Agile Process Design

Hosted by: Marlaina Lombardi, IIBA

Presented by: Michael Boyle, Head of Procurro Solutions

Gain a Competitive Edge with IIBA Membership

Supports your connections, your development and your career growth

Online Library

- **300+ industry books and videos - a $15,000 USD value.**

Essential Resources

- BABOK® Guide v3
- **Agile Extension to the**
- BABOK® Guide
- **QuickTips™**
- **Member e-newsletters & BA Lens magazine**

Discounts

- **Savings of 10-20% on conferences, including Building Business Capability (BBC)**
- **Training discounts**

IIBA Career Resources

- **Career Centre**
- **Competency Model**
- **Special Interest Groups**

Connections

- **Join your local Chapter**
- **Volunteer**
- **Participate in online Community**

Webinars

- **Access to webinars on the latest topics**

OUR DRIVER

"Unite a community of professionals to create better business outcomes"

- IIBA Core Purpose

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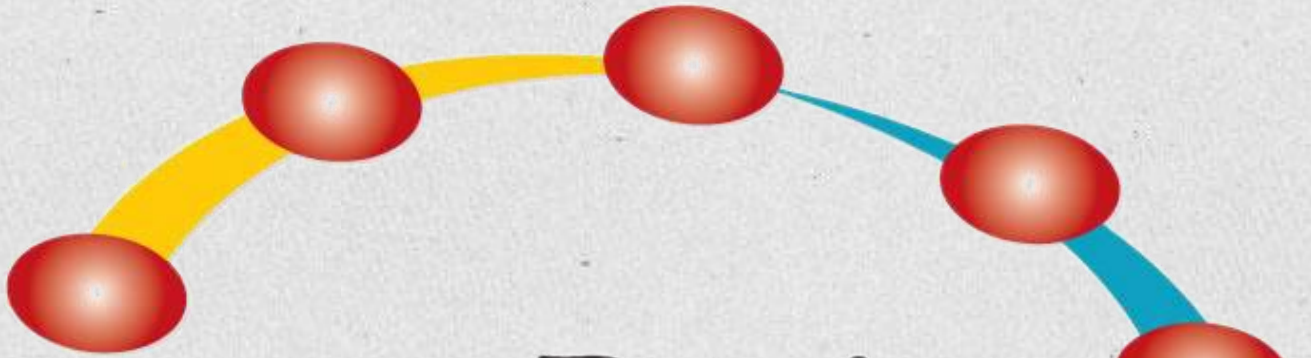

Agile Process Design

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IIBA Webinar – 18th July, 2017

Agenda

- ★ Present (where are we now?)
- ★ Problem (what are we confronted with?)
- ★ Proposal (a different way)
- ★ Position (How does a BA fit in?)

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What is Agile?...

The Practitioners Knows the Best

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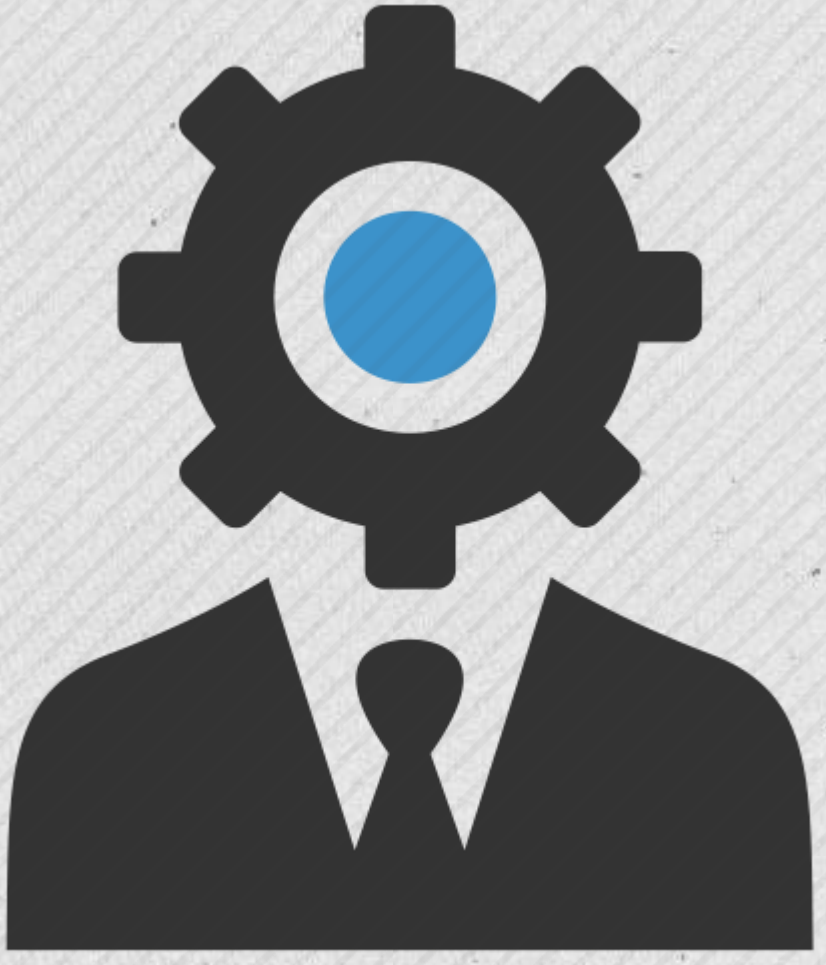

