

Introductions



CAPITAL **BPM**

Max Young, the CEO of Capital BPM.

I have published four books.

Two of those books were awesome.

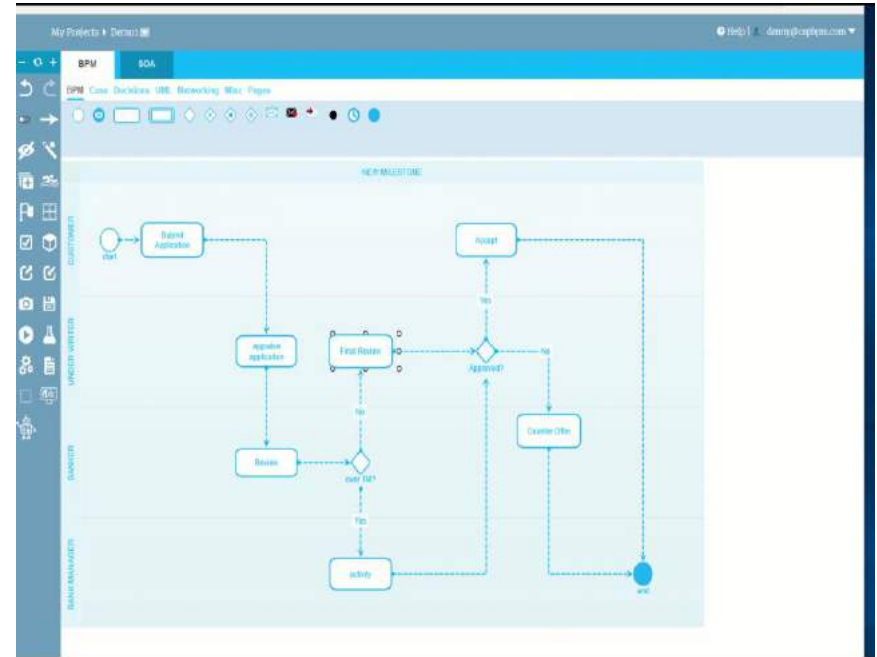
I'm an alumni of the Lombardi Company, and an LSA with Pega. I'm from the technical side, and I'm here to help.



We're all in the value prediction business.



- My goal is to convince you that iterative Simulations are the keys to accurate predictions.
- I believe Simulations reduce surprises by measuring progression from AS-IS to TO-BE
- I believe that measurement keeps me out of trouble.



The problem with simulations is that it's hard

- Systems change.
- Targets change.
- Technology doesn't integrate the way we expected it to.

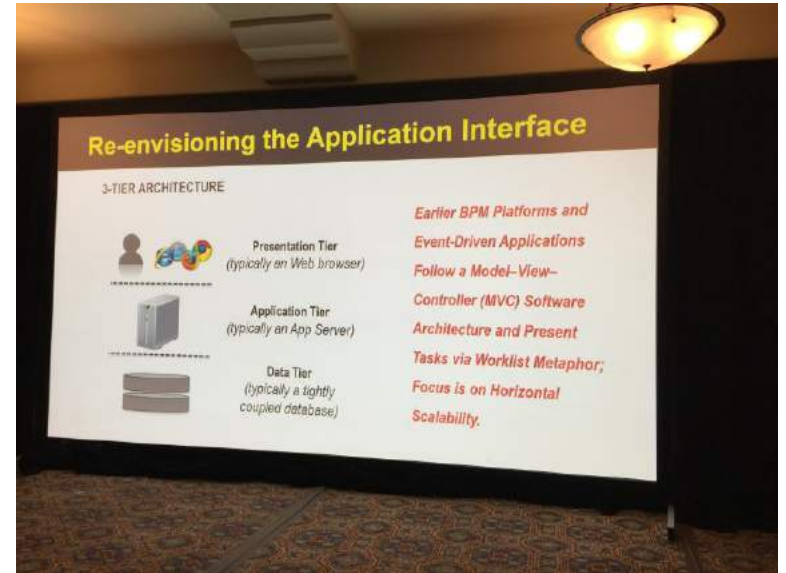


Let me share an actual quote

”Max, I like you. But BPMN lies. You paint a rosy picture. But if delivery’s not rosy, it gets blamed on me: so we’re natural enemies.”

