

Moving from Business Concept to Managed Reality

A practical business guide
Implementing the power of business process design

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Let us start with a fact: "You are the expert in your field of business. You know what is required in your industry to be successful in a very competitive market."

You, like many others, have identified business opportunities, offerings, or a more productive way of providing products or services. Without the proper tools to design, implement and roll-out these ideas it can be very frustrating. You may have older systems and/or technologies that restrict the changes required to keep your organization informed on productivity and opportunity. So, how do you change that?

Let's discuss a practical approach to streamlining your ideas into reality.

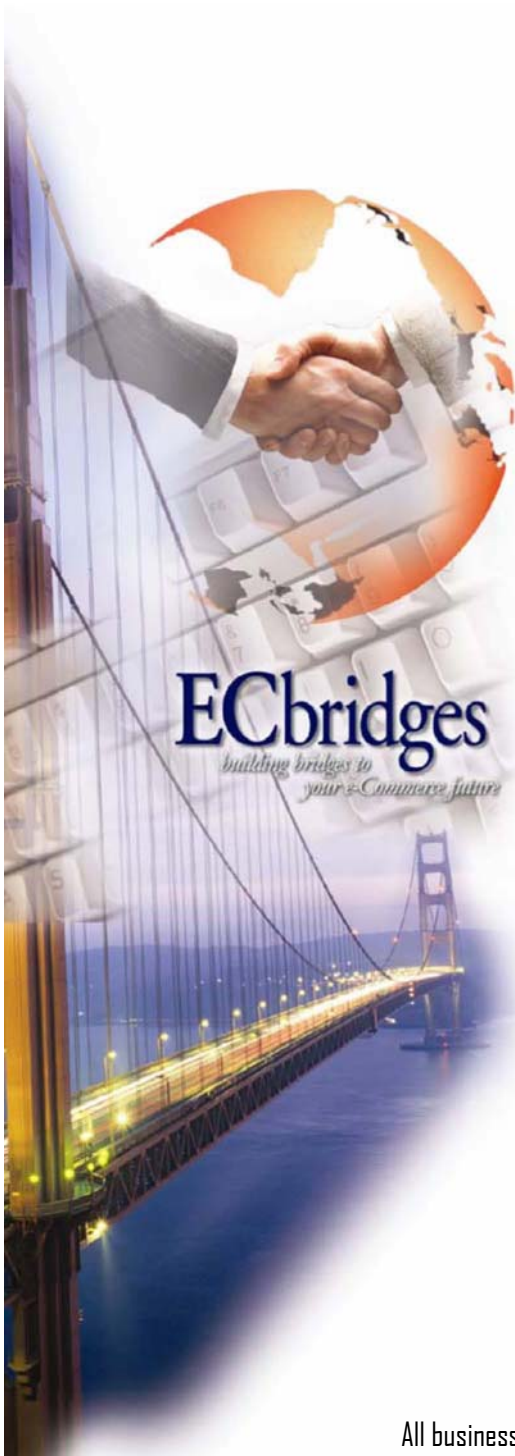
Before we discuss technology systems, let's talk basics. There are methodologies going back as far as when people first worked together which are still useful to the successful implementation of your ideas.

1. *"You do this, and I'll do that."* Some of the first formal business processes were simply agreed lists of directions.

Business processes are an important part of any successful implementation and do not need to be overly complicated. Simple check lists are actually business processes, and do not require computers to execute. But they are the foundation, and must come first.

2. *"Please, write it down."* Documenting actions and transactions have always been useful and critical to properly executed processes.

All business operations or collaborations are expansions to these two timeless underlying concepts: **Work from managed processes and procedures, and maintain information critical to those defined processes and procedures.**



Think about process first

When evaluating a business solution, typically we fall into lists of features and capabilities. Experience might tell you it needs to do this, and this, and connect to that.” This is all good, but what you end up with is something that requires endless software updates, unmanaged processes, and little or no collaboration between productivity and accessibility into the business.

