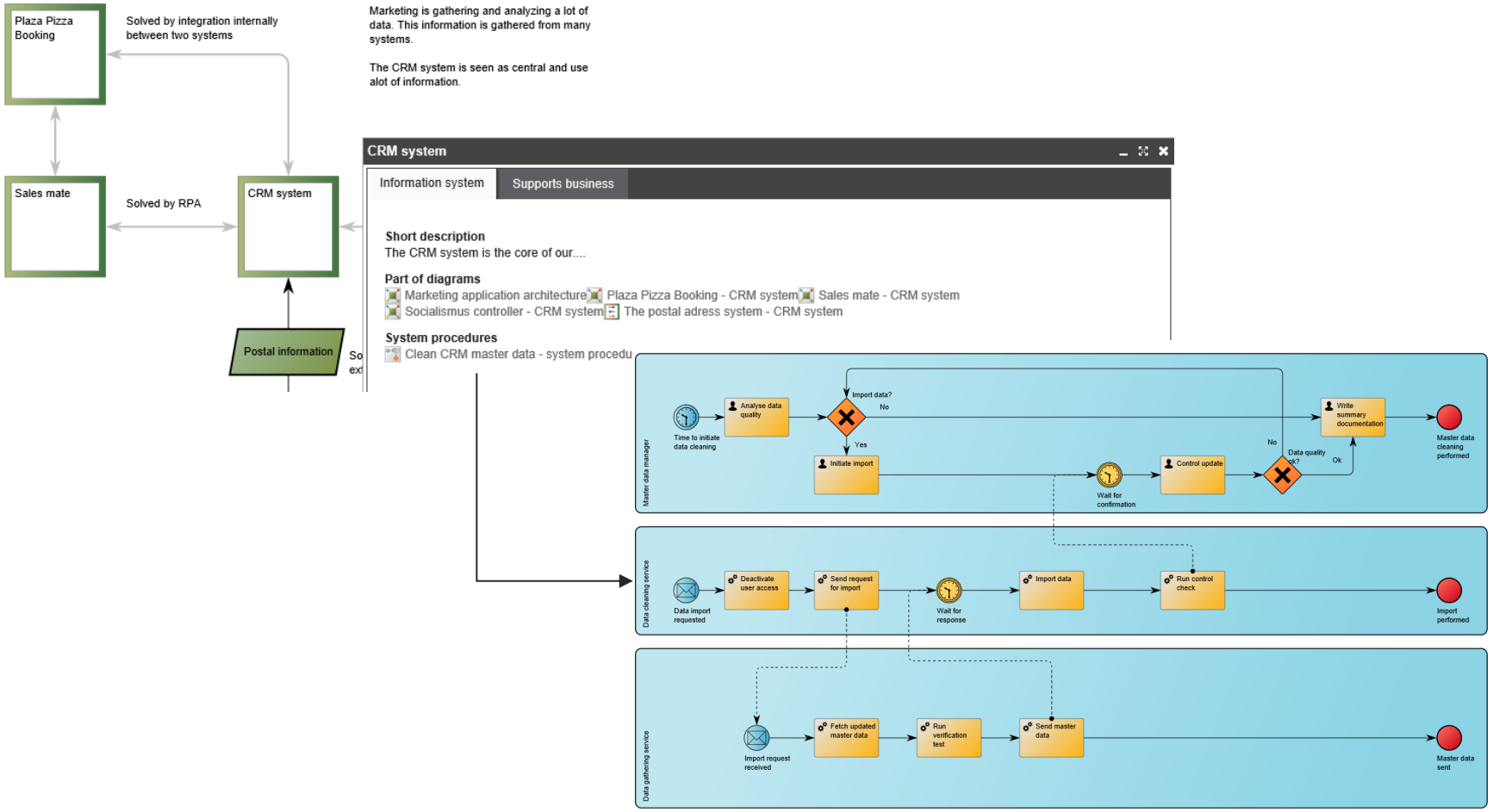

About process structures

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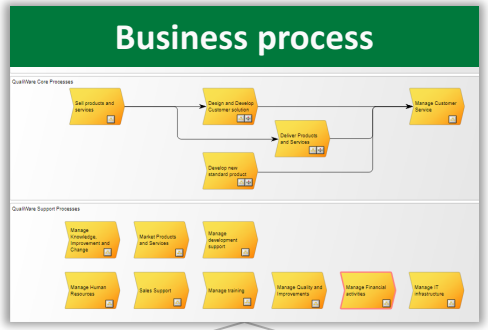