Two Points

1. I need to present an integrated picture.
2. IT’s failure is my failure.



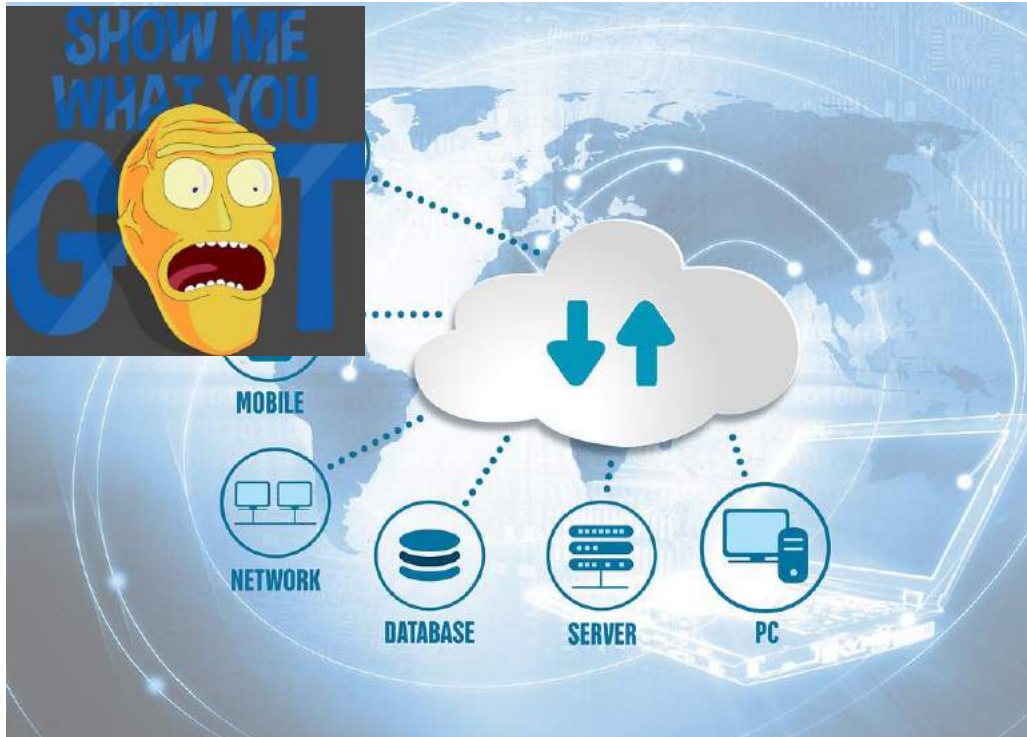
My moment of Clarity: Visual Simulations enhance accuracy.

BLUEPRINT SCOUT

- Non Integrated tools confuse the solution. Value is lost when energy changes state.
- **Excel, Visio** etc. – are disjointed and muddy the transformation picture. We need better tools.



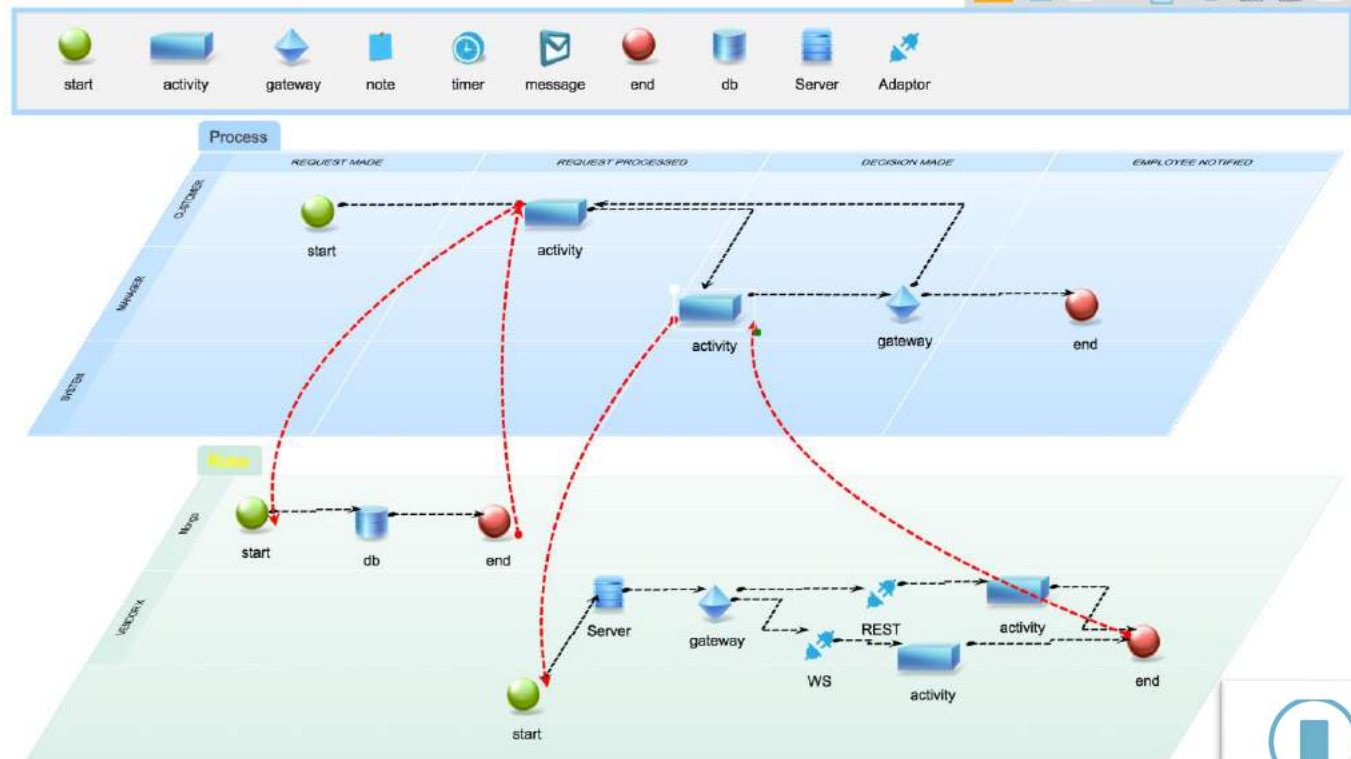
We need to encourage a bridge language between the business and IT.



