

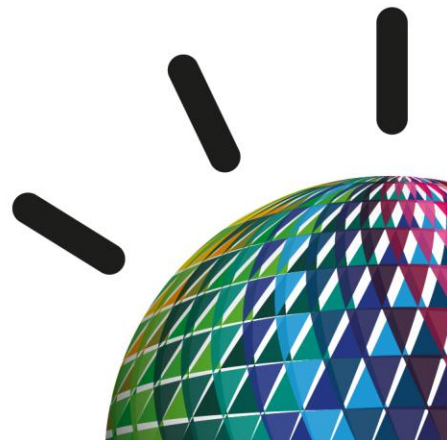


UK Impact 2012

Change the Game

BPM Adoption – Moving from Project to Program

Neil Smith
BPM Client Solution Manager
IBM UK



Agenda



Why Enable your organisation to adopt BPM?

A typical BPM adoption journey

Common challenges you may face

Main stepping stones in moving from project to a BPM program

Building and training your team

Successful habits when adopting BPM



You have the technology, now how do you get value from it?



BPM Technology

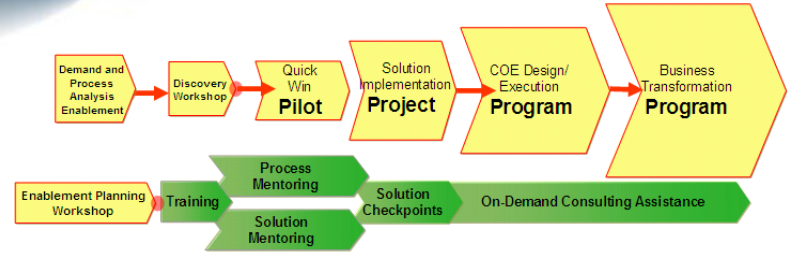


BlueworksLive
Document & Run Processes in the Cloud.

Business Process Manager
Operational Decision Manager



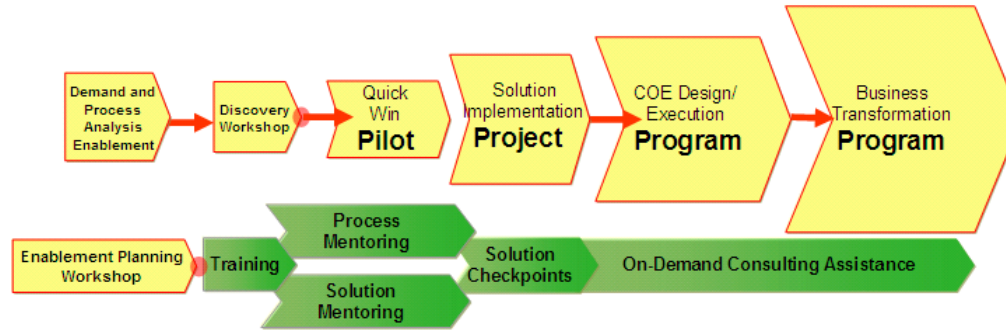
Enablement



Why enable?



“Build capability to keep pace with business change, focus on the right problems, and drive Continuous Process Improvement”