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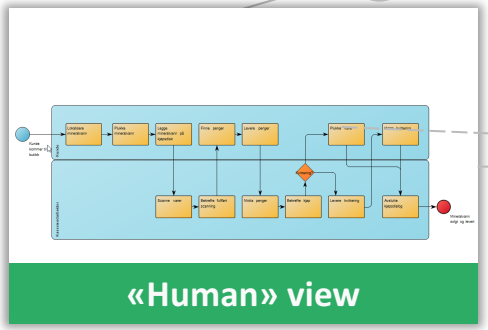

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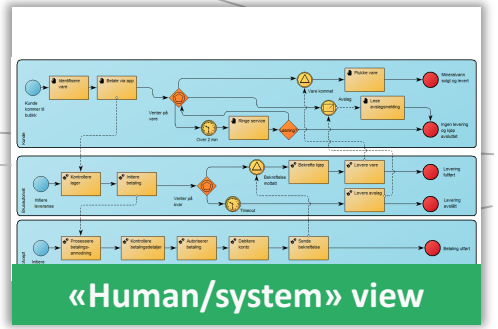
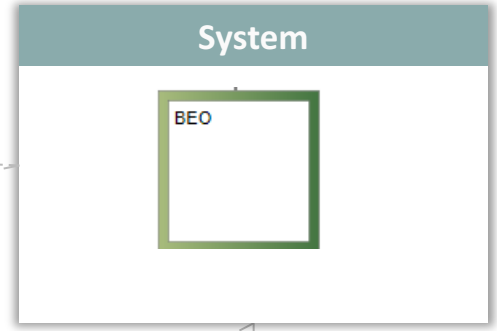
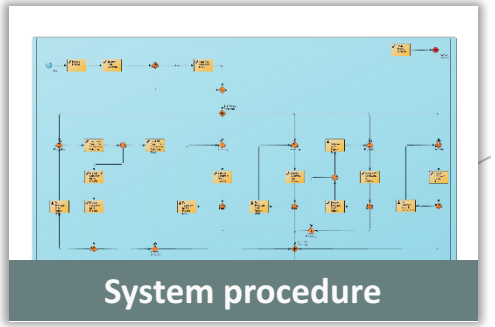


Automation

Connection





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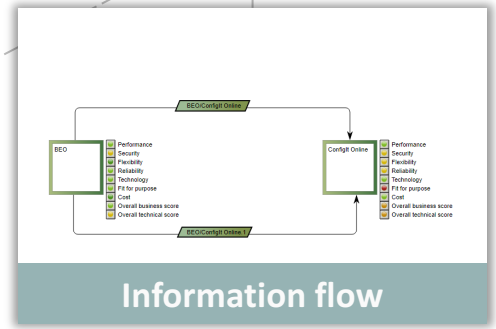

Integrations

Process structure (conceptual)

