

MaPM: Process analysis

Only perfectly described, organized and working processes can deliver the best added value for customers.

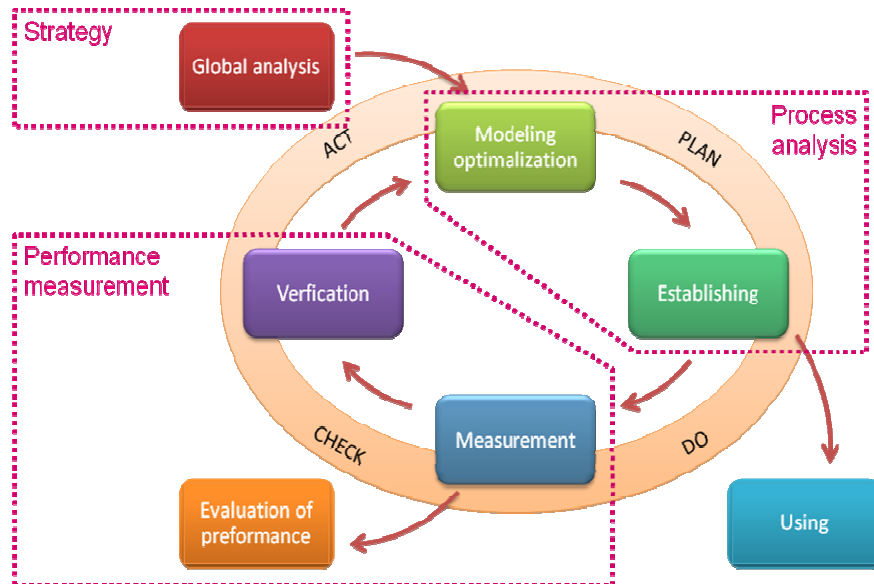
Process analysis

- The base for process optimization
- The first phase of implementation of any large IT system
- The base for process performance measurement
- The base for implementation Asset Management System (IBM Tivoli Maximo)
- The core for deployment change and configuration management (IBM Tivoli Configuration and Change Management Database)

Inter-Informatics has been providing the process analysis for many years. We use our own methodology for business process analysis, named MaPM (Methodology for Performance Management Implementation).

Process analysis methodology by Inter-Informatics

MaPM methodology is based not only on our experience, but on standard, well established approaches as well, especially on Balanced Scorecard or Process Performance Management. Our approach includes three basic phases which are interconnected but which can be carried out separately.



Picture – Phases of MaPM

1. Making / clarifying strategy

A company that has no strategy (or the company that is not very sure where it is heading) can hardly recognize its main processes and set up key performance indicators. For strategy definition we generally use the strategic maps based on Balanced Scorecard.

2. Process analysis

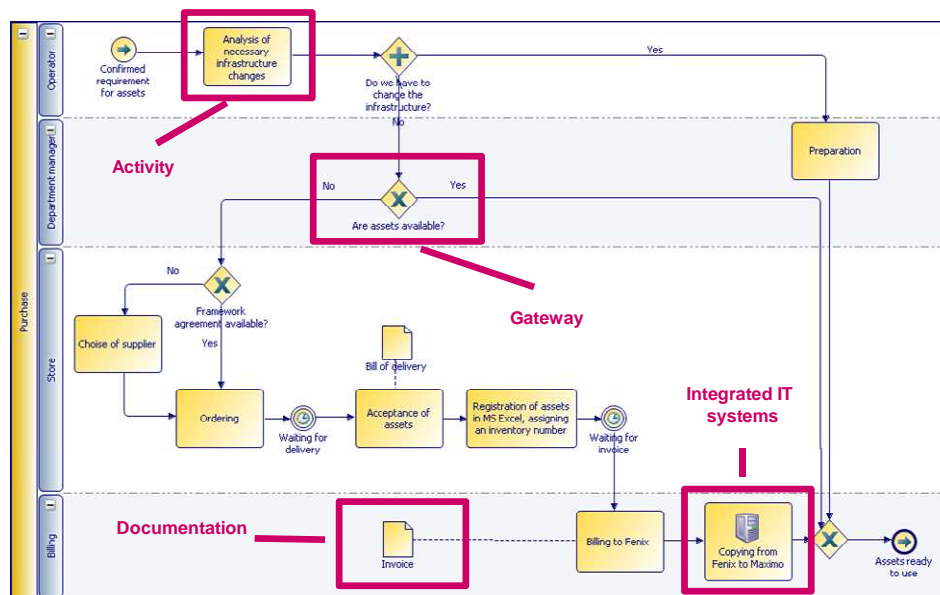
Process analysis enables recognition of processes, separation of main and collateral processes, definition of processes with high or small added value and finding the bottlenecks in the main processes.