Approach

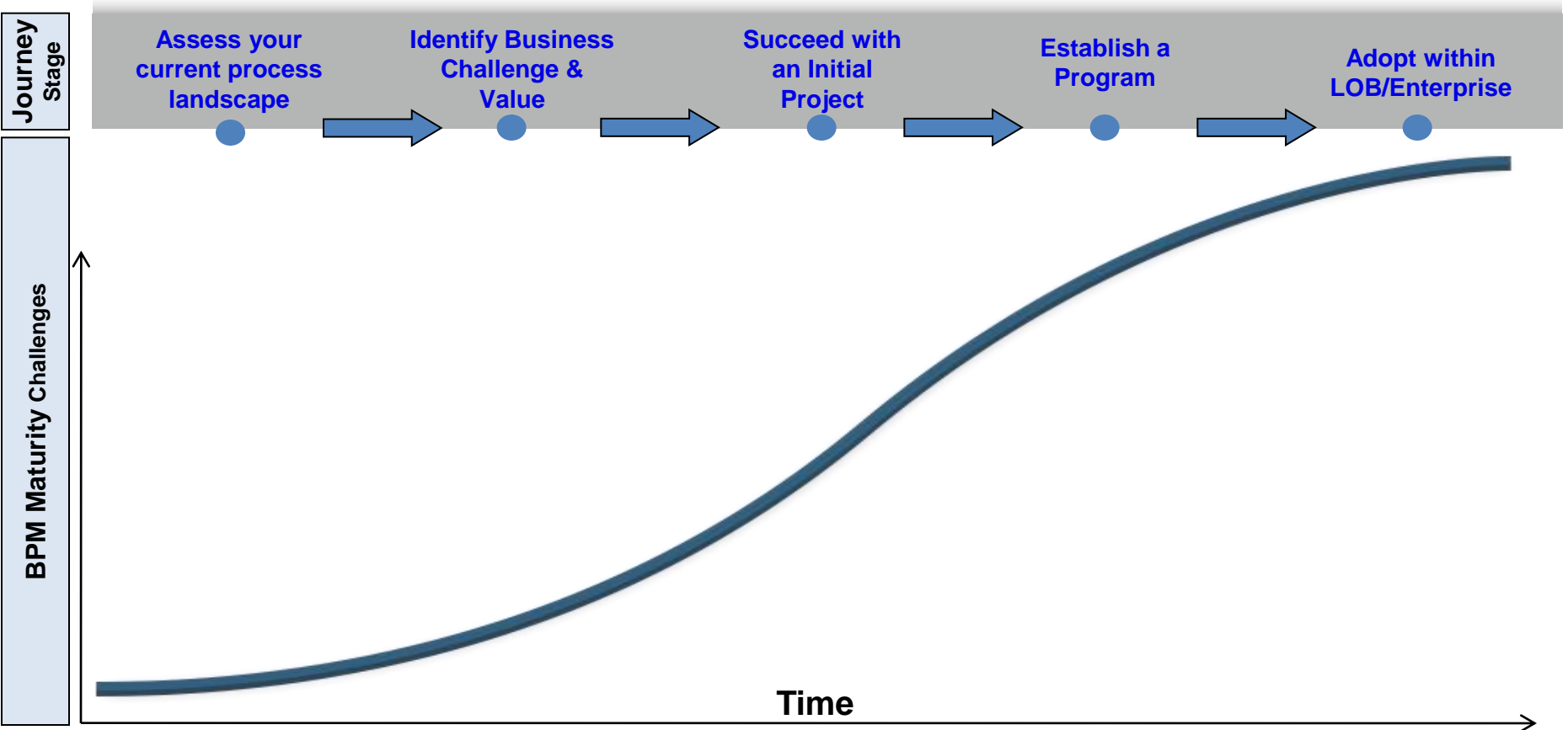
Step 1 – **Drive** quick value

Step 2 – **Mentor** you through adoption