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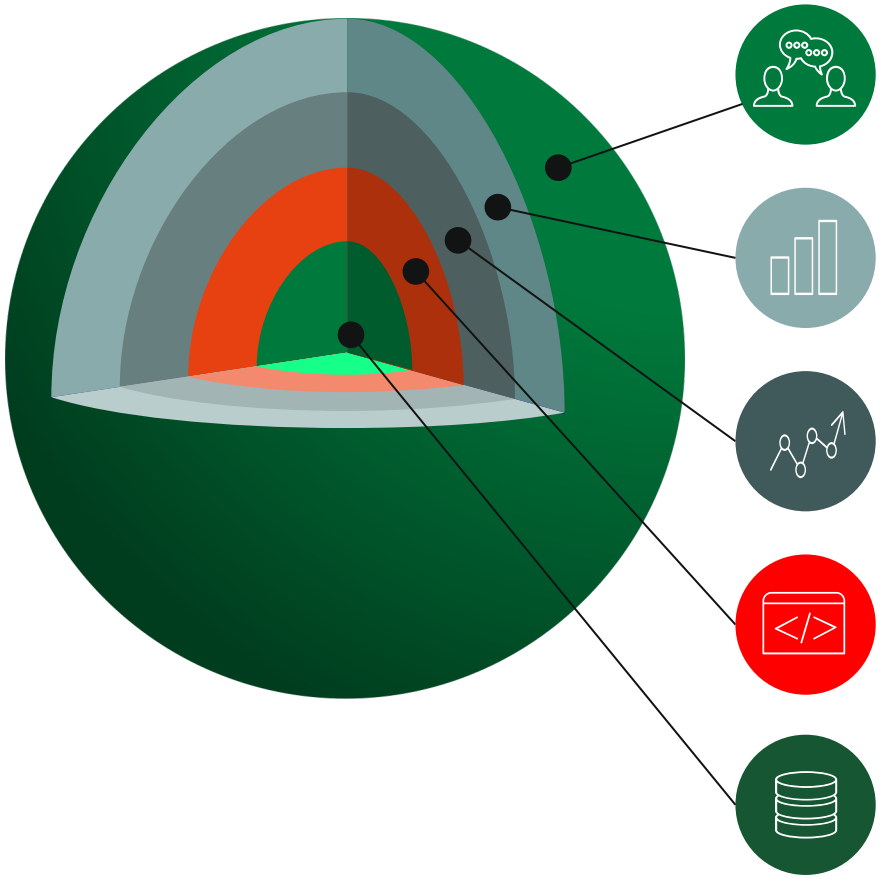

CUSTOMERS
We do what we do for our customers.
Outside in

CAPABILITIES
What we must be good at
Inside conceptual

BUSINESS PROCESSES
How we work to be good where we must
How the stakeholders are part of the way we work
Inside logical

APPLICATIONS
How technology enables us to work more efficiently (automate, integrate, RPA etc)
Inside operational

INFORMATION
What all our decisions are based on
Fundamental

The integrated management system

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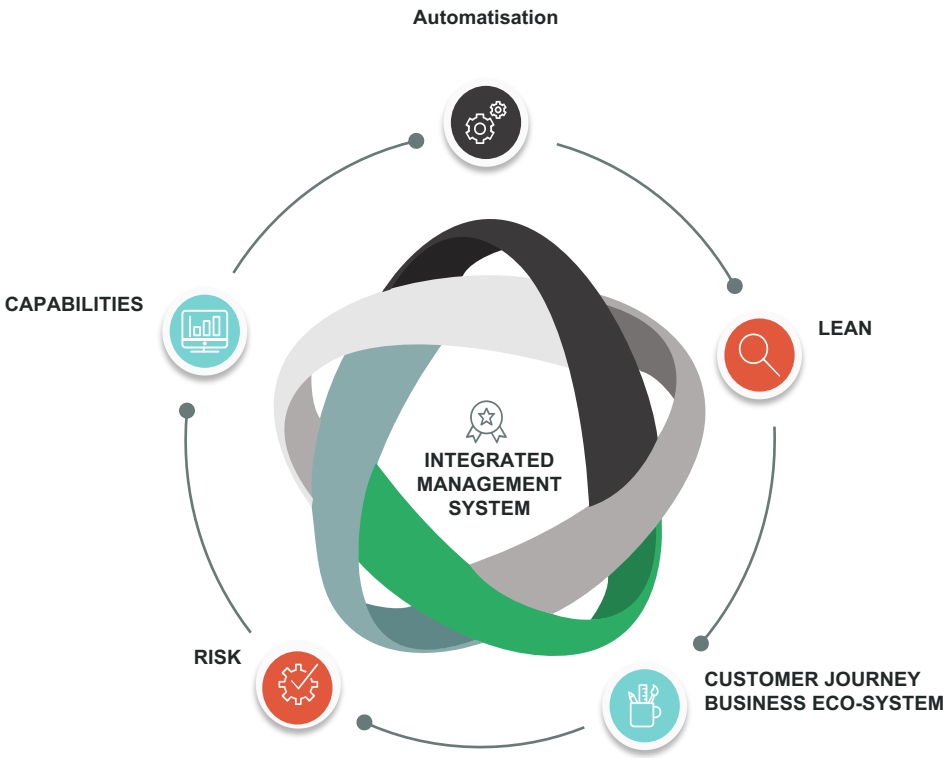

