



11 Habits for Highly Successful BPM Programs

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WebSphere software

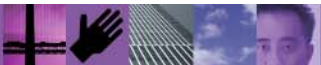
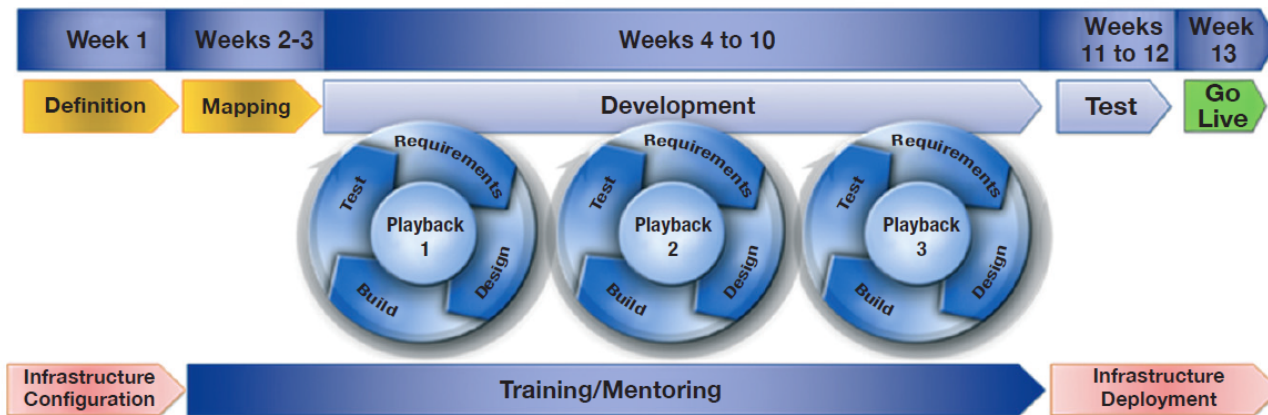
A decorative horizontal bar spans the width of the slide, featuring a series of colorful squares and icons. From left to right, it includes a cyan square, a green square, a yellow square, a red square, a starburst icon, a person's face, a globe icon, a cross icon, a globe icon, and a grid of colored circles.

***Take back control of your business with smarter
Business Process Management***

Habit #1 – Prove business value first

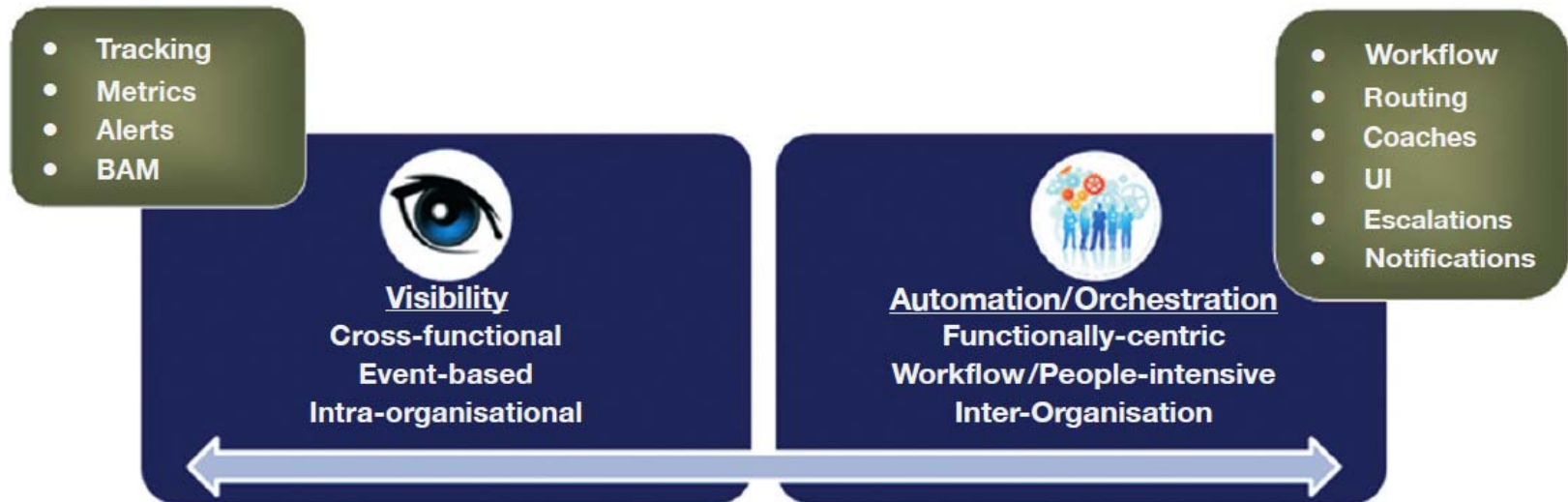
- Do not forget the focus should be on business value
- Successful BPM customers have jumped right into solving a business problem that matters
- Be willing to make trade-offs for the first release