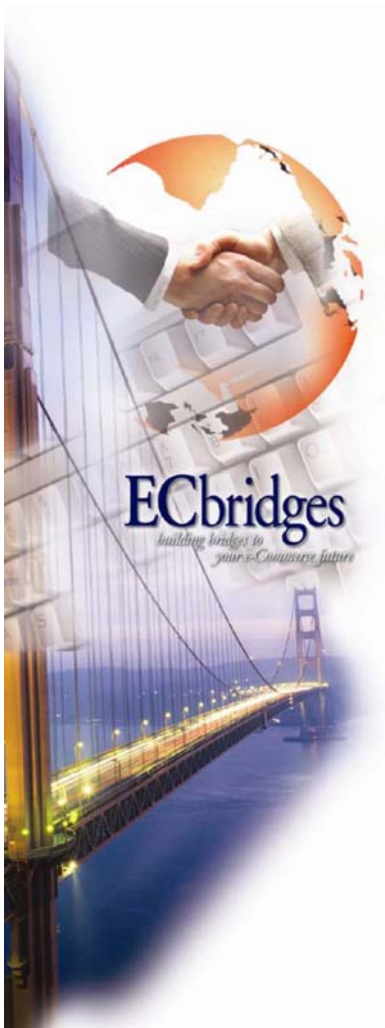
Instead, identify your processes containing specific procedures right from the beginning. Attack your ideas as managed steps and assign specific tasks to each procedure.

Then use those workflow tasks to identify which resources (human, machine, software, or service) would execute the steps and what information is required for each. This sounds simple, and it really is.

Rewards of a process first approach

Designing with business processes unlocks a powerful strategic advantage, a clear split between the process and the actual action steps to be implemented. This allows the process flow to be changed or updated while each specific action remains unchanged. At the same time, special actions can be created and inserted into the process at any time. Other issues, such as secure access or communications with automation or other systems, are easily addressed as part of an action step, giving you great control while maintaining an agile environment.

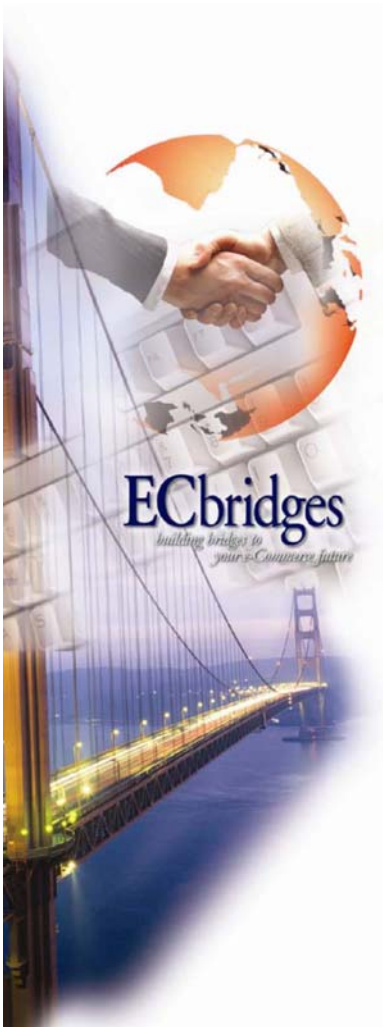
You have complete control and visibility into your operations. Processes provide immediate access to critical performance measurements which illuminate problems and bottlenecks. Resources may be moved into these hot spots or the process can be modified to circumvent the issue. Pairing management visibility with agile process flow is a strategic powerhouse worthy of the investment from day one.



Making the Technology Move to a Managed Reality

Any technology in the form of computer systems or factory automation must follow the processes and procedures you defined. Most software offerings provide sets of capabilities and data stores while allowing ad-hoc access with little to no process management.

Larger companies have seen this failure and are spending large amounts of money to implement BPM and BPA environments. The large investment is only good if the problems being addressed warrant the investment.



This same powerful approach is now possible using what we call bCAM at a far lower cost point, well within practical budgets.

bCAM is short for "BPM Centric Application Management". bCAM bridges the gap between business application software, human intervention, and process management. bCAM turns current applications into business process centric procedures.

As an application manager, bCAM separates the definition and management of each workflow from the action steps. Each step then becomes a small modular standalone application or service to be managed by the workflow BPM. Communication steps and other coordinated activities are then manageable as part of the workflow, allowing incredible flexibility in the management of assets and resources.

bCAM simplifies process oriented operations

bCAM technology is designed to quickly turn your ideas into a properly managed reality. It was designed from day one as an application management tool, usually web-based. What is unique about bCAM is that it follows your workflow processes by coordinating available resources through task assignment and managed queues involving other systems and services.

