

DAIMLER

ProSTEP Symposium 2008

From Workflow to Worknet:
Innovation in Business Process Management

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10. April 2008

Agenda

1. Initial Situation at Daimler J.Scharpf
2. Requirements to Business Process Management
3. Realizing Business and Process Agility S.Brantschen
4. Goal-oriented Business Process Management
5. Daimler ACM-Project: Solution Architecture J.Scharpf
6. Daimler ACM-Project: Business Benefits
7. Summary & Looking Ahead

1. Initial Situation at Daimler

Starting with the first functional product prototypes along the entire life cycle of a product, engineering changes are managed based on one standard process in one basic system for all product lines (vehicles and components).

Process

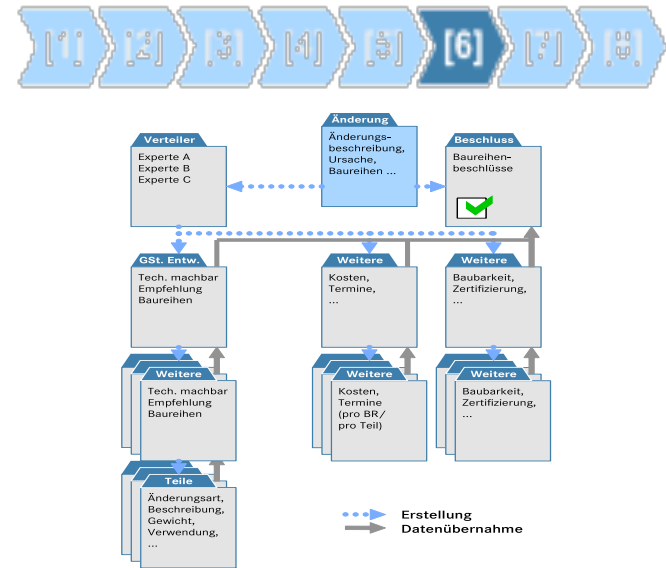
one standard process
for all engineering changes



- | | | | |
|-----------|-----------------------|------|--------------------------------|
| Phase[1]: | Initiation | [5]: | Approval |
| Phase[2]: | Detailing
& Design | [6]: | Design Completion
& Release |
| Phase[3]: | Evaluation | [7]: | Productive
Implementation |
| Phase[4]: | Voting | | |

Technology

sequential & document oriented workflow
based on Lotus Notes Domino



In productive use since: 2001

Number of Users: ca. 8.100

2. Requirements to Business Process Management

In future all types of product specific changes along the entire life cycle of MB-Cars and MB-Vans product lines have to be managed based on one standard process schema. In addition the technology has to support an immediate adaptation to business process modifications.

Process

one standard process schema for all product specific changes MB-Cars & MB-Vans

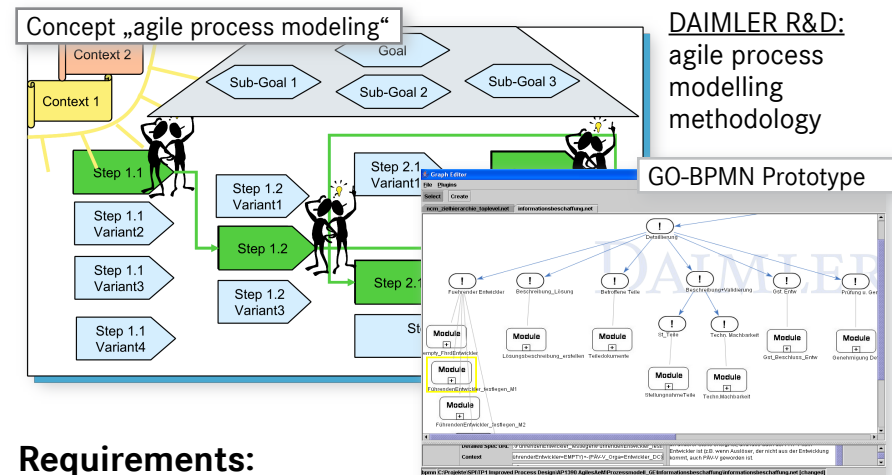


Requirement:

situation adequate, flexible navigation in ONE change management process net

Technology

flexible & database oriented worknet based on new, up-to-date technologies



Requirements:

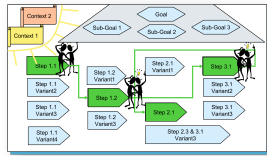
- fast adaptation to business process modifications
- modeling of process fragments
- flexible task alternatives and sequences
- regard of current goal & context

