

# Understanding Business Process Management



**Tuesday, February 26, 2008**  
**2:30 p.m. - 3:30 p.m.**  
**Compagno-Rm. 2/Second**  
**Level**

# Introductions

- ◆ Shell Culp, DTSC
- ◆ Russ Hicks, Public Sector Partners
- ◆ Mark Ritchie, IBM
- ◆ Greg Sowa, Oracle
- ◆ Dennis Alby, Hewlett Packard

# Overview

- ◆ Format = Interactive brainstorming
- ◆ Define needs and gaps
- ◆ Build a roadmap to bridge
- ◆ Understand components and requirements

# Rules of Engagement

- ◆ 10 minutes – this overview
- ◆ 20 minutes of brainstorms on 4 components of BPM
  - Build partnerships with Programs
  - Program ownership
  - Business Drivers
  - The roles for Business Process Management
- ◆ 20 minutes of feedback
- ◆ 10 minutes wrap up key points and issues

# The Context

- ◆ Department of Toxic Substances Control
- ◆ 5 Core business programs
- ◆ Twice as many support programs
- ◆ An environment of change and chaos

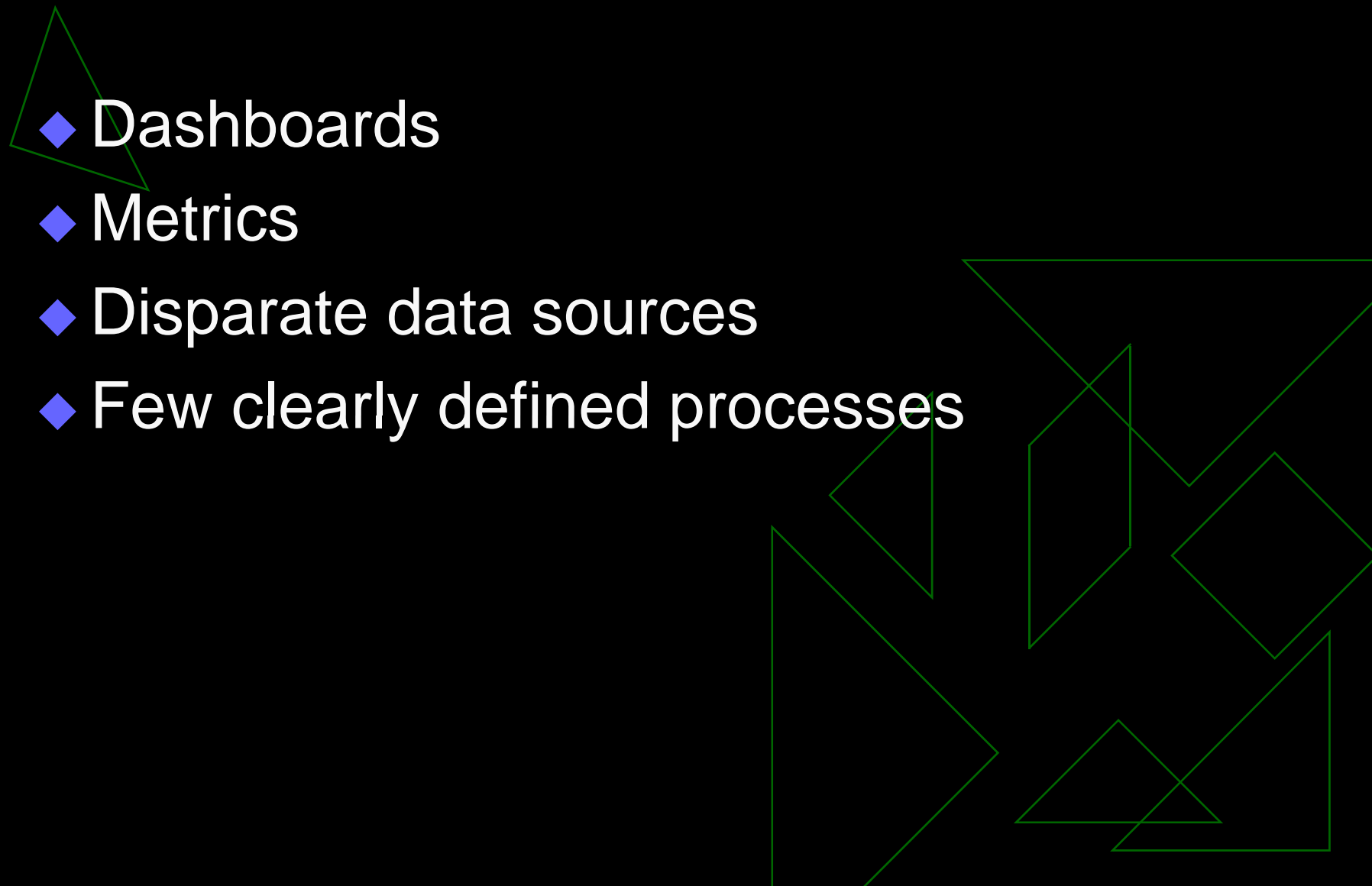
# Performance Initiative

- ◆ Measure outcomes and outputs
- ◆ Environmental Indicators
- ◆ Business output performance measurements
- ◆ Business improvement

# "Right-sizing"

- ◆ Eliminate of management layers
- ◆ Empower staff
- ◆ Shorten decision-making processes

# Implications

- ◆ Dashboards
  - ◆ Metrics
  - ◆ Disparate data sources
  - ◆ Few clearly defined processes
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- The slide features several abstract geometric shapes outlined in green on a black background. On the left, a green triangle is partially visible, overlapping the first two list items. On the right side, there is a complex arrangement of overlapping green shapes, including a large triangle at the top, a diamond in the middle, and several other polygons at the bottom, creating a layered, architectural feel.

# CIO Role

- ◆ Opportunity for BPM to help, but don't know all that is involved.
- ◆ Opportunity to provide leadership toward BPM
- ◆ BPM can help us make sense out of the chaos from recent changes
- ◆ BPM could also help move us toward SOA, so this could be a win/win if we can make it work
- ◆ What does the business need to know about BPM for us to use this tool?

# Key Points and Issues

Build Partnerships	Program Ownership	Business Drivers	BPM Roles
Collaboration/ Strategic planning	Exec sponsorship	Compliance	Owners/change management
<b>Education</b>	Pgm liaison	Succession Planning	Exec spons
Breaking down silos	Budget commitment	Consistent delivery of information	SMEs/stakeholders/facilitators
Pace of change	<b>Evidence of success</b>		Business analysts
Culture & incentives	reward		Modellers