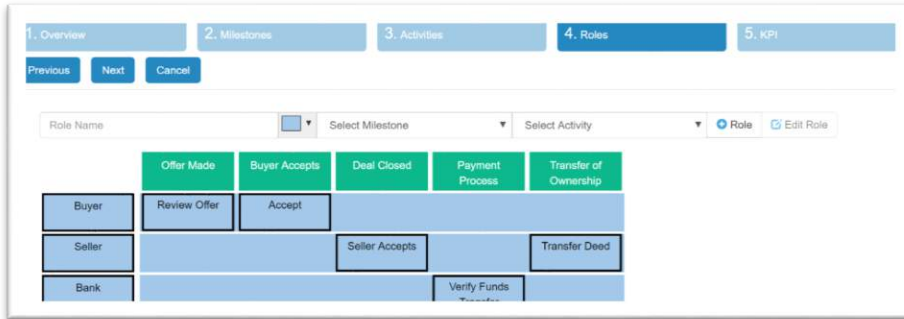
- So we can show teach other what the other's got.
- We need to invite everybody to the transformation party.

The Reality is that we need to know all the costs of a project

- we need to know the cost of processing a loan as well as the cost of maintain the servers that make it possible.
- We need adoption. So it's got to look cool & be easy to use

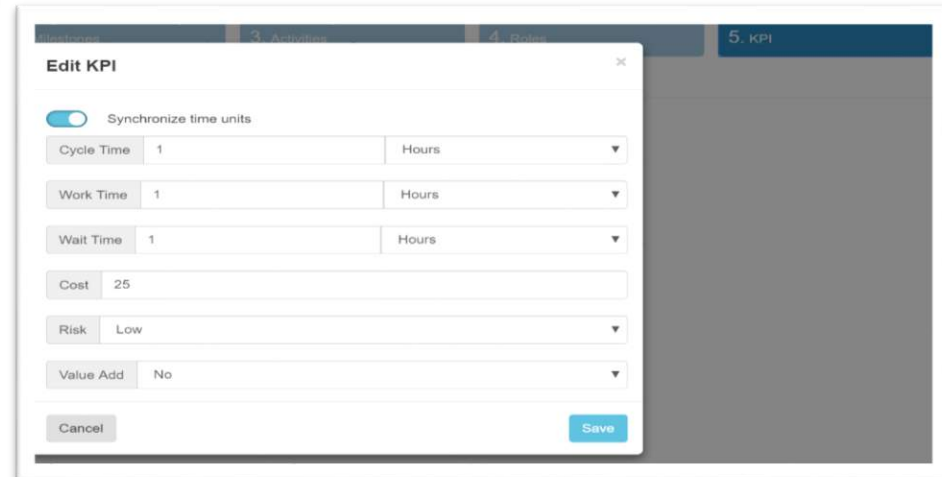


So how do we guide customers to the light?



- Provide Guided Wizards that drive users to towards KPIs, which can be simulated.

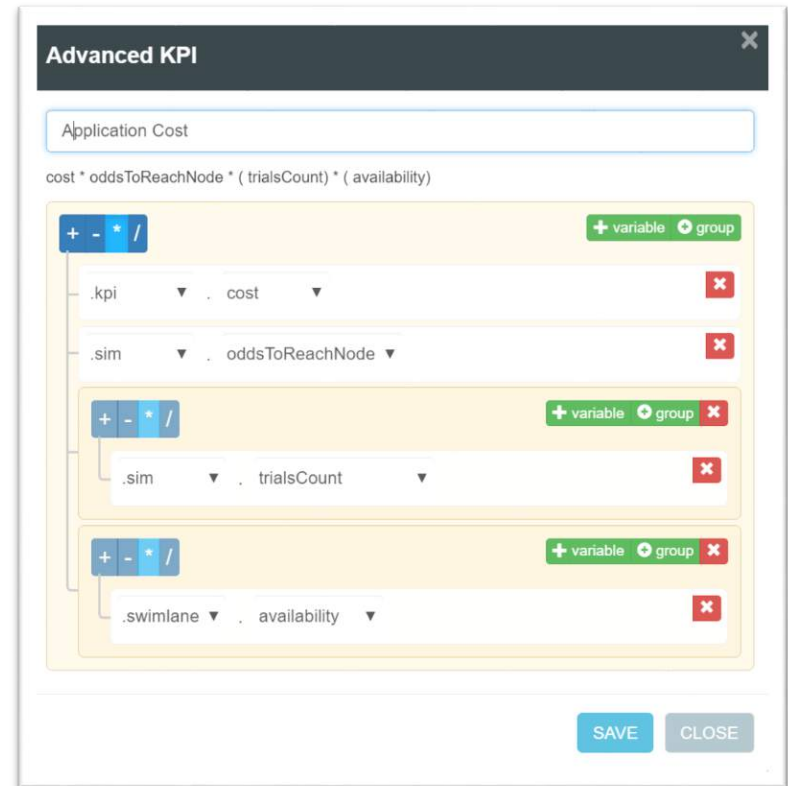
- Generates *the working process wireframes, not just the process Maps*
- Demonstrate the value of proposed improvements



The screenshot shows an 'Edit KPI' dialog box. It has a close button (X) in the top right corner. A toggle switch for 'Synchronize time units' is turned on. Below it are three rows of input fields: 'Cycle Time' with value '1' and unit 'Hours', 'Work Time' with value '1' and unit 'Hours', and 'Wait Time' with value '1' and unit 'Hours'. There are also fields for 'Cost' (value 25), 'Risk' (value Low), and 'Value Add' (value No). At the bottom, there are 'Cancel' and 'Save' buttons.