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The Practitioners Knows the Best

Use Case a la Agile

	Step	Description
Main Success Scenario **A: Actor** **S: System**	1	A: Inserts card
	2	S: Validates card and asks for PIN
	3	A: Enters PIN
	4	S: Validates PIN
	5	S: Allows access to account
Extensions	2a	Card not valid S: Display message and reject card
	4a	PIN not valid S: Display message and ask for re-try (twice)
	4b	PIN invalid 3 times S: Eat card and exit

Why?

Why?

Why?

Why?

Why?

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SIPOC

What is a SIPOC?

A SIPOC is a high-level view of a process.
It stands for Suppliers, Inputs, Process, Outputs, and Customers:

SUPPLIER	INPUT	PROCESS	OUTPUT	CUSTOMER
Person/Organization that provides Input to a Process.	Resource that is added to a Process by a Supplier.	Series of steps where an Input converts to an Output.	Resource that is the result of a Process.	Person/Organization that receives products or services.

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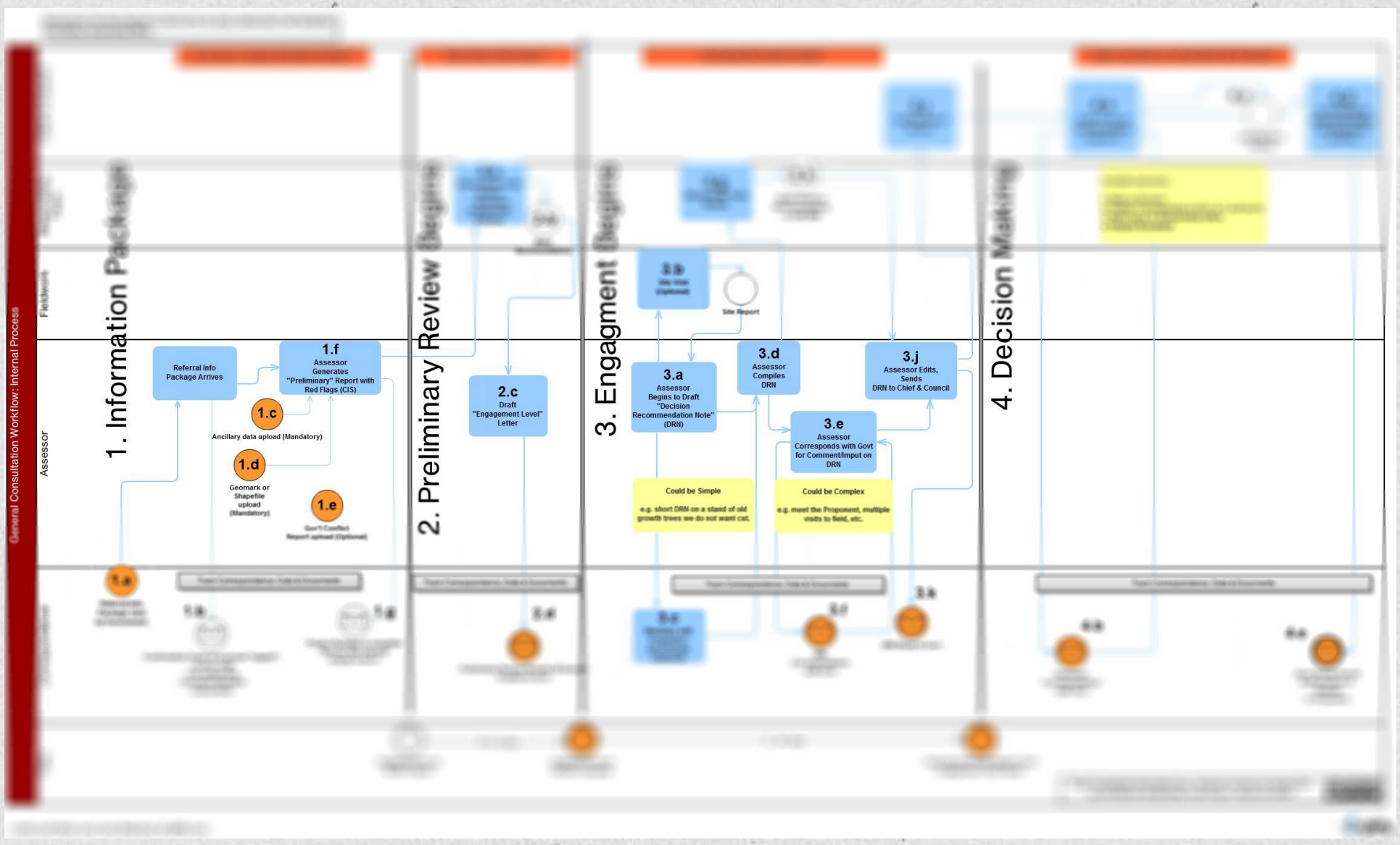
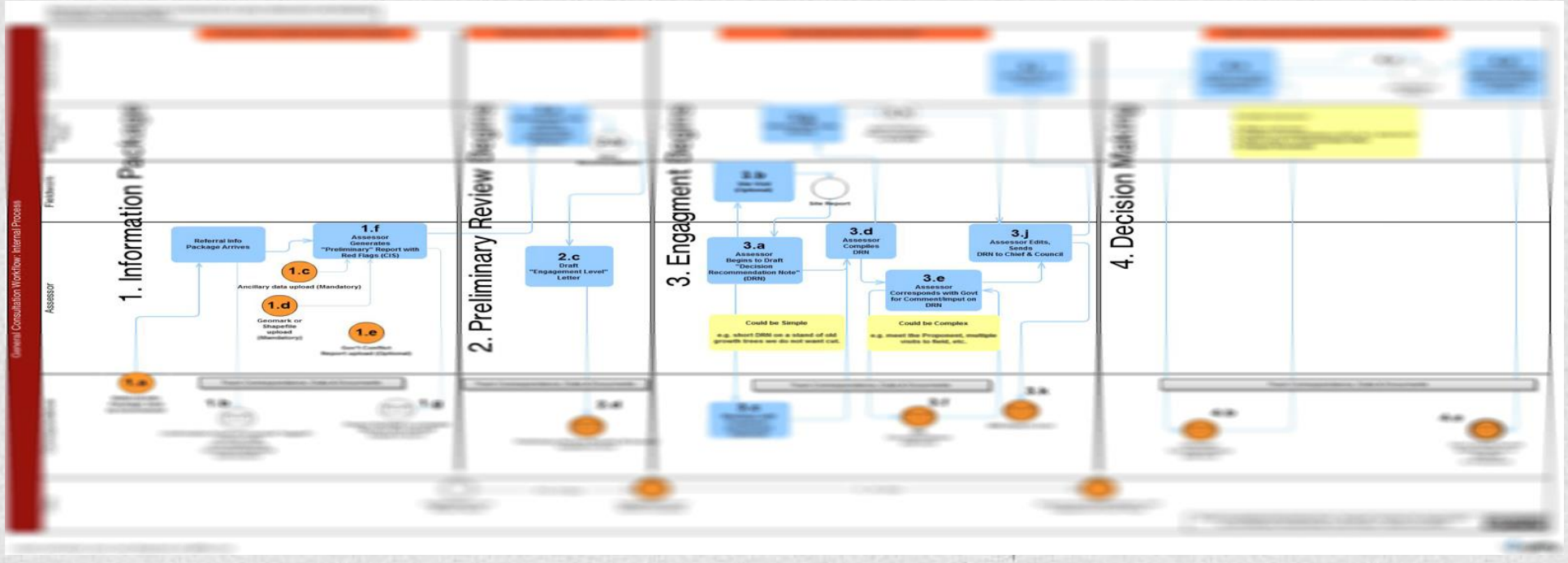