3. Realizing Business and Process Agility

Daimler & Whitestein Technologies: Joint Vision, Joint Forces

DAIMLER

- agile process approach



- demonstrator



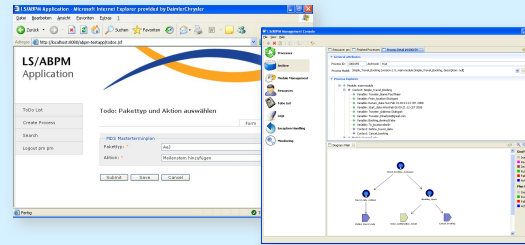
- requirements



**successful cooperation
mutual know-how transfer
started 2006, on-going**

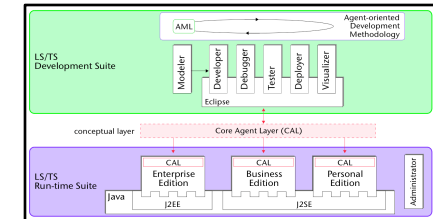


Standard Product Suite



- autonomic computing

- goal-oriented
technology platform



- goal-oriented software
engineering

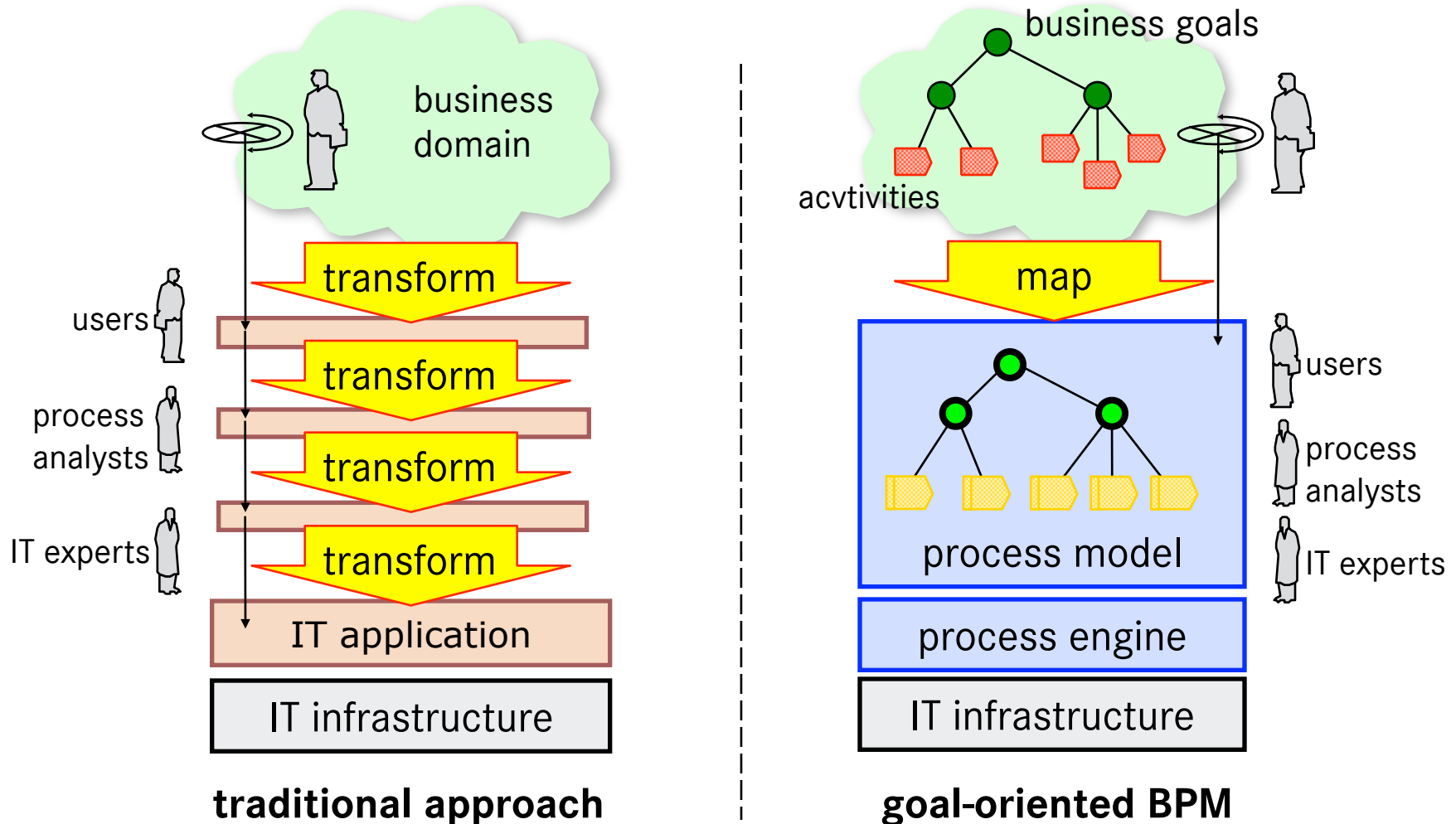
... to model, manage, and run agile business processes

Design-time agility: easy & quick process definition changes to meet reality

Run-time agility: flexible process navigation, adapted to business goals and contexts