Cooperation

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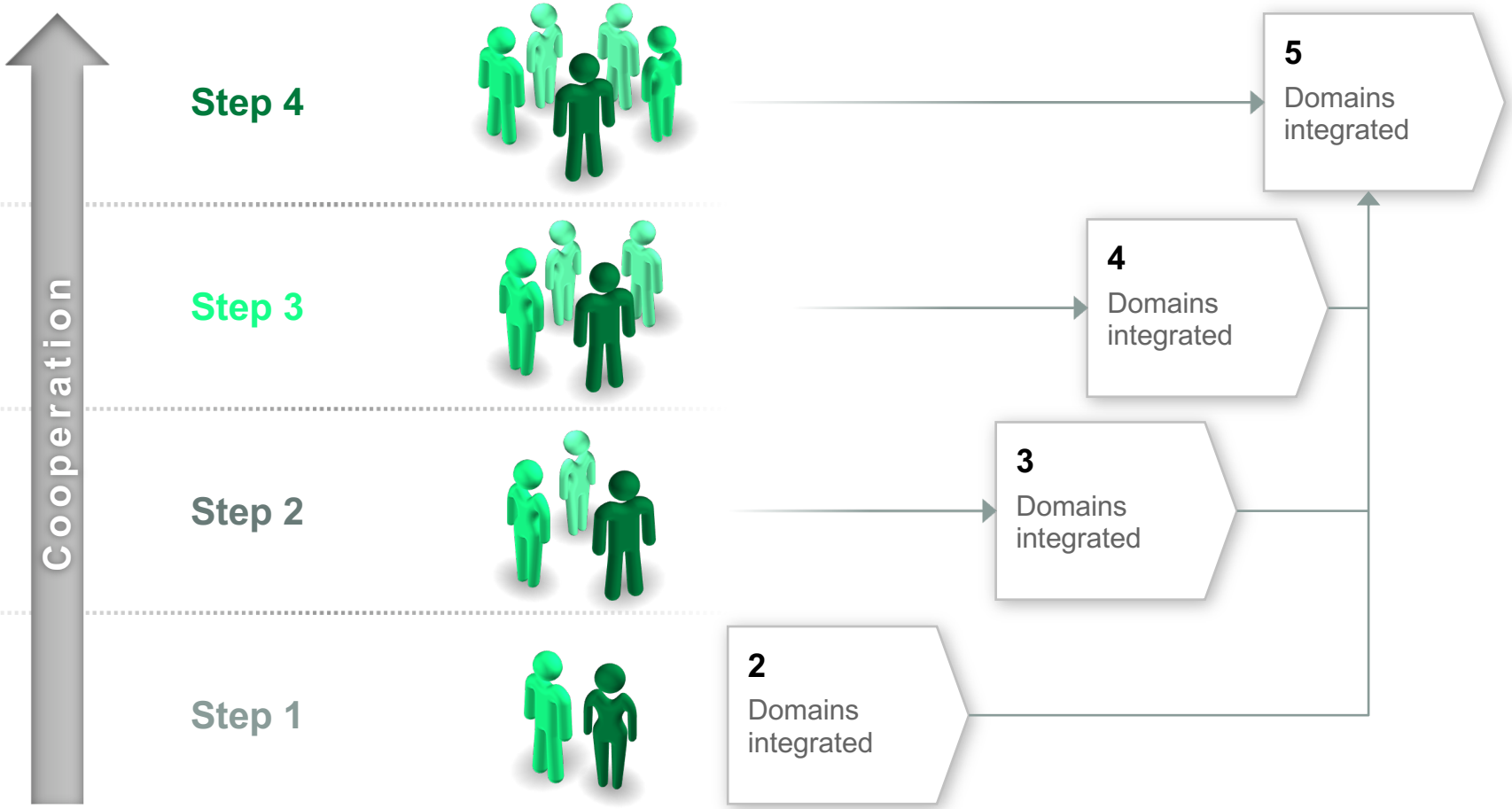
The process might be more complex, but we must get IT and business to cooperate around the process.
Also invite HR in. If you just go to HR the answer is always people.
If you go to IT the answer is always technology