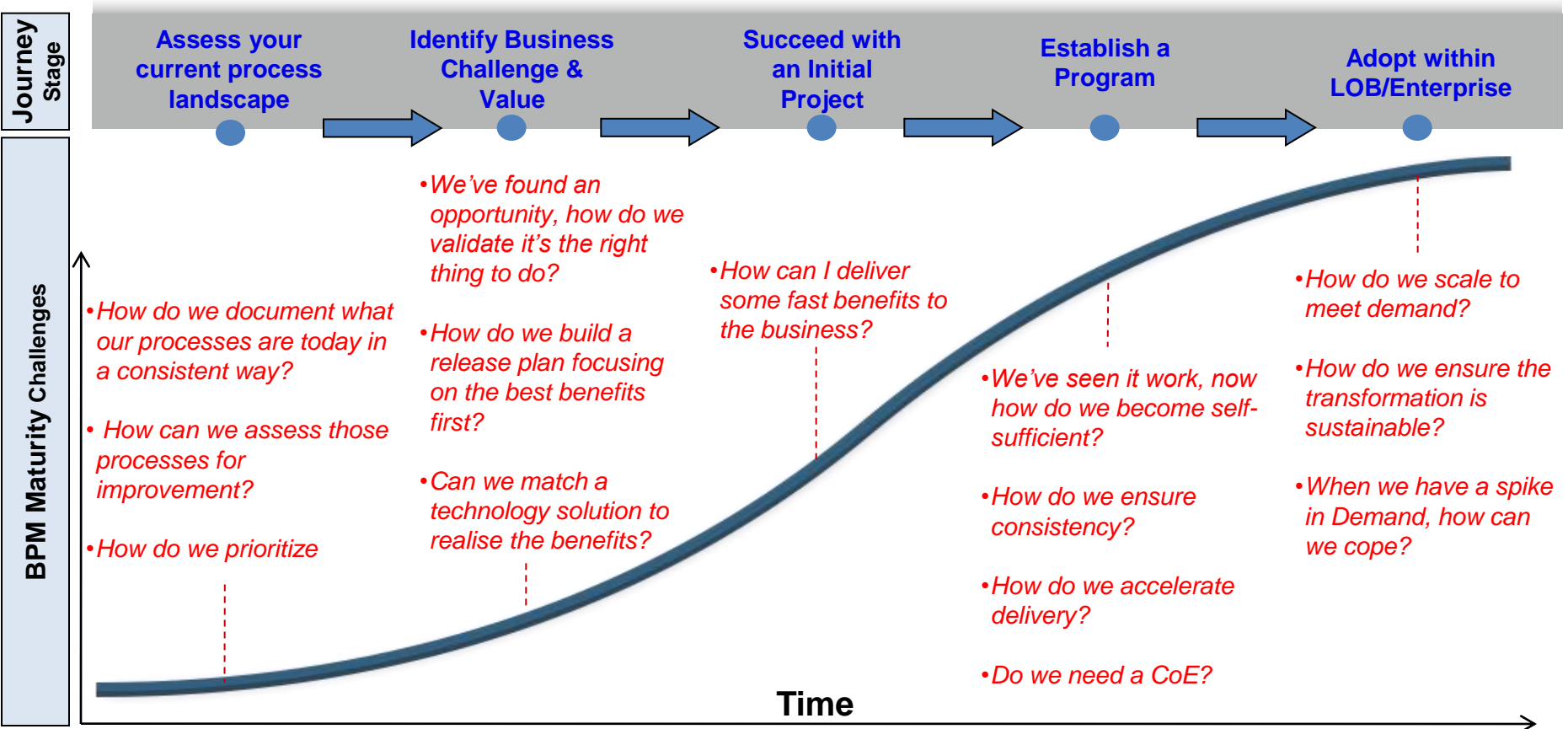
Step 3 – **Empower** you to drive Continuous Improvement