4. Goal-oriented Business Process Management

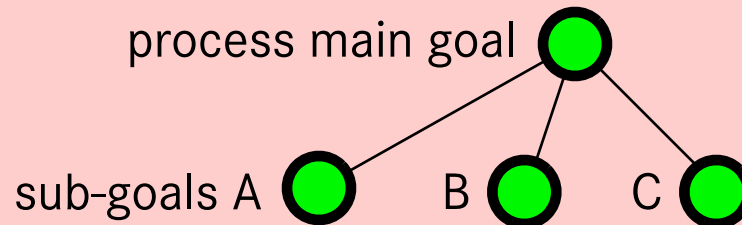
Design-time Agility: Putting Business in the Driver's Seat



4. Goal-oriented Business Process Management

- Business processes represent business goals
- Process engine “understands” business goals, strives to achieve them
- Single model approach: common language for business users and IT people

what to achieve



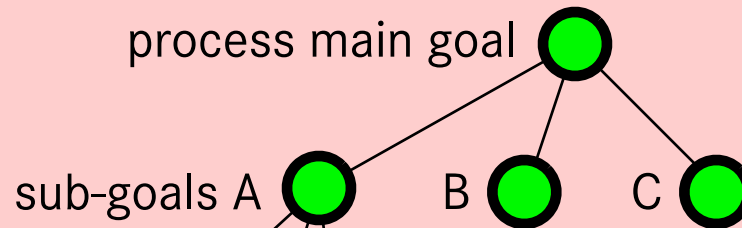
**GO-BPMN:
Goal-Oriented
Business
Process
Modeling
Notation**

how to achieve

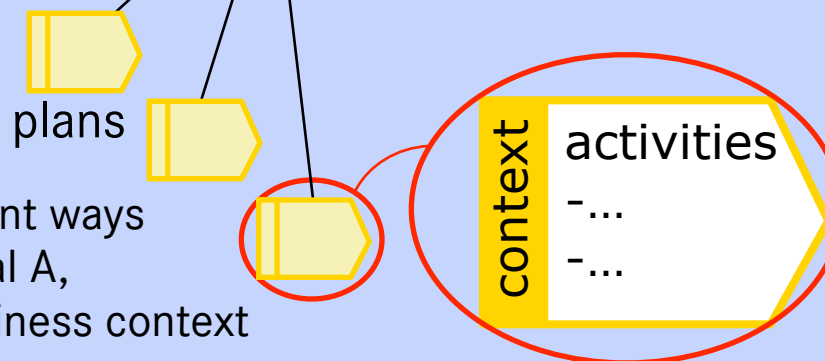
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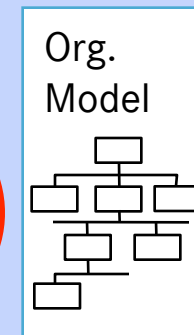
what to achieve



how to achieve



3 plans = 3 different ways to achieve sub-goal A, dependent on business context



**GO-BPMN:
Goal-Oriented
Business
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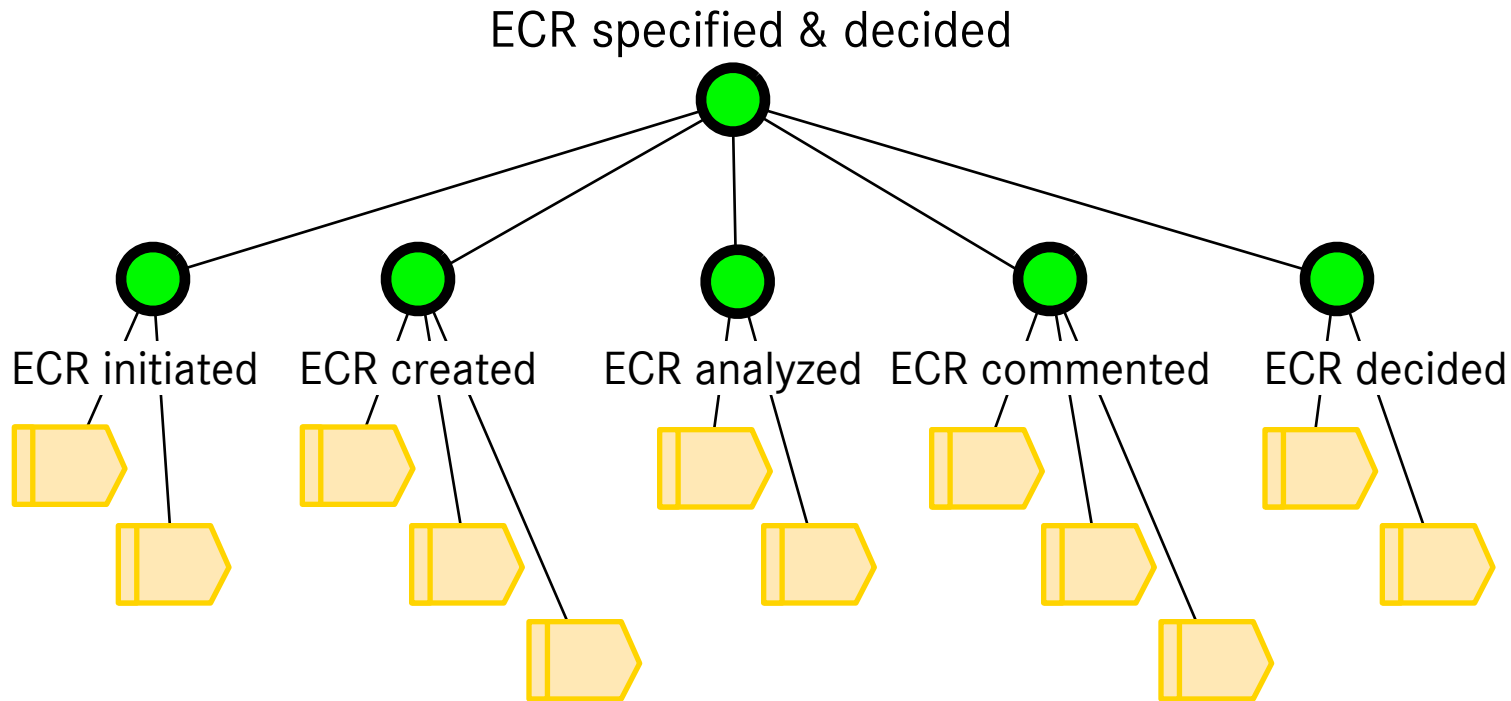
**GO-BPMN
model is
directly
executable**