We need sexy & easy ways to measure & simulate.

- Excel is the enemy.
- Support visual & immediate simulations, optimization, and testing cycles across Process & Technology stack.



Advanced KPI

Application Cost

$cost * oddsToReachNode * (trialsCount) * (availability)$

+ variable + group

.kpi . cost

.sim . oddsToReachNode

.sim . trialsCount

.swimlane . availability

SAVE CLOSE

And speaking of Sexy...

Processes define themselves in terms of complex goal sets that put equal or high priority to the unique customers goals and needs.”

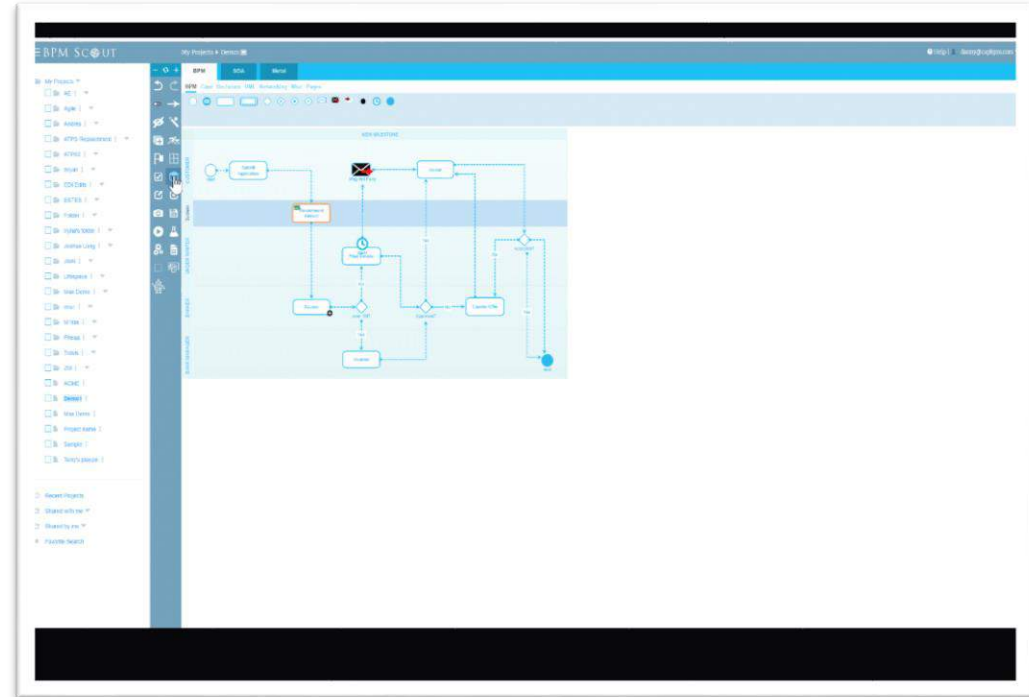
-- Jim Sinur



Key Phrase: ***Processes define themselves.*** We need to listen to what they say.

Those self defined processes need context. 3D Modeling gives us context

- Some of the best of us model in 3D, just manually, or with closed systems.
- I want open systems. And I'm lazy.

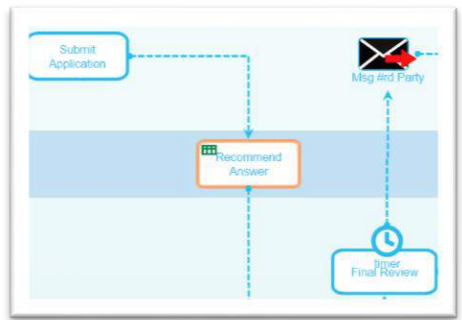


Process & Rules are different legs of the same chair

- when one gets long enough, you need the other.
- Process and Rules need to be captured together, and we need systems and methodologies that support that.