The integrated management system

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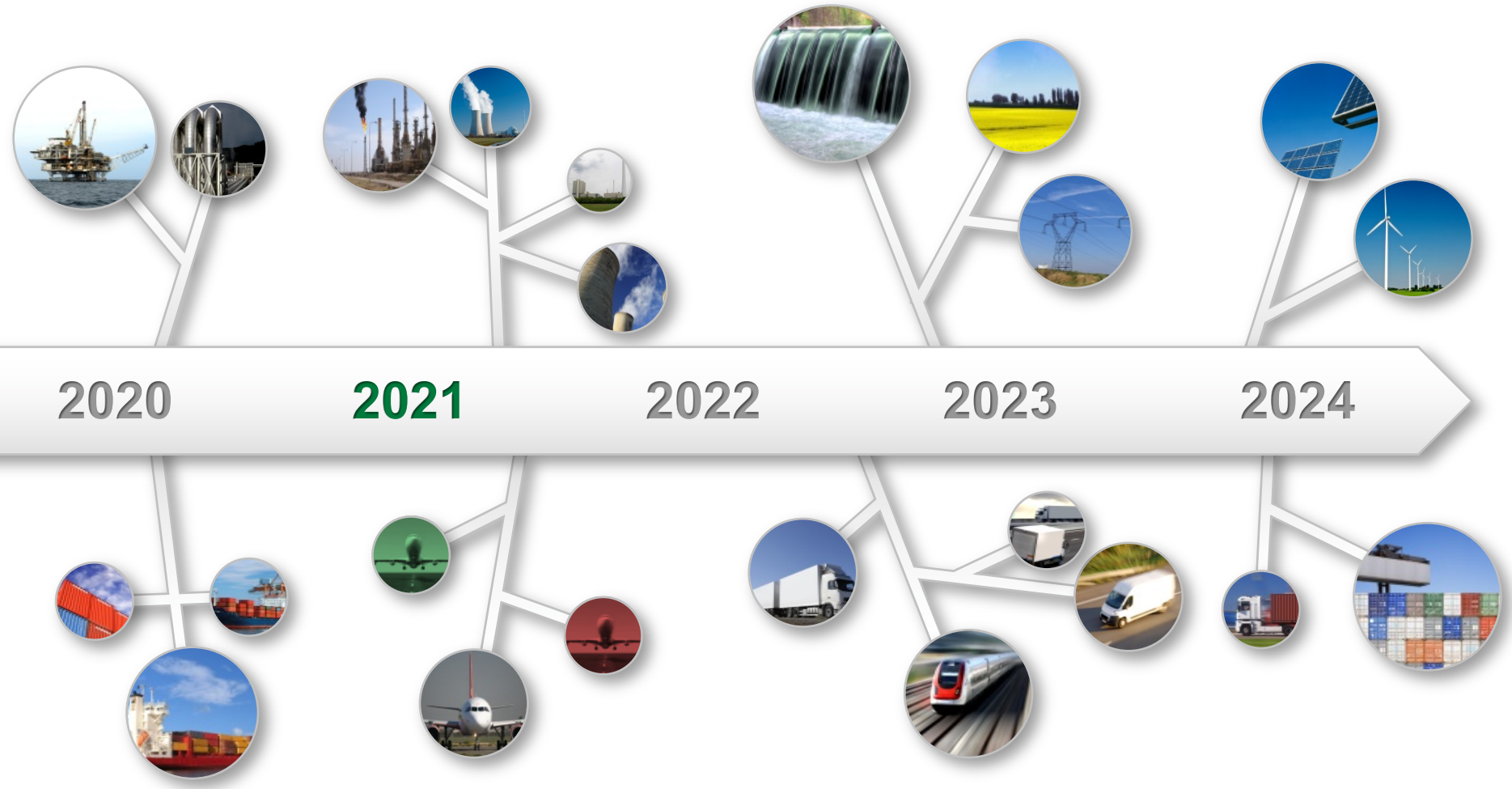
- There is a common dynamic roadmap for our strategical changes