4. Goal-oriented Business Process Management

Run-time Agility: Process Autonomously Adapts to Context

Process: Engineering Change Request (ECR)

Source: PSI/SASIG ECM Recommendation V1.0



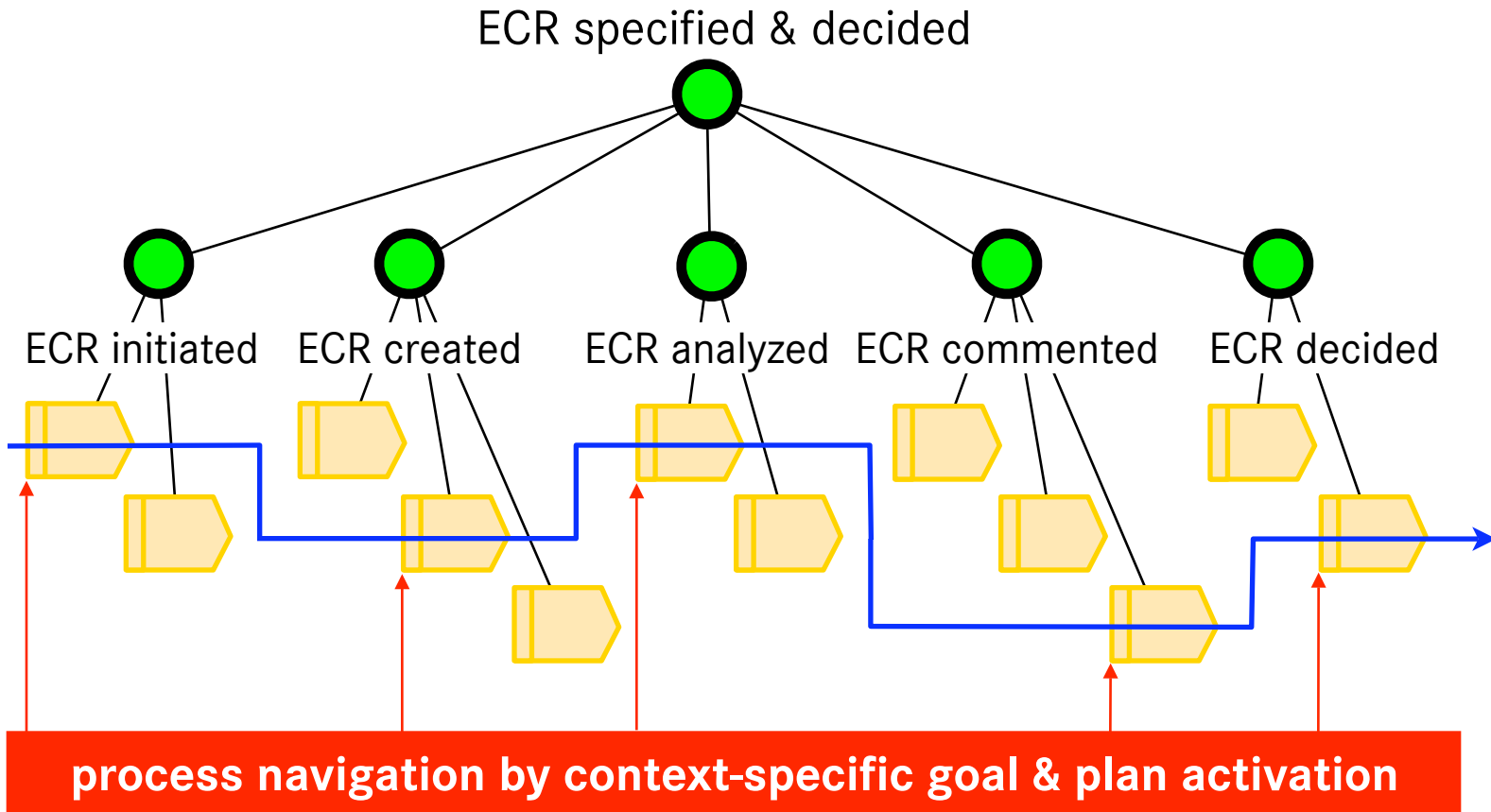
process navigation by context-specific goal & plan activation