Step 4 – **Scale** your delivery

A typical customer journey



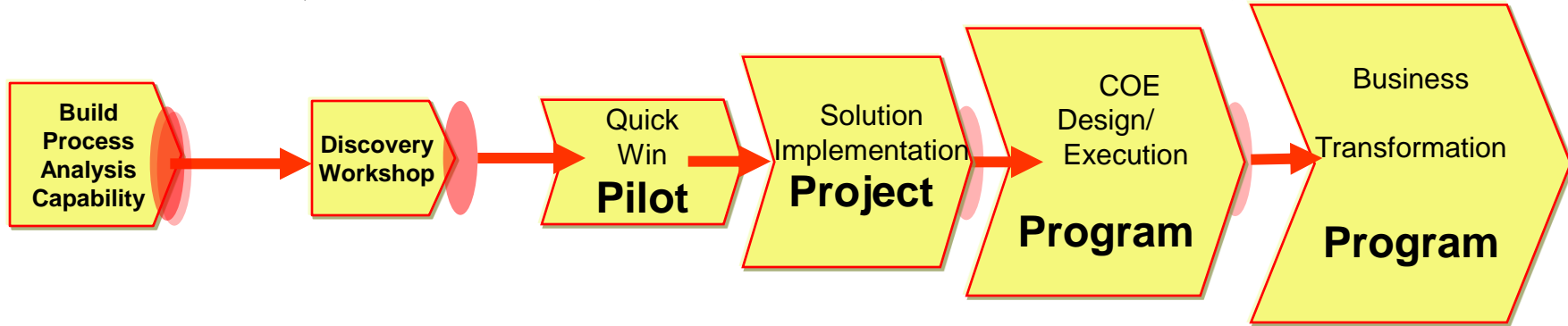
There may be some challenges along the way



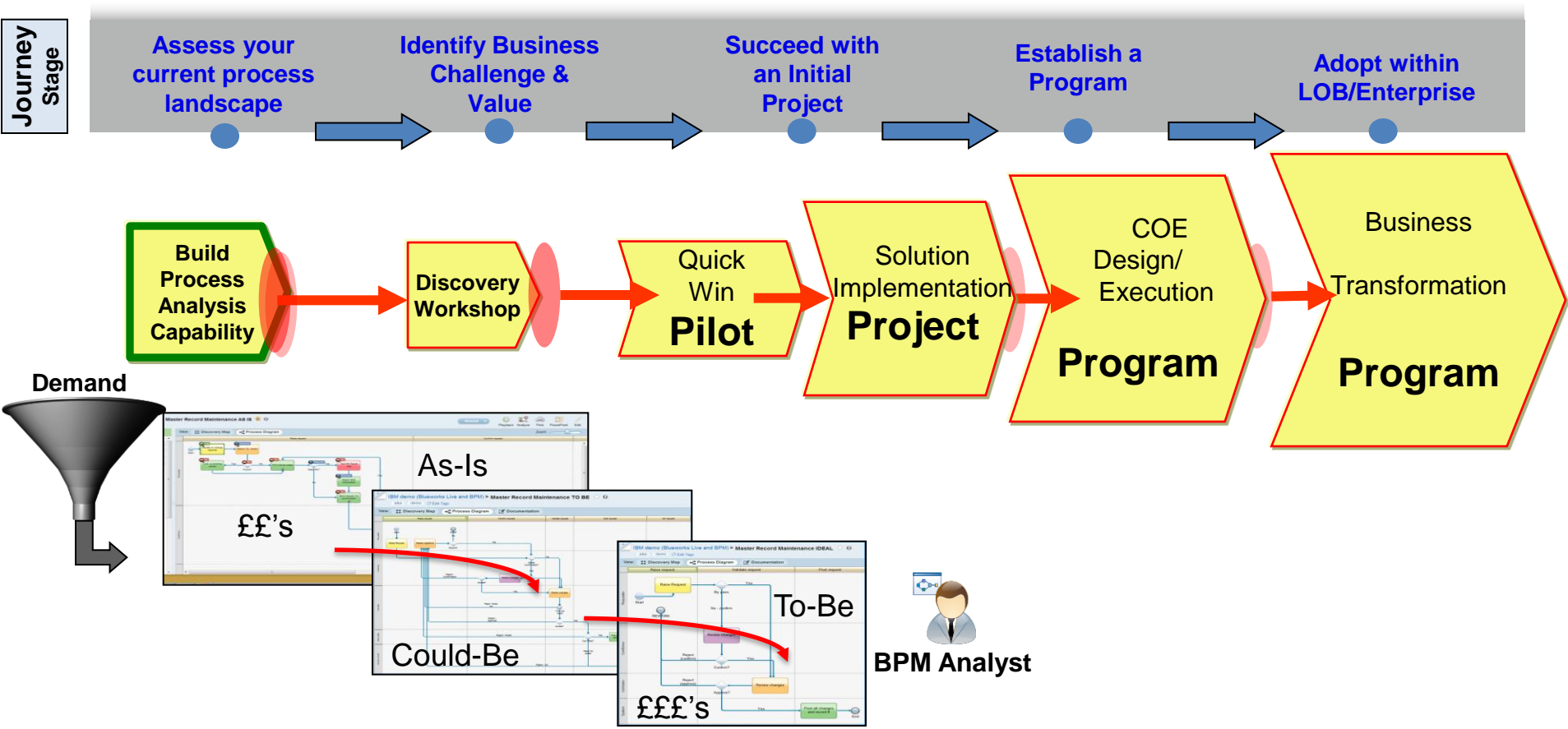
IBM's Prescriptive BPM Journey – Start Small / Move Fast