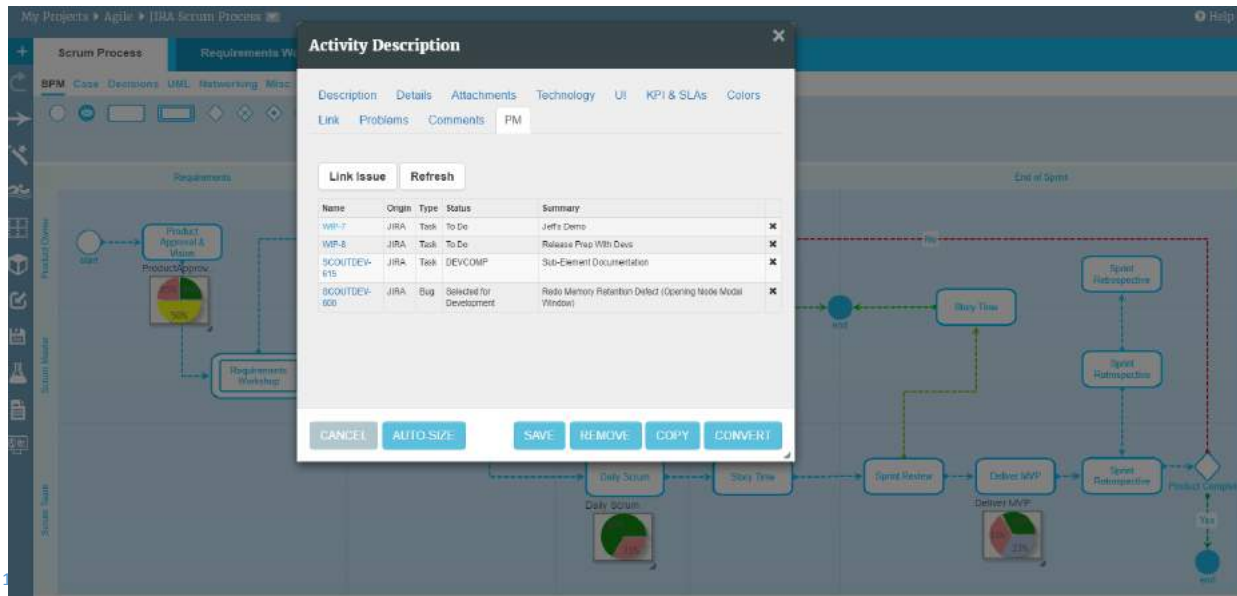
Decision table				
Preliminary Approval				
Column	Rule		Risk	Value
Application.amount	Application.credit score	Application.salary	Application.recommendation	
< 700	> 20000	< 20000	< Not Approved	
> 10000	> 700	> 20000	< Approved	



Add Rule		
Inputs		
Application.amount	None	
Application.credit score	<	700
Application.salary	None	
Outputs		
Application.recommenda	=	Not Approved

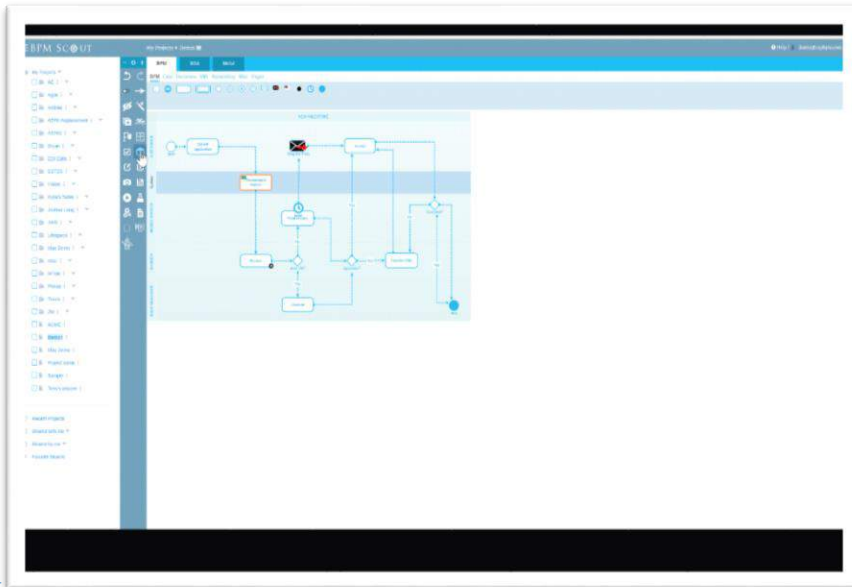
We need to embrace the whole journey of Transformation

- Transformation is a contact sport, and it's a team sport. I think the journey starts with Modeling: but it goes through IT, and development, and even delivery.



Testing the transformation: Simulations unify us towards that common understanding.

- Immediate & visual consumption is the best way to unify purpose in an organization



Swimlane Update

Details | Empathy Map

Name: Associate

Capacity: 1 | Cost per Hour: 25

% Availability: 100 | % Efficiency: 100

Color: [Color Picker] | Color Heading: [Color Picker]