4. Goal-oriented Business Process Management

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Source: PSI/SASIG ECM Recommendation V1.0

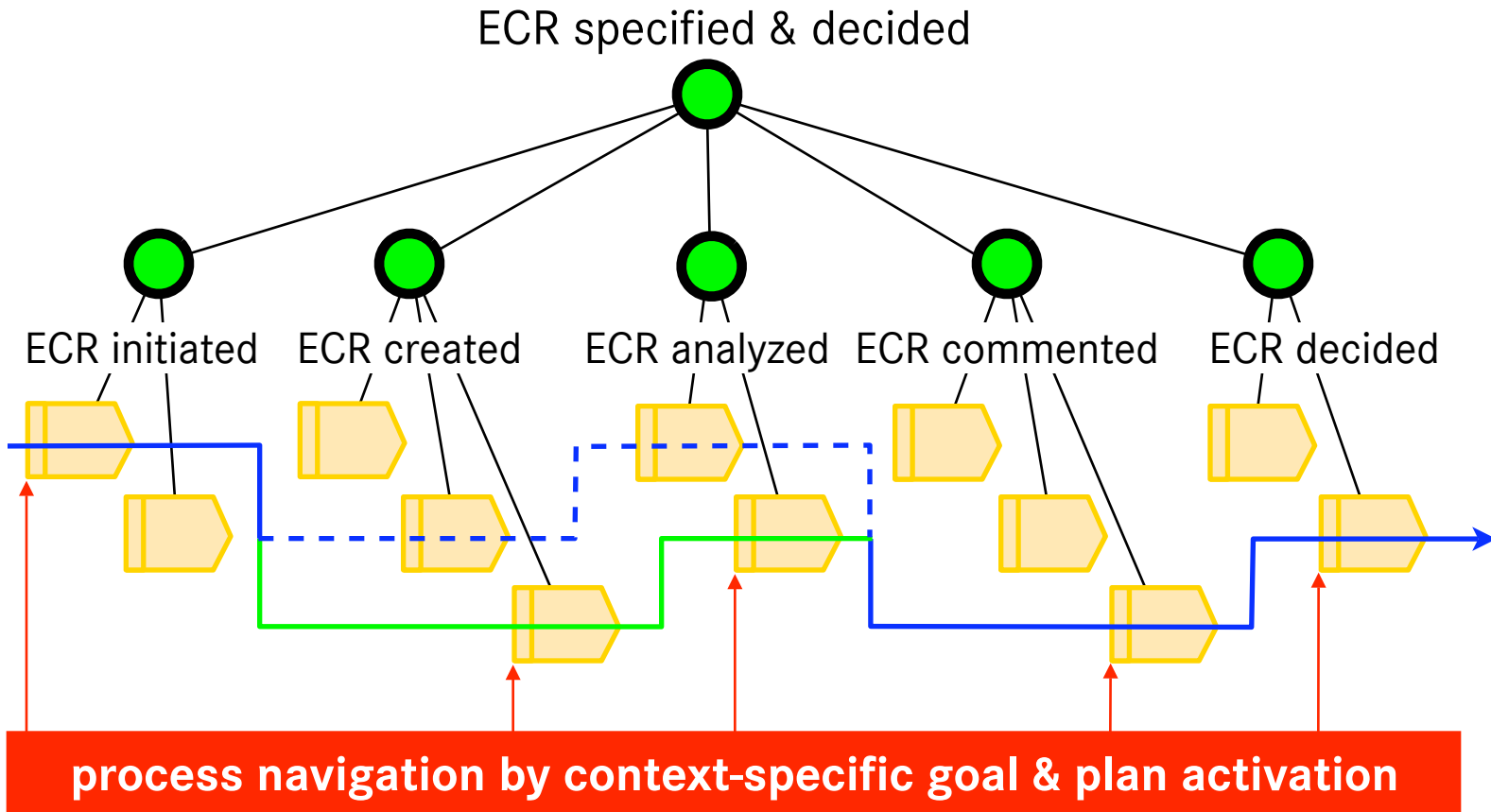