Journey Stage



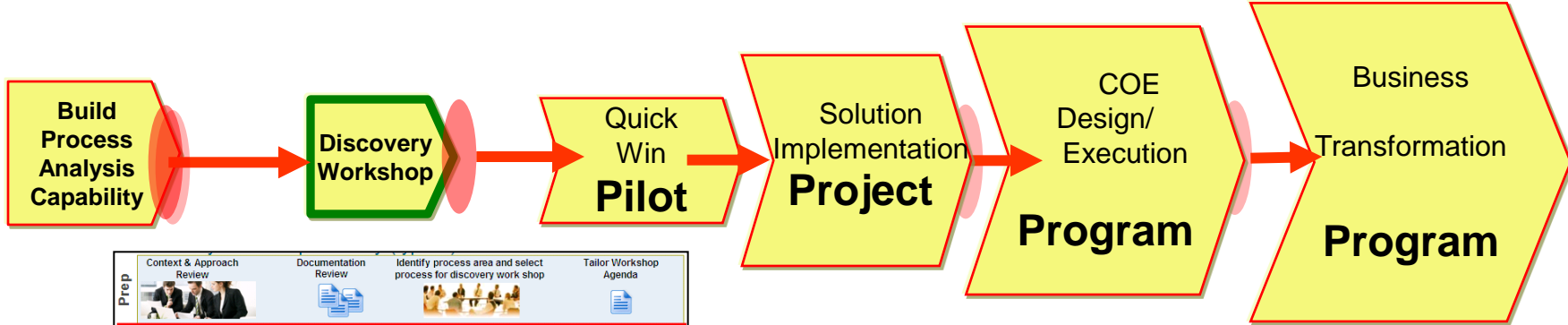
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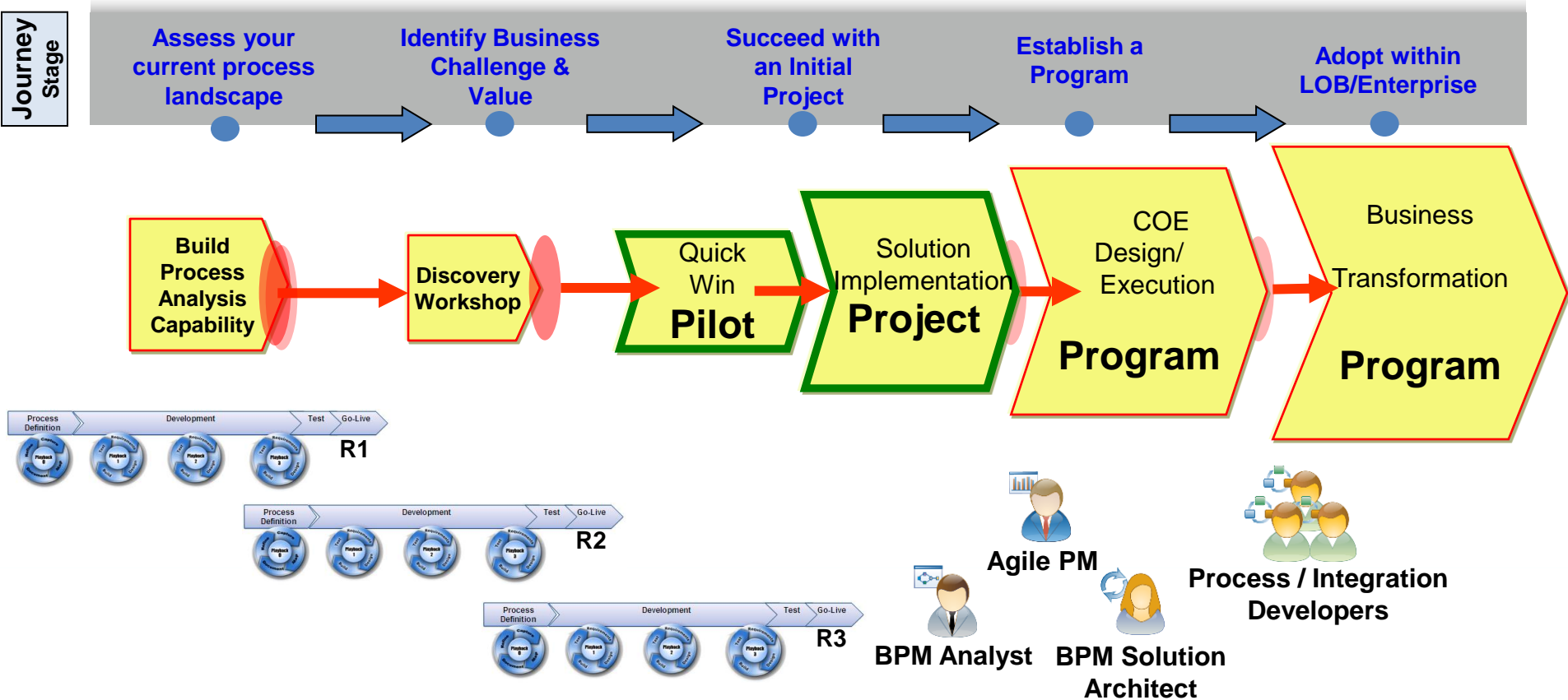
Journey Stage



