Agile Process Design

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Presented by: Michael Boyle, Head of Procurro Solutions
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“Unite a community of professionals to create better business outcomes”

- IIBA Core Purpose
Agile Process Design

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?)
What is Agile?...
The Practitioners Knows the Best
The Practitioners Knows the Best
The Practitioners Knows the Best
### Use Case a la Agile

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
<th>Why?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>A: Inserts card</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>S: Validates card and asks for PIN</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>A: Enters PIN</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>S: Validates PIN</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>S: Allows access to account</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Extensions</th>
<th>Why?</th>
</tr>
</thead>
<tbody>
<tr>
<td>2a</td>
<td></td>
</tr>
<tr>
<td>Card not valid</td>
<td></td>
</tr>
<tr>
<td>S: Display message and reject card</td>
<td></td>
</tr>
<tr>
<td>4a</td>
<td></td>
</tr>
<tr>
<td>PIN not valid</td>
<td></td>
</tr>
<tr>
<td>S: Display message and ask for re-try (twice)</td>
<td></td>
</tr>
<tr>
<td>4b</td>
<td></td>
</tr>
<tr>
<td>PIN invalid 3 times</td>
<td></td>
</tr>
<tr>
<td>S: Eat card and exit</td>
<td></td>
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</tbody>
</table>
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?

What is a SIPOC?

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

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

• Get together in your process groups
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• Define how these tasks help reach the outcome

Find any unnecessary tasks?
Try this exercise....
Try this exercise....
Digitalization <> Same Process
Digitalization -> Transformation
Digitalization = New Way of Working
Self-Organizing
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?
Business Rules and Processes
Process Mining
Process Mining

- Discovery
- Conformance
- Extention
Test-Driven Process Design
Outcomes - 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

Facilitation
The Role of the Business Analyst
The Role of the Business Analyst

Requirements
It’s your turn...
Thanks for attending!

Michael Boyle

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- Specialize in Agile Business Analysis, Project Management and Frugal Innovation
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