4. Goal-oriented Business Process Management

Run-time Agility: Process Autonomously Adapts to Context

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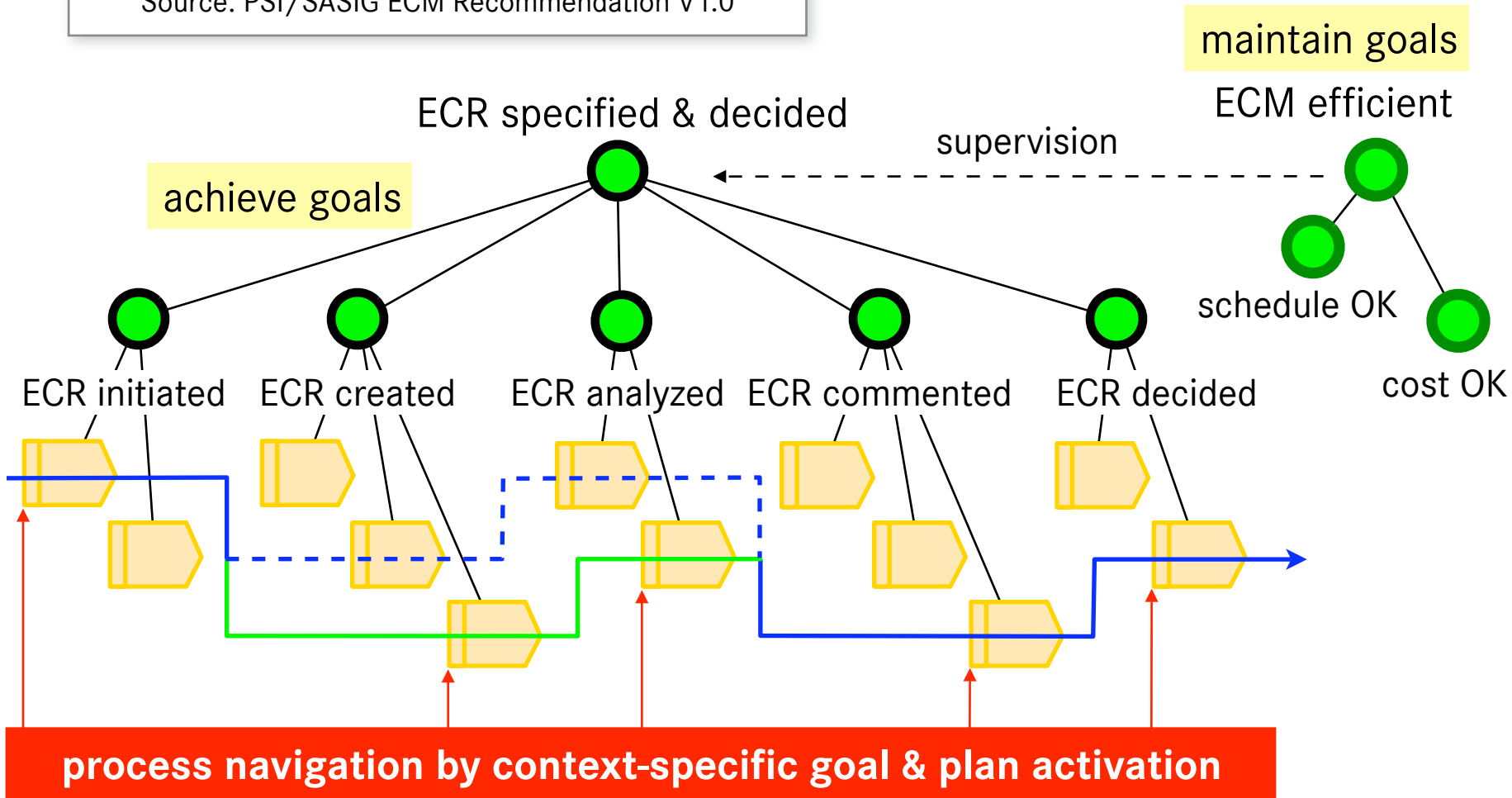