Prep	Context & Approach Review	Documentation Review	Identify process area and select process for discovery workshop	Tailor Workshop Agenda
Day 1	Kick-off and Demo	Business Case Objectives and service level targets	Define Business Process "As Is Model"	Enhance "As Is" Process with Detail
Day 2	Remote "As Is" Analysis -Cycle Time -Value Stream -Costs BlueworksLive	Parallel Discovery Tracks	Technology Review	Document Findings
Day 3	Design Possible To-Be solutions	Work Typically Undertaken Remotely This is open to discussion if client wishes to be involved in understanding the work undertaken to define the To-Be solution		Draft To-be Business Benefits
Day 4	Solution choices and Selection	Roadmap and Planning	Document Findings & Proposed Approach	Approve and Proceed
Workshops not required – work undertaken remotely				



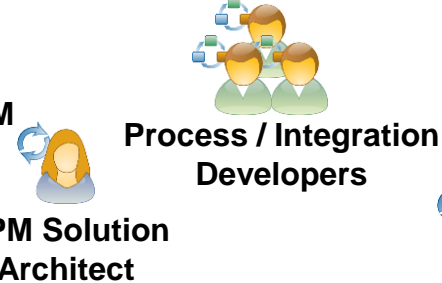
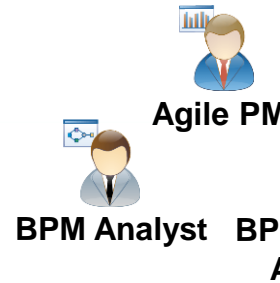
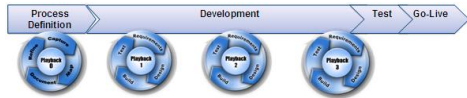
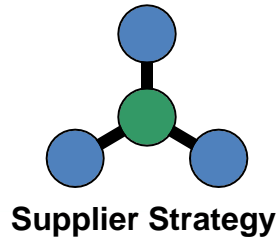
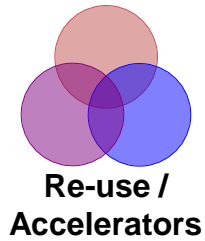
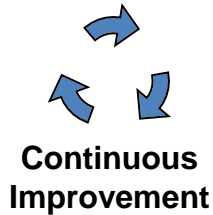
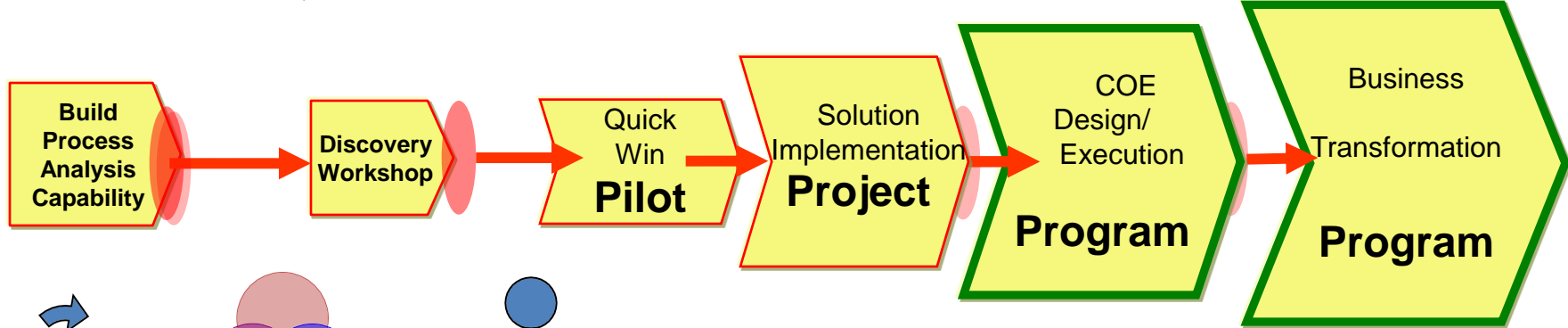
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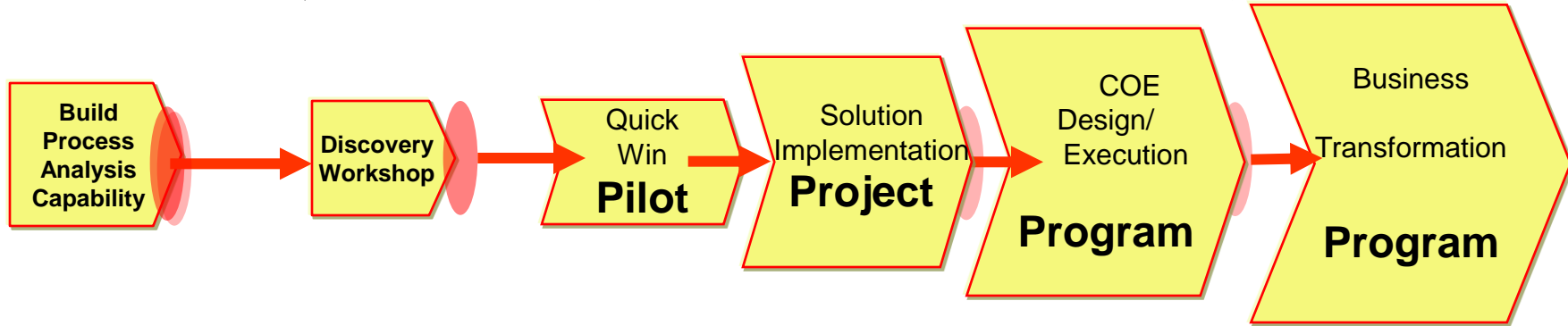
Journey Stage