Is System

OK Remove CANCEL

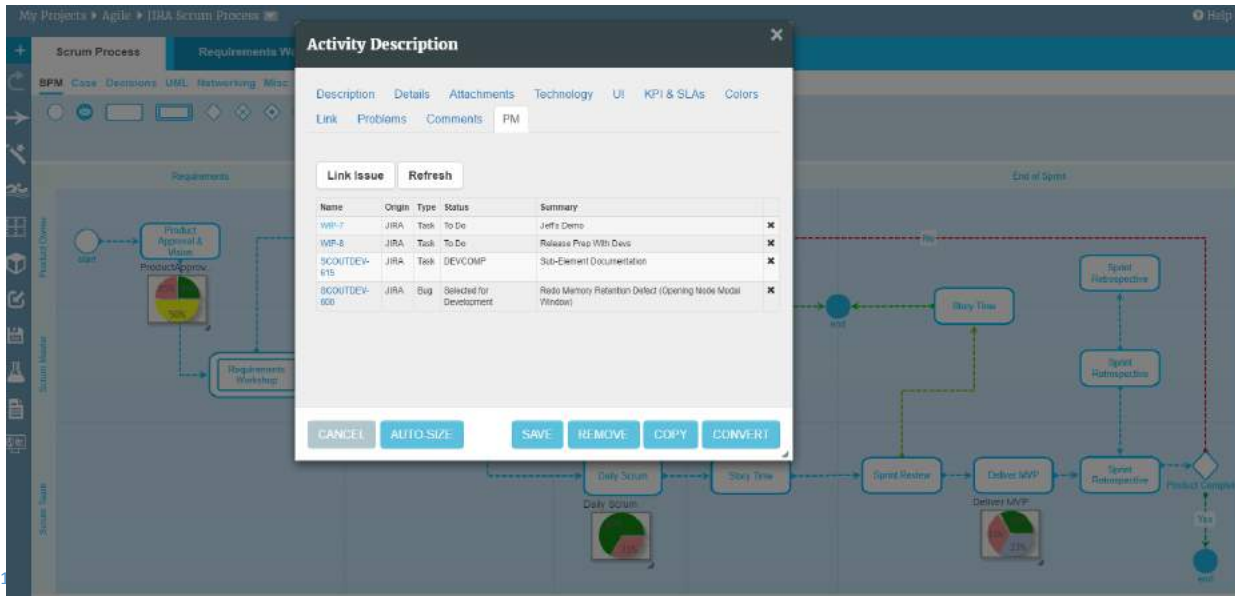
Simulations

Time	Path	Count	Technology	KPI
Trial: 100	16/4/2017	to	30/4/2017	
<input checked="" type="checkbox"/> Cost	<input type="checkbox"/> Risk	Low		
<input checked="" type="checkbox"/> Throughput	<input type="checkbox"/> Value	No		
<input checked="" type="checkbox"/> Retried Activities				

START CLOSE

We need to embrace the whole journey of Transformation

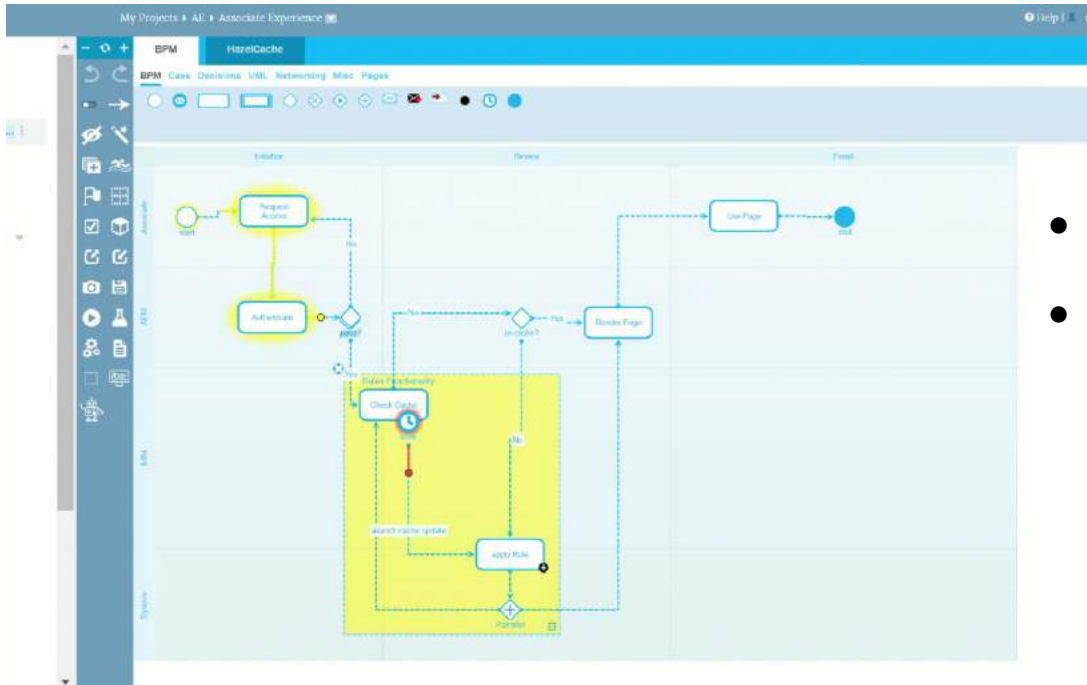
- How many Technical System Architects are here today? Why is that? Why don't they believe that Process Improvement has something to contribute to their goals?



When the winds of change blow, some people build walls and others build windmills