Burlton Hexagon
- more relevant than ever

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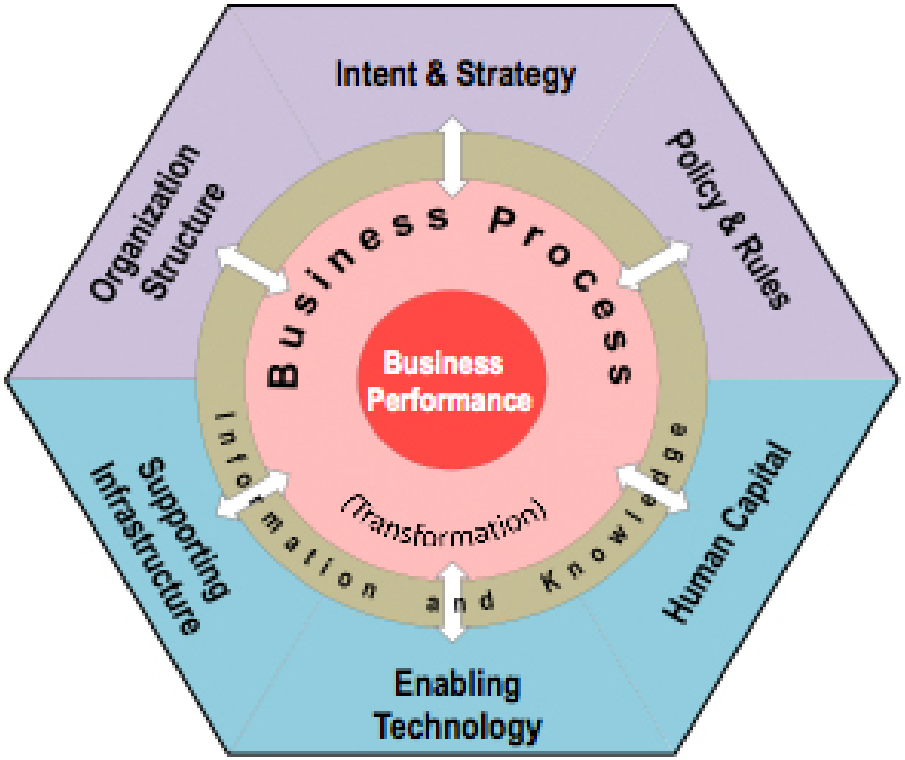

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You can not do this without the Quality system!

The traditional quality system is the correct starting place.

- The quality system is the best place to handle the complex and ever changing world. To get control and deliver what the company should. It facilitates continious improvement based on low risk and high gain by ensure the whole company takes part in structured improvement. It ensure that you do not have to re-invent the wheel, or do reverse engineering for every change in the future.

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Key take-away from this webinar!

The business must still own the processes even if they are automated. And they must invite to co-operation with IT to utilize technology available.

I feel that it's lovely when, as a user, you're not aware of the complexity.
- Jonatan Ive

DON'T PANIC

You have got to welcome and embrace complexity.
- Paul Singer

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