4. Goal-oriented Business Process Management

Run-time Agility: Process Autonomously Adapts to Context

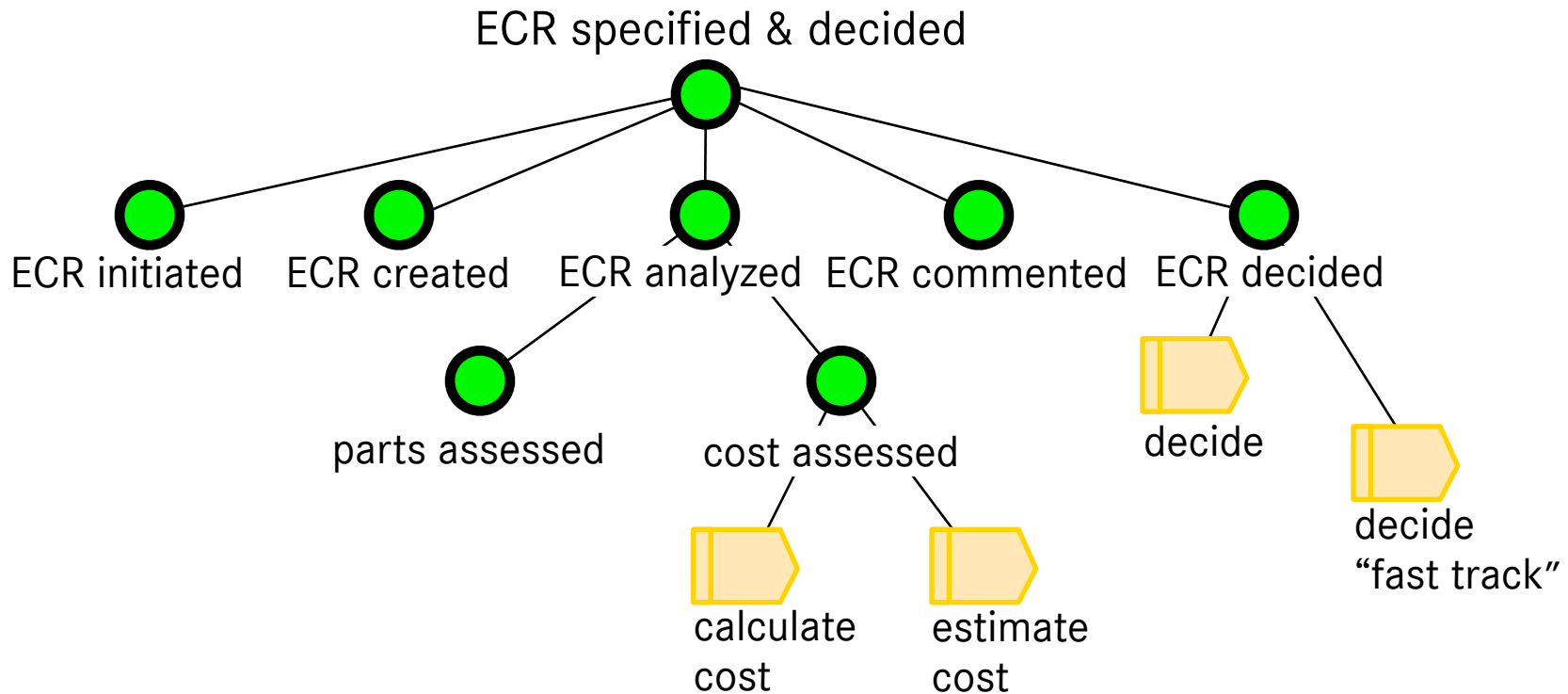
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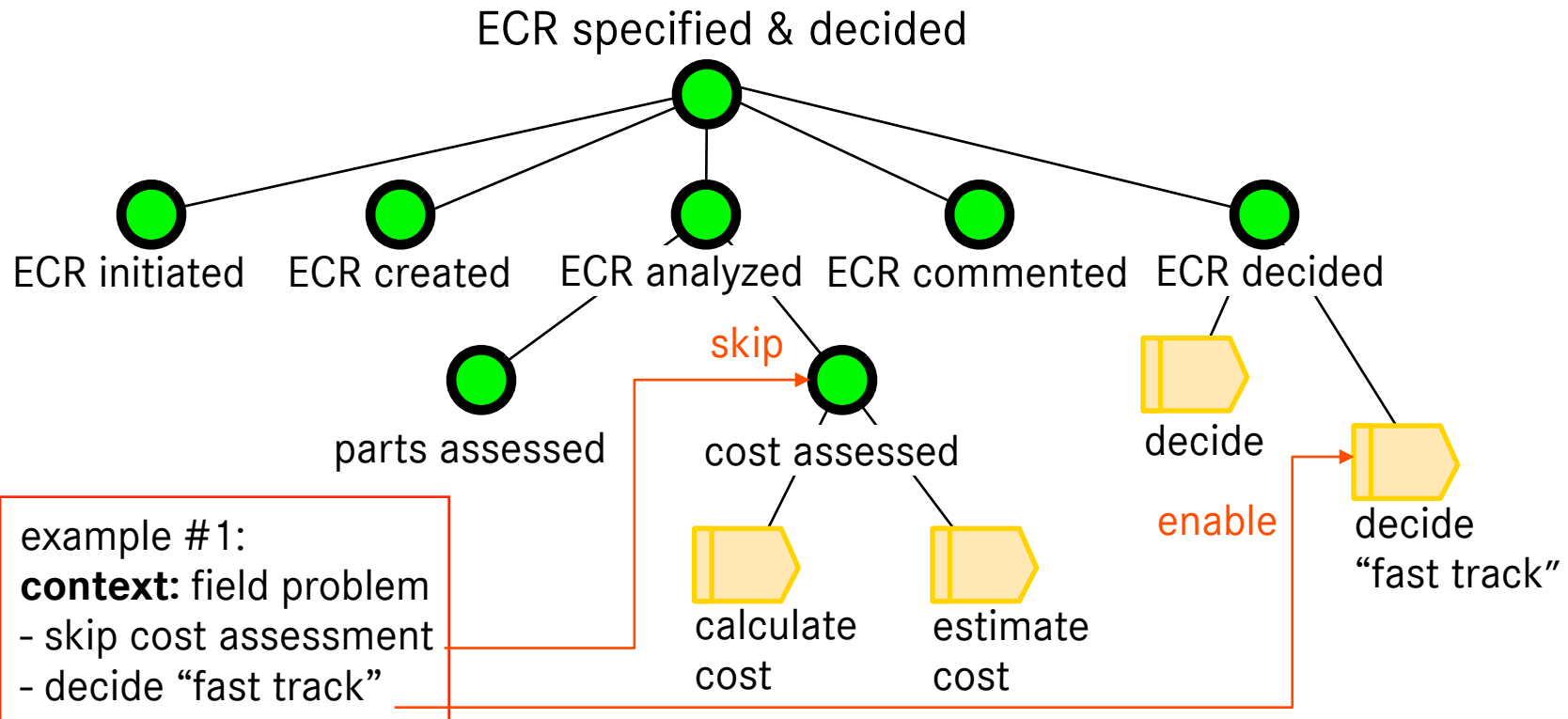
4. Goal-oriented Business Process Management