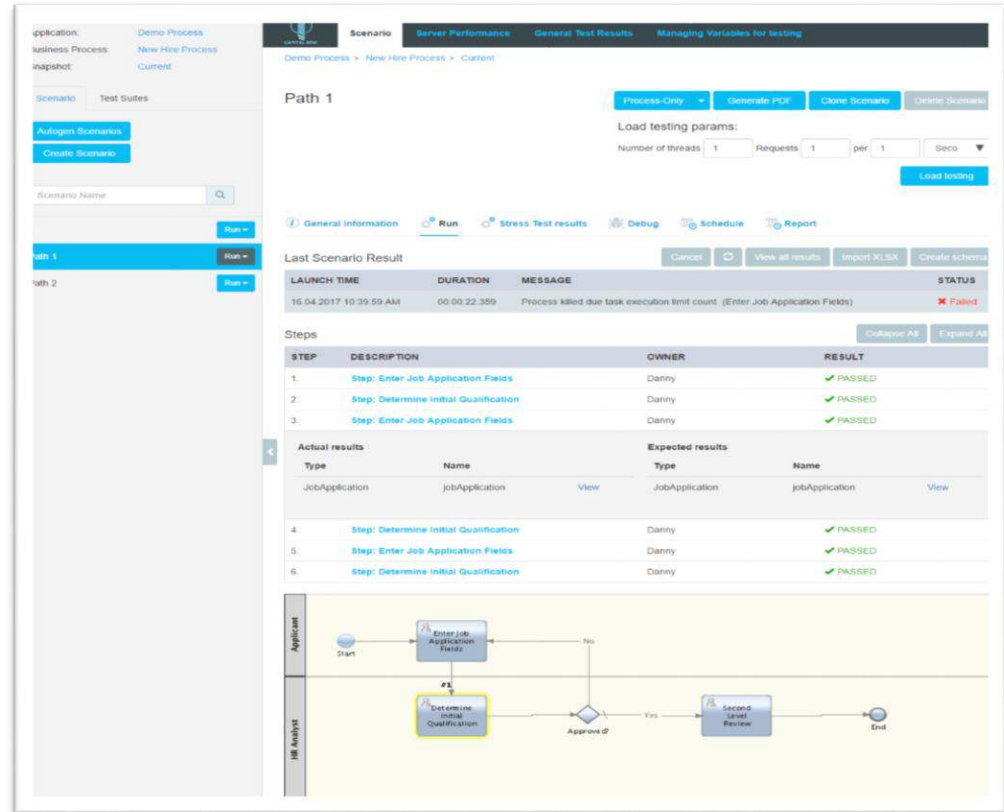
In order to win the transformation journey, It's important to easily align the simulated & the tested.



- Changes to goals and KPIs and the tech stack are good
- --- if they're conscious decisions, and not something we fall into.

Testing without Simulation is Voodoo

- Efficient testing requires Quickness
- Simulation Testing addresses
 - Fragile processes
 - Alignment to (changing) goals



The screenshot displays a testing tool interface with the following components:

- Left Panel:**
 - Application: Demo Process
 - Business Process: New Hire Process
 - Snapshot: Current
 - Scenario: Test Suites
 - Buttons: Autogen Scenarios, Create Scenarios
 - Scenario Name input field
 - Run buttons for Path 1 and Path 2
- Top Panel:**
 - Scenario: Server Performance
 - General Test Results
 - Managing Variables for testing
 - Buttons: Process Only, Generate PDF, Clone Scenario, Delete Scenario
 - Load testing params: Number of threads (1), Requests (1) per (1) Seco
 - Load testing button
 - Buttons: General Information, Run, Stress Test results, Debug, Schedule, Report
- Execution Results:**
 - Last Scenario Result: 16.04.2017 10:39:59 AM, 00:00:22.359, Process killed due task execution limit count. (Enter Job Application Fields) **Failed**
 - Steps table:

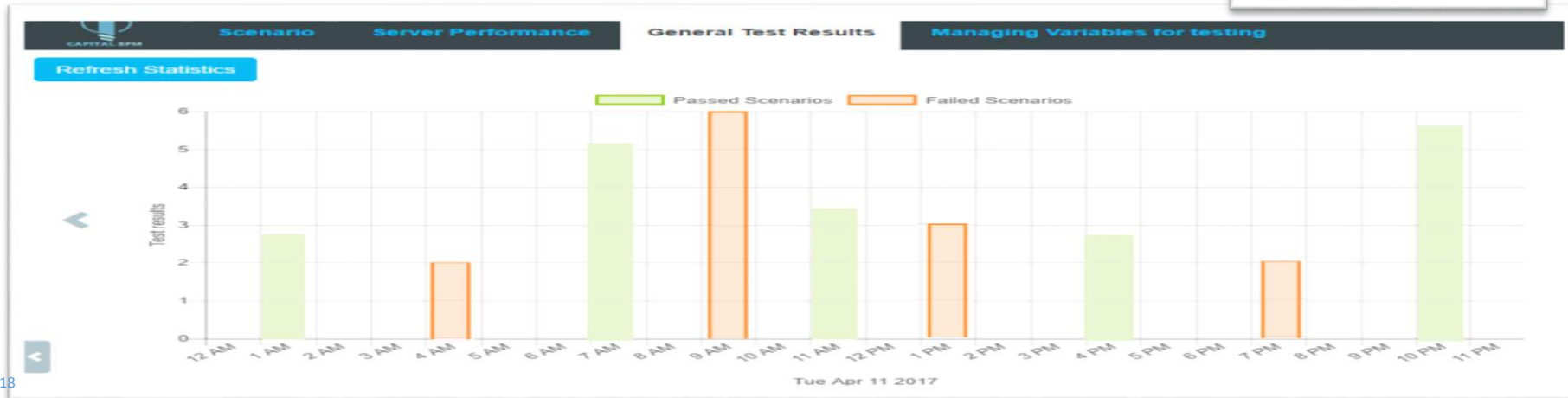
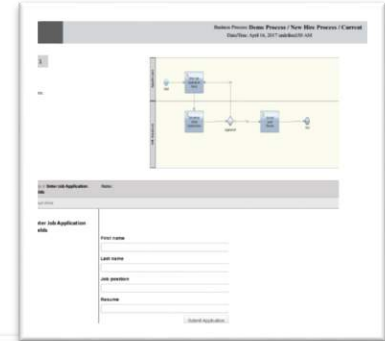
STEP	DESCRIPTION	OWNER	RESULT
1.	Step: Enter Job Application Fields	Danny	✓ PASSED
2.	Step: Determine Initial Qualification	Danny	✓ PASSED
3.	Step: Enter Job Application Fields	Danny	✓ PASSED
 - Actual results table:

Type	Name	Expected results Type	Name
JobApplication	JobApplication	JobApplication	JobApplication
 - Steps table:

4.	Step: Determine Initial Qualification	Danny	✓ PASSED
5.	Step: Enter Job Application Fields	Danny	✓ PASSED
6.	Step: Determine Initial Qualification	Danny	✓ PASSED
- Bottom Panel:**
 - Flowchart showing process flow: Start (Applicant) → Enter job Application Fields → Determine Initial Qualification (HR Analyst) → Approve ID (Decision) → Second Level Review → End.

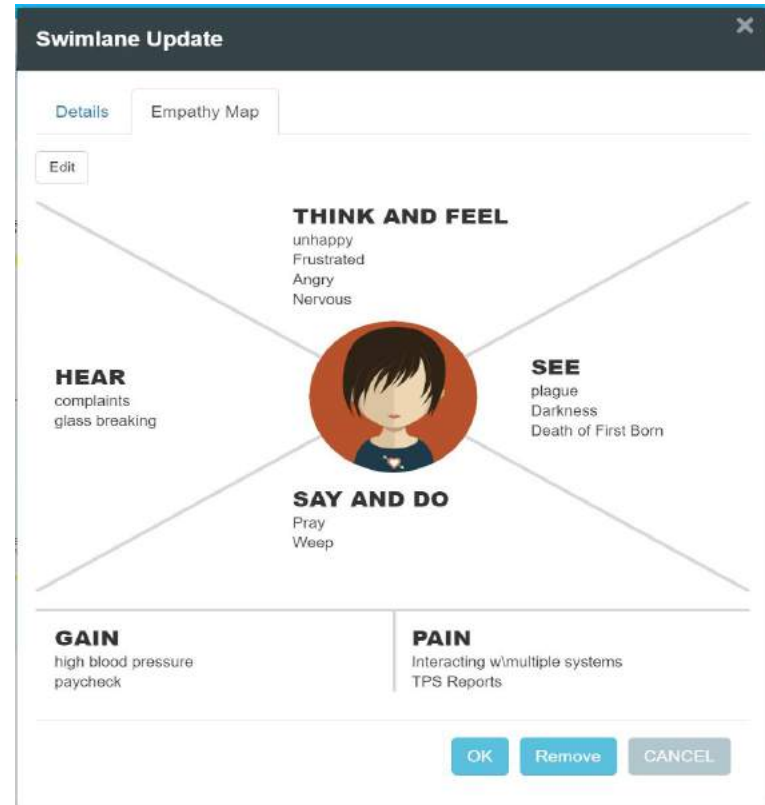
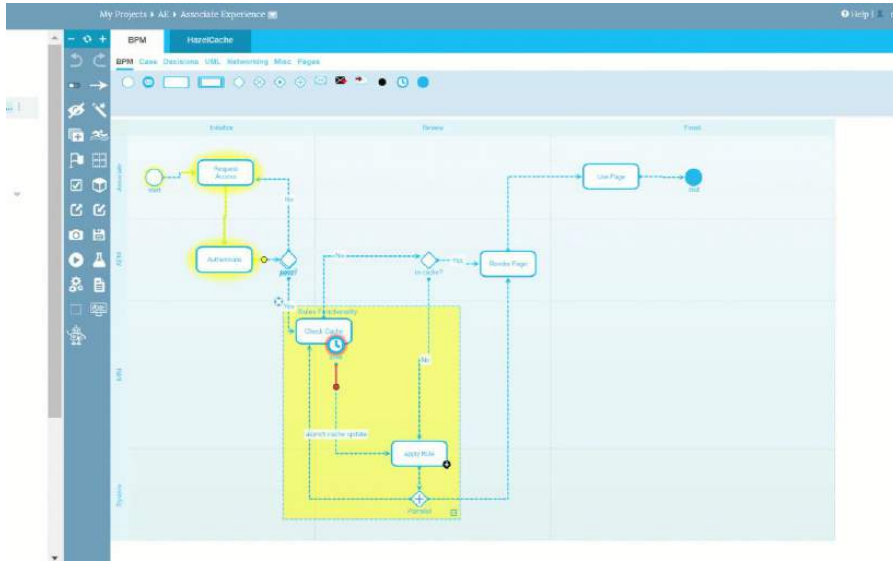
Process Testing should be automated

- BPM applications are highly deterministic. We should be automatically testing the hell out of them.



Incidentally, and for the same reasons, we need to explicitly make room for Experience Mapping. We bought the ticket: let go for the whole ride.

- We live in the larger world: we should stray outside our BPM\BRMS borders.



demonstration: Simulation & Testing with Scout

- I want an agnostic, open tool
- I want to provide a welcoming place for everyone
- Visual, Easy, mobile, & cloud based.
- Unified support for BPM/BRMS/Micro Service harvesting.