Back to the Process Methodology

bCAM architecture provides an analytical methodology in a well organized, accessible environment. The approach is practical and inclusive of operations ranging from simple order processing through highly complex multi-systems with remote access requirements.

The following outline details a practical business process approach:

1. Deploy visual box and arrow depictions of your processes

- a. Define what events start each process
- b. Identify all steps taken by each process
 - i. User action steps or tasks
 - ii. Internal action steps
 - iii. Communication steps with other systems
 - iv. Decision step
- c. Define what information is to be maintained
 - i. Application specific data
 - ii. Transitory data required for each process action step
 - iii. Transitory data required for external systems
 - iv. Define when data is of no further use
 - v. Important logging data
 - vi. Important data to management
- d. Specify security access requirements
 - i. Data including action set field visibility
 - ii. Users access to applications steps and data fields
 - iii. Where security information is managed
 1. Single company
 2. Separate multi-company databases
 3. Secure transport of security information

2. Resource Planning

- a. Specify action step tasks assignments to user groups
 - i. Specific or special user qualification for user group involvement
 - ii. Special coordination requirements with equipment or other system communications
- b. Estimate number of people required by each step
- c. Pair user qualification to similar action steps across processes
- d. List cross training requirement before inclusion within a work group

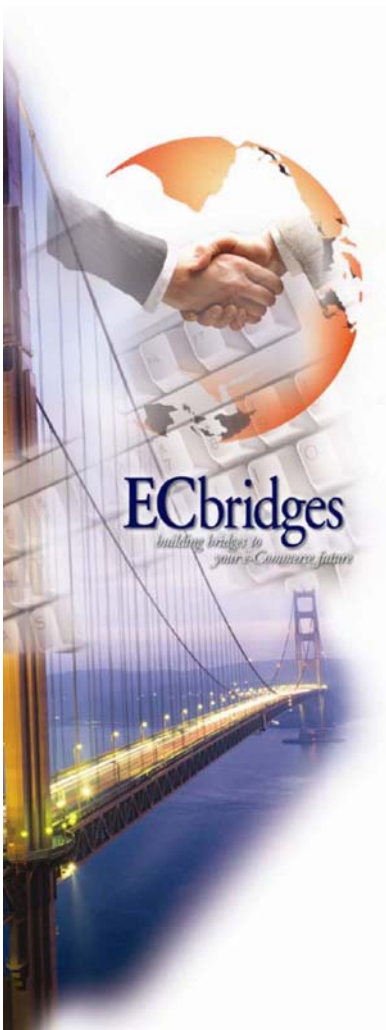
3. Execute visibility

- a. Specify critical real-time management information
 - i. Summary tracking data
 - ii. Process flow levels shown against current resources
- b. Specify tracking data and logging on each unique process
 - i. Define critical indexing field data
- c. Reports

bCAM flexibility and migration management

One of the greatest benefits of bCAM deployments is flexibility. Just as in real life, processes change or new requirements are exposed. bCAM allows new BPM deployment at any time, giving you the power to move and change over time. There is a diversity of management techniques which require phased improvements. bCAM is designed to phase in changes without stopping your production.

Changes sometime included system migrations or new operations. bCAM allows modular changes to a process workflow during a migration allowing systems to interact with current processes. It also manages fallbacks when necessary.



bCAM factory automation, medical labs, and material handling

If you are thinking of coordinating labs, transports, automated stores, RFID or bar code technologies, bCAM brings process and understanding to what could be overly complex real-time issues. Actions or tasks which must be time phased, grouped, or consolidated together, are easily managed using bCAM.

bCAM web services and remote sites

Because bCAM is a service oriented application manager, remote access is via the Internet. Secure connections are available allowing portal access for franchisees, partners, or remote offices.

Mobile applications meld well into bCAM. Almost any blend of technologies can be supported.

Conclusion

- Focusing on your business processes should always come first.
- Processes parse out actions to systems, people, or equipment clearly and in a modular manner
- Processes provide measurable performance and event driven management
- Systems built to support processes must be agile and allow change
- bCAM meets all these requirements and manages access, user tasks, and coordination between systems
- Designing with bCAM provide a strategic, affordable advantage