Process description, according to MaPM , includes especially these activities:

- Identification of key processes
- Identification of links between them
- Drawing of process schemes in Case tools
- In-depth description of key processes

We usually provide process analysis on two or more levels. First, we map the top level, where all the company is presented, and then we map all lower levels. More levels of process maps guarantee not only the requested accuracy but relevant simplicity as well – diagrams describing processes can be viewed on more levels of accuracy.

Process analysis is often used as the first phase of implementation of a large IT system or in custom development. Only perfectly mapped processes can guarantee that a new IT system will fully respect the needs of the whole company and that it will be effectively integrated into all other IT systems in the company. As an additional benefit, its implementation will be finished in required time and its cost won't be higher than necessary.



Picture – Process map of „Purchase” process

3. Key Performance Indicators

The current performance of the company can be measured by the KPIs (Key Performance Indicators). We use KPIs connected with processes and KPIs connected with strategic objectives in Balanced Scorecard as well. We often use standard KPIs from KPI libraries.

Asset management and servicedesk implementation

All information from MaPM is used for implementation systems such as asset management systems, servicedesk, change management and configuration systems. Inter-Informatics works very closely with IBM products. In asset management we are focused on IBM TIVOLI MAXIMO ASSET MANAGEMENT and in change management we are focused on IBM TIVOLI CHANGE AND CONFIGURATION MANAGEMENT DATABASE. Therefore MaPM Process analysis secures a good-quality implementation of these IBM products.

IBM TIVOLI MAXIMO ASSET MANAGEMENT

- Maximo Asset Management unifies a comprehensive asset life cycle and maintenance management on a single platform.
- Manages asset deployment, specifications, monitoring, calibration, costing and tracking from a single system.
- Provides enterprise asset management software for long and short-term planning, preventive, reactive and condition-based maintenance, schedule management, resource optimization and key performance indicators.
- Plans inventory to meet maintenance demand, making the right parts available at the right location when needed.
- Manages vendor contracts with comprehensive support for purchase, lease, rental, warranty, rate, master, blanket and user-defined contracts.
- Aligns service levels with business objectives by defining service offerings and establishing service level agreements (SLAs).
- Adapts to changing business requirements and connects with other enterprise systems through a flexible business process configuration platform and scalable service oriented architecture.

IBM TIVOLI CHANGE AND CONFIGURATION MANAGEMENT DATABASE

- Uses an open-architecture integration platform for implementation and automation of successful service management initiatives.
- This CCMDB software from Tivoli® automates data, workflows and policies to align IT infrastructure management with business priorities.
- Automated impact analysis enables the quickest access to critical data that could cause outages due to change.
- Workflow-driven change processes reduce costs by making it quick to process a change, and reduce risk by planning and communicating the change before it actually occurs.
- Blackout periods identify critical business periods when outages would be expensive. Blackout periods can be restricted or locked down for maximum flexibility.
- Service Provider support allows management of change and configuration management for multiple customers in a single deployment.
- Ensure CMDB accuracy through complete audit and remediation processes out of the box.
- Visualization tool allows Topology viewing, Process Progress maps and Work Plan maps that maximize end user productivity.
- Workbench enables a drag-and-drop definition of Authorized CI Space, reducing time against value.