BPM project timeline



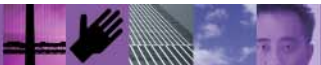
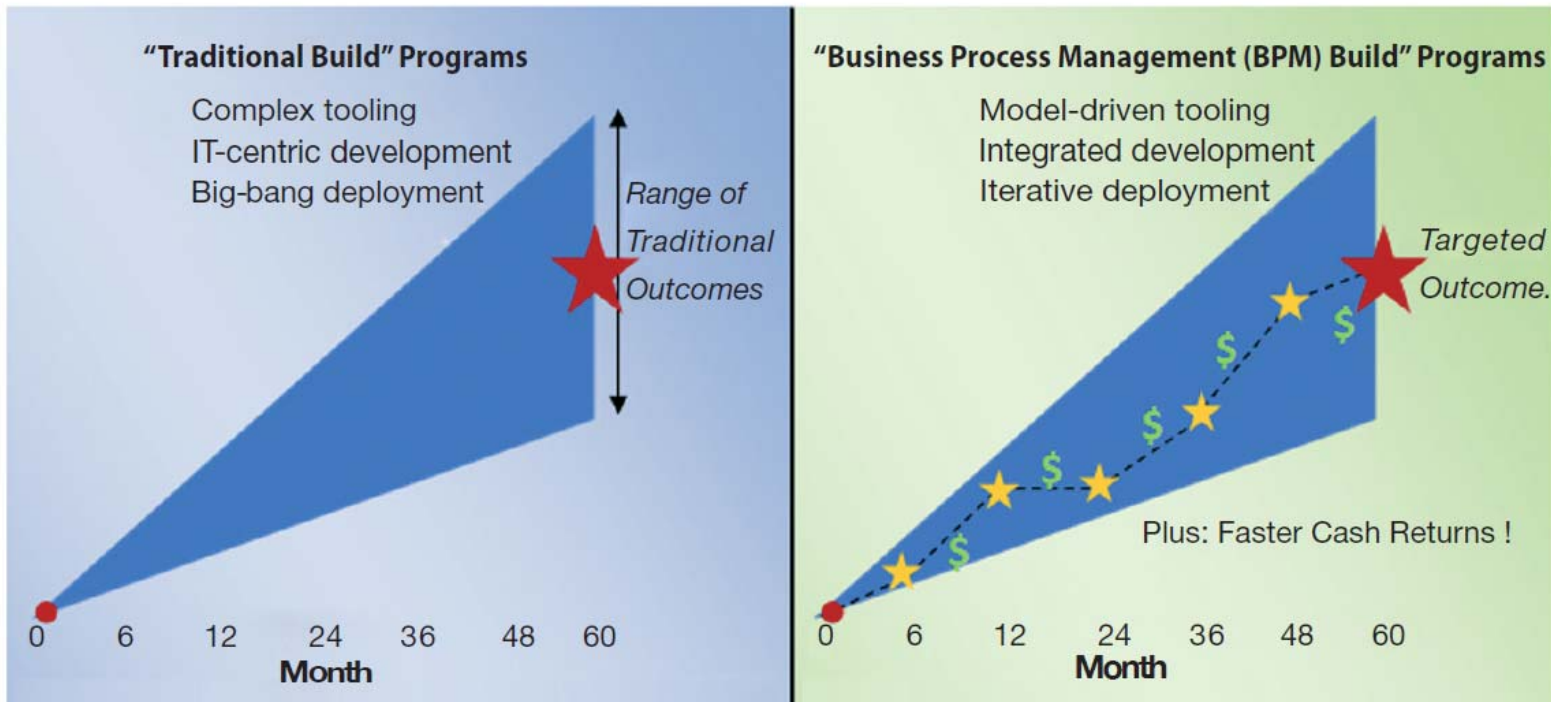
Habit #2 – Make BPM about productivity and visibility

- Metrics, Key Performance indicators (KPIs) and Service Level Agreements (SLAs) should be part of the Definition Phase
- Do not push metrics out of scope
- Remember visibility is critical to improvement.