IBM's Prescriptive BPM Journey – Enable as you go



Journey Stage



#1 - Make BPM about Productivity AND Visibility

Metrics, KPI's and SLA's should be a big focus in the design phase
Don't scope OUT metrics
Remember visibility is critical to IMPROVEMENT

#2 -Integrations, Integrations, Integrations

Don't forget the focus should be on business value
Be willing to make a trade-off for the first release

#3 - Never "One and Done"

Iterative Approach..... Continuous Process Improvement
Trade-offs are tough decisions, but necessary

#4 - Don't Skip Process Analysis

Requirements documents are not process analysis
Don't over-do the requirements (Define) phase / let it evolve
Include Process Analysis skills on your team early

#5 - Take the Time to Deliver Value

A project longer than 90 days is not a failure / some just take longer
Self-sufficiency can extend project time-lines
Some projects are more complex

#6 – Build a Complete Team

Java (.net) developers aren't all you need
Have the right mix of resources on the team

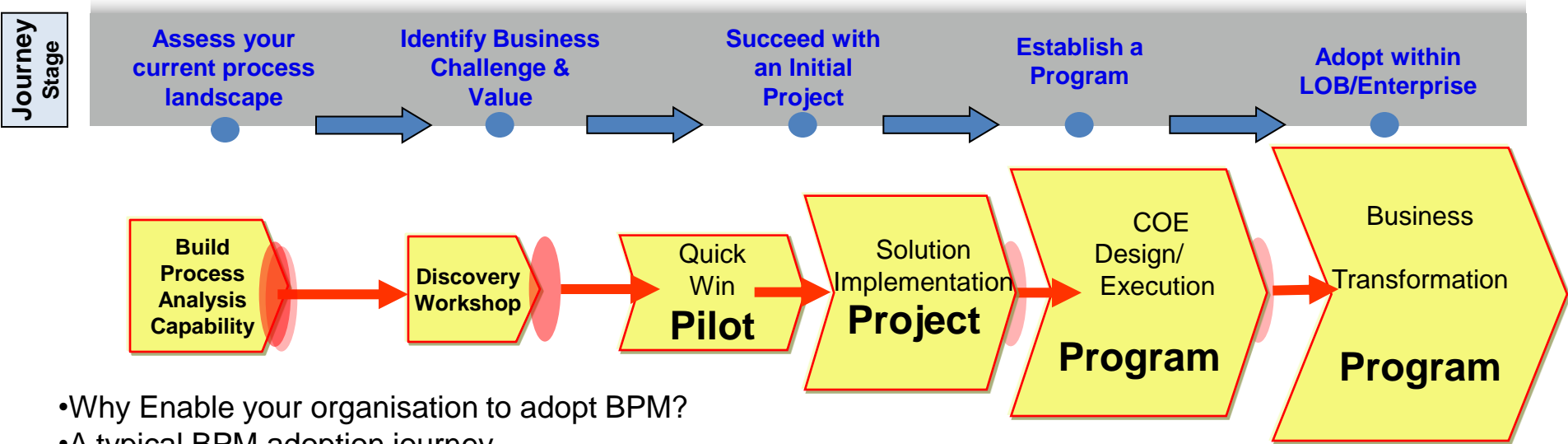
#7 - Make self-sufficiency a priority

Don't allocate partial human beings
Make sure all of the right skills are represented
Don't mix self-sufficiency with tight deadlines

#8 – Force collaboration

Consider carefully for the first project
Do not maintain the "Wall"
Processes are business owned
Leverage collaborative Playbacks

Re-cap



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- A typical BPM adoption journey
- Common challenges you may face
- Main stepping stones in moving from project to a BPM program
- Building and training your team
- Successful habits when adopting BPM





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Part 2 –Kitson Kelly,
Head of Sky Business Technology, BSkyB