General Consultation Workflow: Internal Process
Assessor
1. Information Package
2. Preliminary Review
3. Engagment
4. Decision Making
Referral Info Package Arrives
1.f
Assessor Generates "Preliminary" Report with Red Flags (CIS)
1.c
Ancillary data upload (Mandatory)
1.d
Geomark or Shapefile upload (Mandatory)
1.e
2.c
Draft "Engagement Level" Letter
3.a
Assessor Begins to Draft "Decision Recommendation Note" (DRN)
3.d
Assessor Compiles DRN
3.e
Assessor Corresponds with Govt for Comment/Imput on DRN
3.j
Assessor Edits, Sends DRN to Chief & Council
Could be Simple
e.g. short DRN on a stand of old growth trees we do not want cut.
Could be Complex
e.g. meet the Proponent, multiple visits to field, etc.

Try this exercise....



Try this exercise....

Digitalization <> Same Process

Digitalization -> Transformation

Digitalization = New Way of Working

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Future State Outcome Mapping

- Get together in your process groups
- Define the outcome expected from the process
- Define the tasks required to reach the outcome
- Define how these tasks help reach the outcome

Find any unnecessary tasks?

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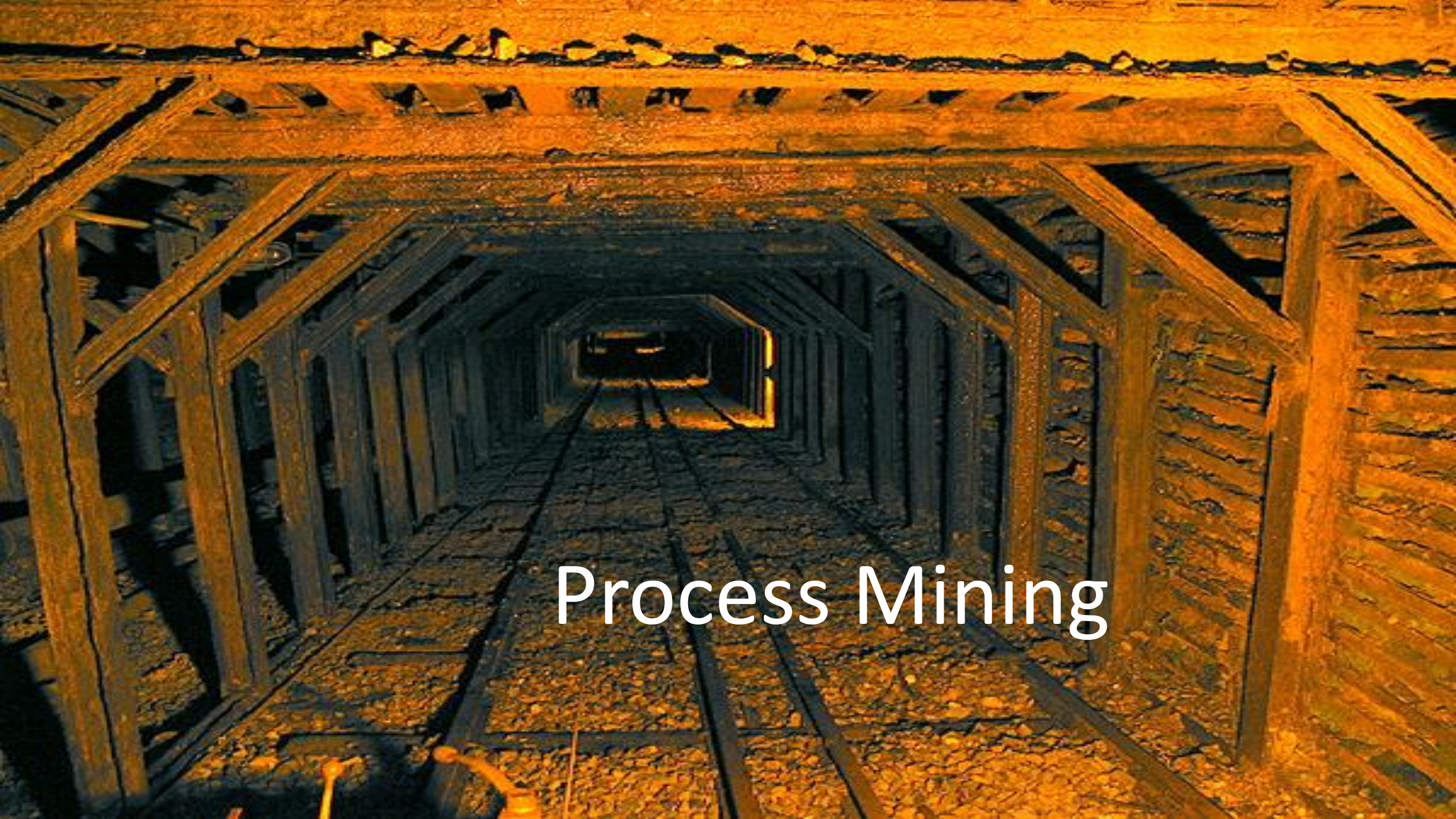
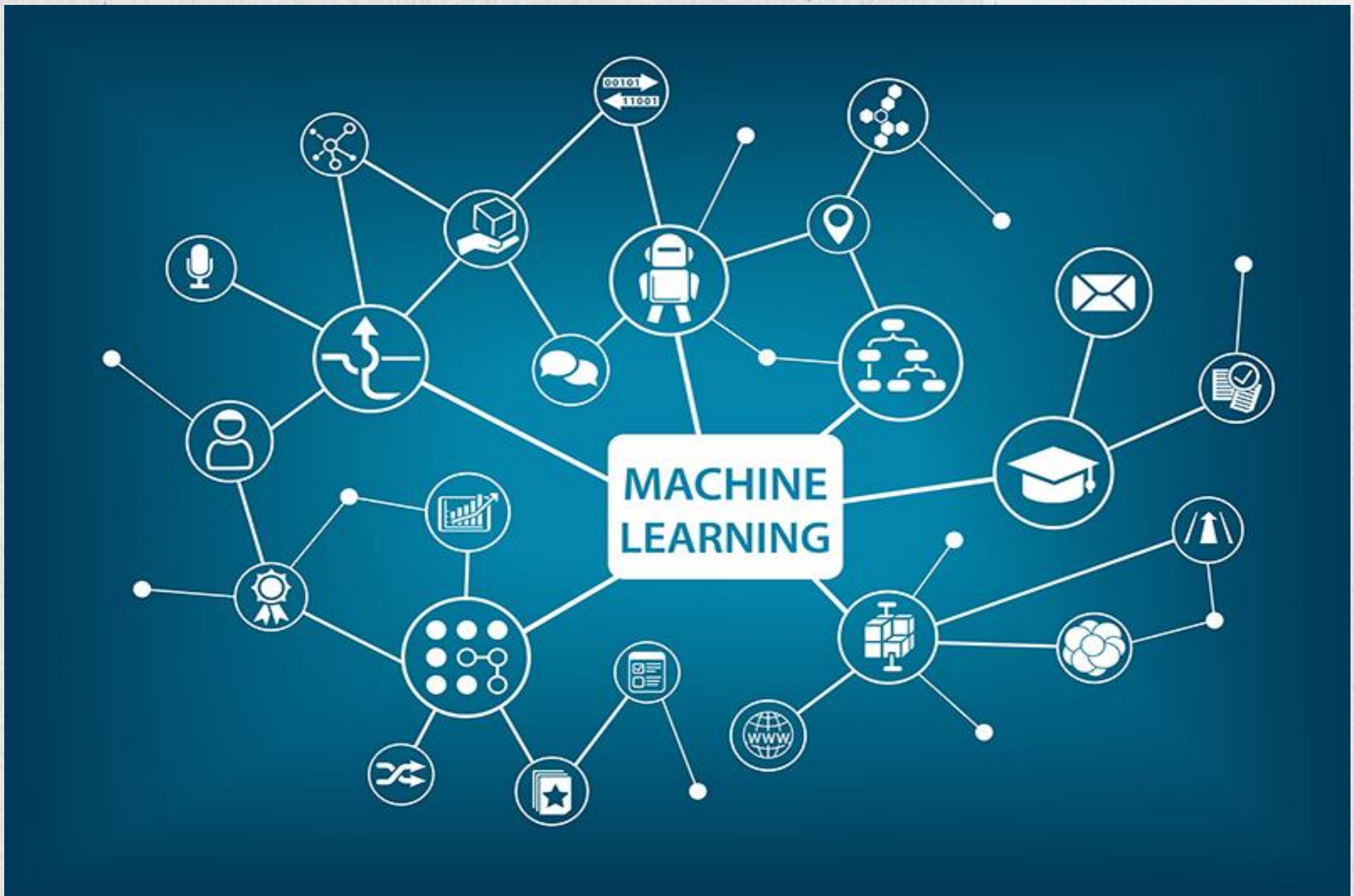
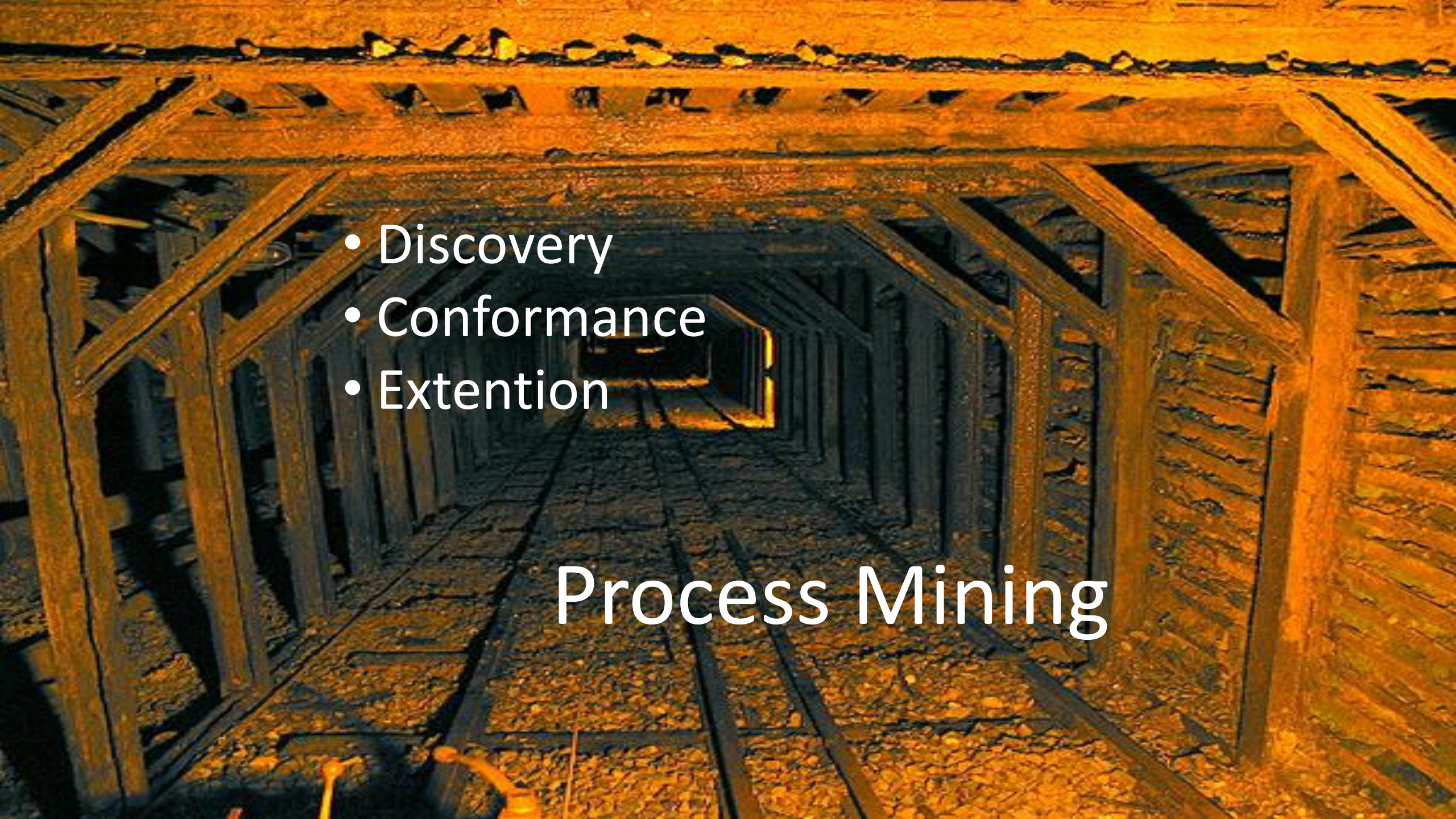
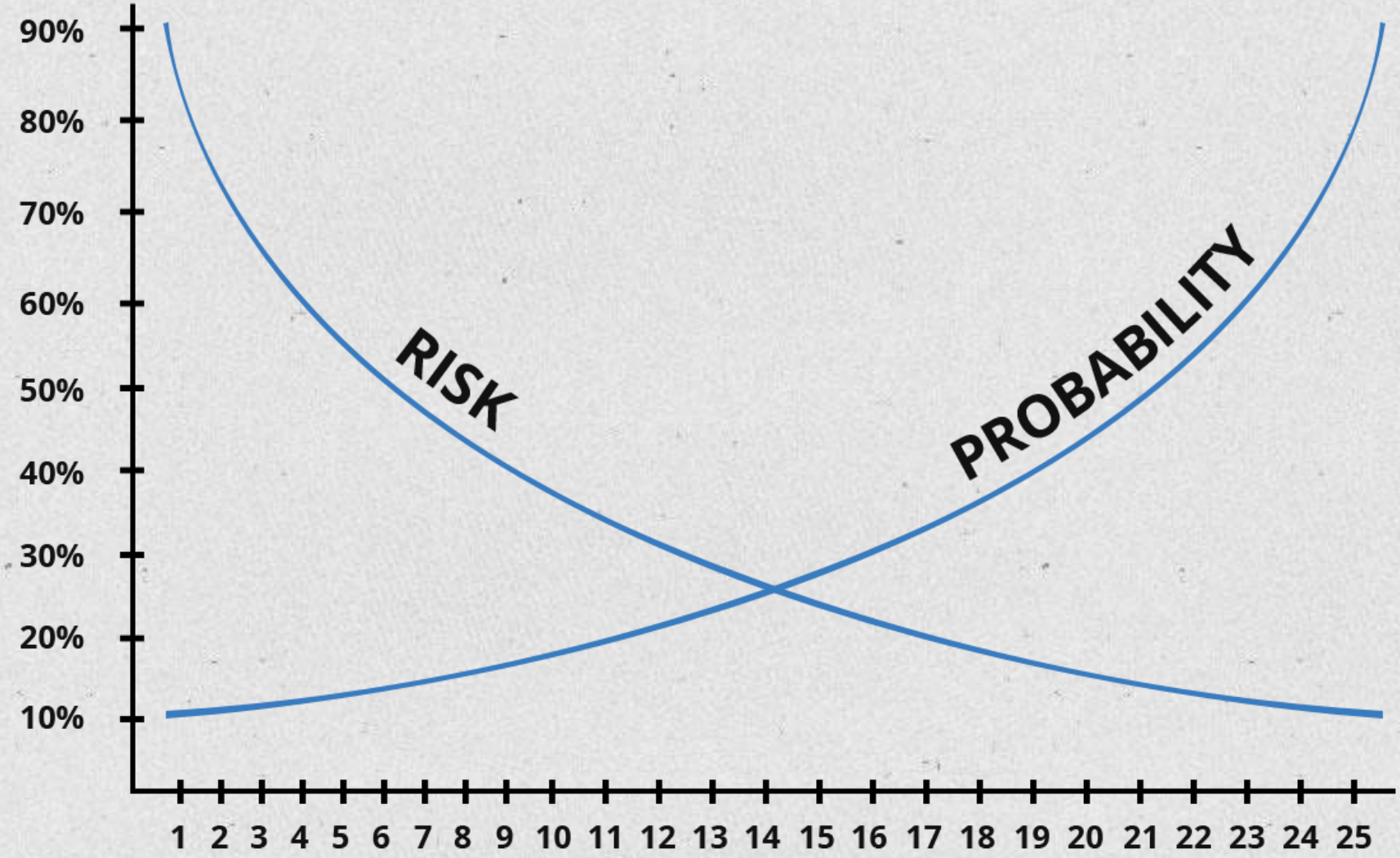
Business Rules and Processes


Process Mining


MACHINE
LEARNING
WWW


• Discovery
• Conformance
• Extention
Process Mining


90%
80%
70%
60%
50%
40%
30%
20%
10%
RISK
PROBABILITY
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25

Test-Driven Process Design

Outcome-Based Process Design

- Get together in groups
- Take the results from the Future State Outcome Mapping exercise
- Define the skill-set required to perform the corresponding tasks
- Define the person/group who should be performing the tasks

The Role of the Business Analyst

The Role of the Business Analyst

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The Role of the Business Analyst

The Role of the Business Analyst

It’s your turn…

Thanks for attending!

Michael Boyle

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