Innovating Business Process

Jarrod Sharp
University of South Australia
• Business process basics
• How they can be “innovated”
• The Business Process Management Suite
• What the reality looks like
Business processes are how we service:

• each other

• our students
Business processes directly affect

• customer satisfaction

• how enjoyable our jobs are
Business processes can be delivered through

- Software solutions
- Forms
- Known operational procedures
How can they be innovated?
Implement Software

..might work? – there’s more.
Focused on the process
Available anywhere, anytime.
Frictionless across systems
Measureable, analysable
Built rapid and agile
Empower process ownership
The Business Process Management Suite

- Modelling
- Workflow engine
- Task management
- User interface designer
- System integration
Platform approach
Server procurement and middleware “campaign”

vs

Designing business process on day 3
What the reality looks like
Cloud has worked
Better co-creation of requirements
Little effort into mobile needed
# Approve casual timesheet

Employee id: 127486, Prisca Mbugua claim period ending 26 Mar 2015.

## Payment claims

When returning claims - Only select lines to be returned, and click the Mark for Return button prior to Approving

<table>
<thead>
<tr>
<th>Date</th>
<th>Line of work</th>
<th>Claim</th>
<th>Rate</th>
<th>Total</th>
<th>Note</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>23 Mar</td>
<td>EDUC 3061 Workshop (Timetabled) Class 20743</td>
<td>2 hrs</td>
<td>$125.73</td>
<td>$251.46</td>
<td></td>
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</tr>
<tr>
<td>26 Mar</td>
<td>EDUC 5156 Tutoring (Timetabled) + RDQ Class 20946</td>
<td>3 hrs</td>
<td>$150.34</td>
<td>$451.03</td>
<td></td>
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<tr>
<td>23 Mar</td>
<td>EDUC 5156 Course Coordination Other Academic Activity + RDQ</td>
<td>2 hrs</td>
<td>$60.11</td>
<td>$100.23</td>
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</tr>
<tr>
<td>26 Mar</td>
<td>EDUC 2051 Student Assessment (Assignment 1) Standard</td>
<td>5 (50 mins)</td>
<td>$60.18</td>
<td>$41.81</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

[Mark for Return] [Reset] [Approve]
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[Approve]

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[University of South Australia Logo]
11th hour business process changes
Deployment of process analytics
Timesheet submission compliance report

Payment claims compliance report

<table>
<thead>
<tr>
<th>Pay period</th>
<th>2015 23</th>
<th>2015 24</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claim</td>
<td>50</td>
<td>150</td>
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<tr>
<td>Payment</td>
<td>100</td>
<td>350</td>
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</table>

Payment claims: 411

Legend:
- Orange: Claim 14 days after work date
- Blue: Payment claims
Integration is under control
To summarise – it’s differing perspectives

<table>
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<th>BPM</th>
<th>Custom application development</th>
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<td>Workflow and process</td>
<td>User interface</td>
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<td>Data model</td>
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..but we’ve still got a lot of work to do