Habit #3 – Never ‘one and done’

- Iterative approach...for Continuous Process Improvement
- Phases and Versions 2, 3...N will always happen
- Make trade-offs (but do not trade-off the metrics!).



Habit #4 – Do not skip Process Analysis

- Requirements documents are not Process Analysis
- Do not overdo the initial requirements Definition phase
- Develop Process Analysis skills in your team early.

Process Analysis helps illustrates the end-to-end (E2E) process:

What is the data needed at different points?

What is the velocity that we need in this process?

How quickly do we need the turnaround time to be and where are the issues with meeting this requirement?

Process Analysis is designed to help you:

Analyse specific business processes.

Understand the main problem areas in the current process

Formulate a roadmap for recommended process improvements



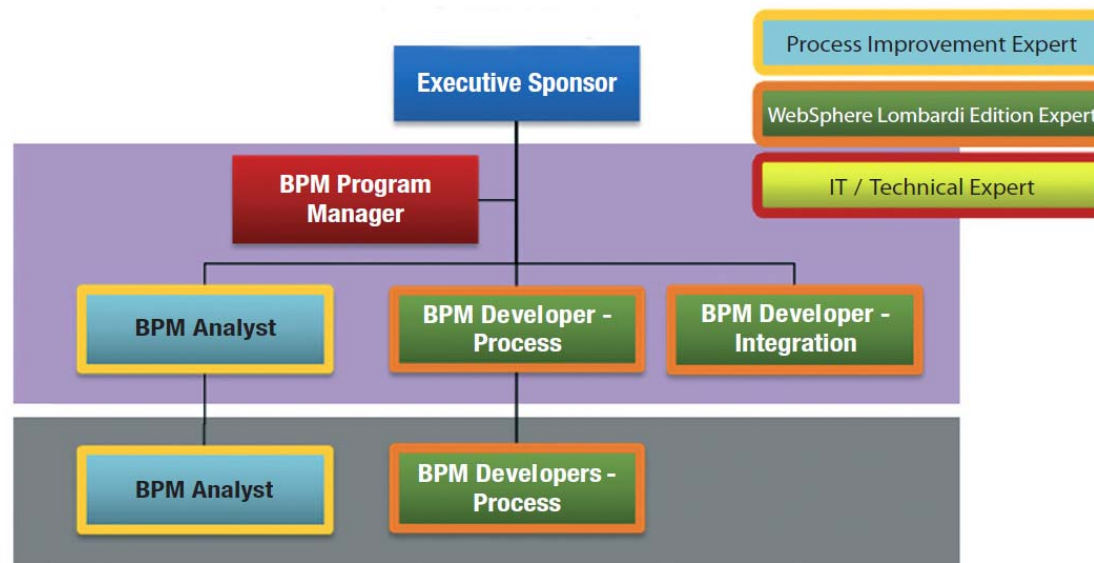
Habit #5 – Take the time to deliver value

- A project that takes longer than 90 days is not a failure
- Self-sufficiency can extend project timelines
- Timelines can be dependent upon the sophistication of the process.



Habit #6 – Build a complete team

- Java™ (or .Net) developers are not all you need
- Have the right mix of resources on the team
- Identify good pools of talent for developers (BPM consultants).



Supporting Roles:



Habit #7 – Make self-sufficiency a priority

- Do not allocate part-time roles
- Make sure all of the right skills are represented
- Do not mix self-sufficiency with tight deadlines.

Education is a Key to Self Sufficiency

IBM Recommends:

Role-oriented
training vs.
"one size fits all"

Ongoing training &
testing at multiple
maturity levels

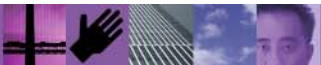
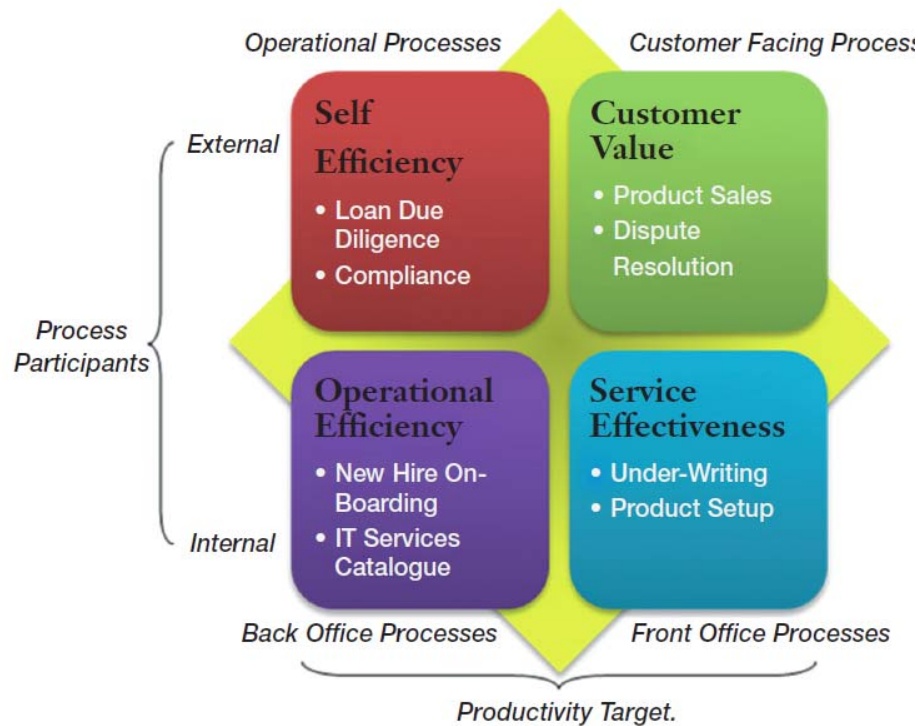
Mentoring to learn
application of skills

Missing or insufficient skills can lead to slow adoption, lost value ... or complete failure.



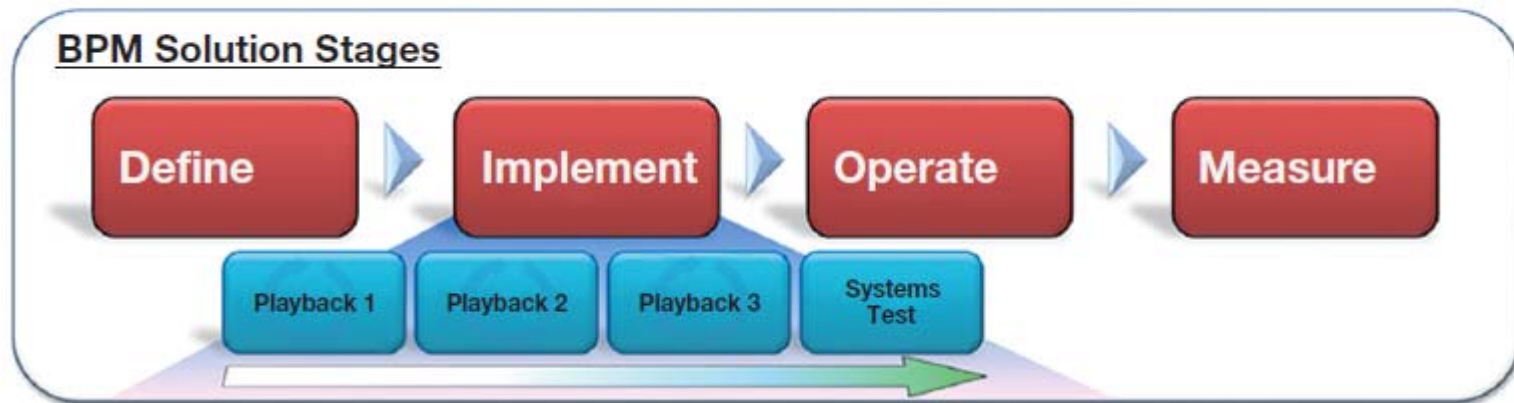
Habit #8 – Fund to value...not just first release

- BPM is about Continuous Process Improvement
- BPM should be programmatic
- Funding model should contemplate Projects and the Program.



Habit #9 – Force collaboration

- Consider carefully for the first project
- Co-locate team members from business and IT
- Leverage the Playbacks.

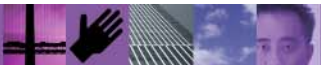


Habit #10 – Establish the owners

- Processes are business owned
- BPM is the discipline/program
- BPMS is the enabling technology.



Business Owners are an absolute requirement for succeeding with BPM.



Habit #11 – Market your work

- Create regular internal communications about progress
- Use videos, wikis and portals to ‘show off’ new processes
- BPMS is the enabling technology.



Summary