Run-time Agility: Process Autonomously Adapts to Context: Example



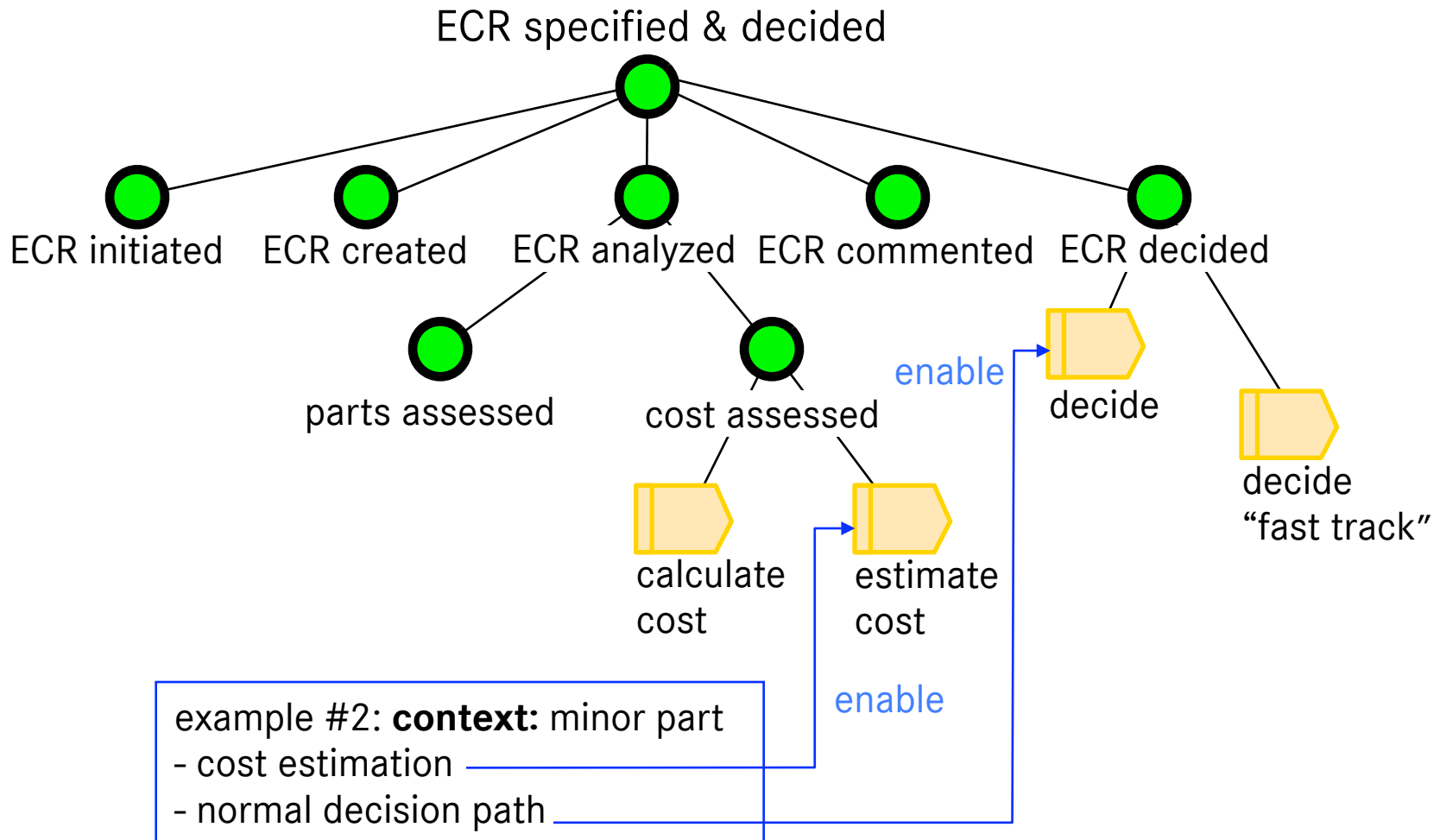
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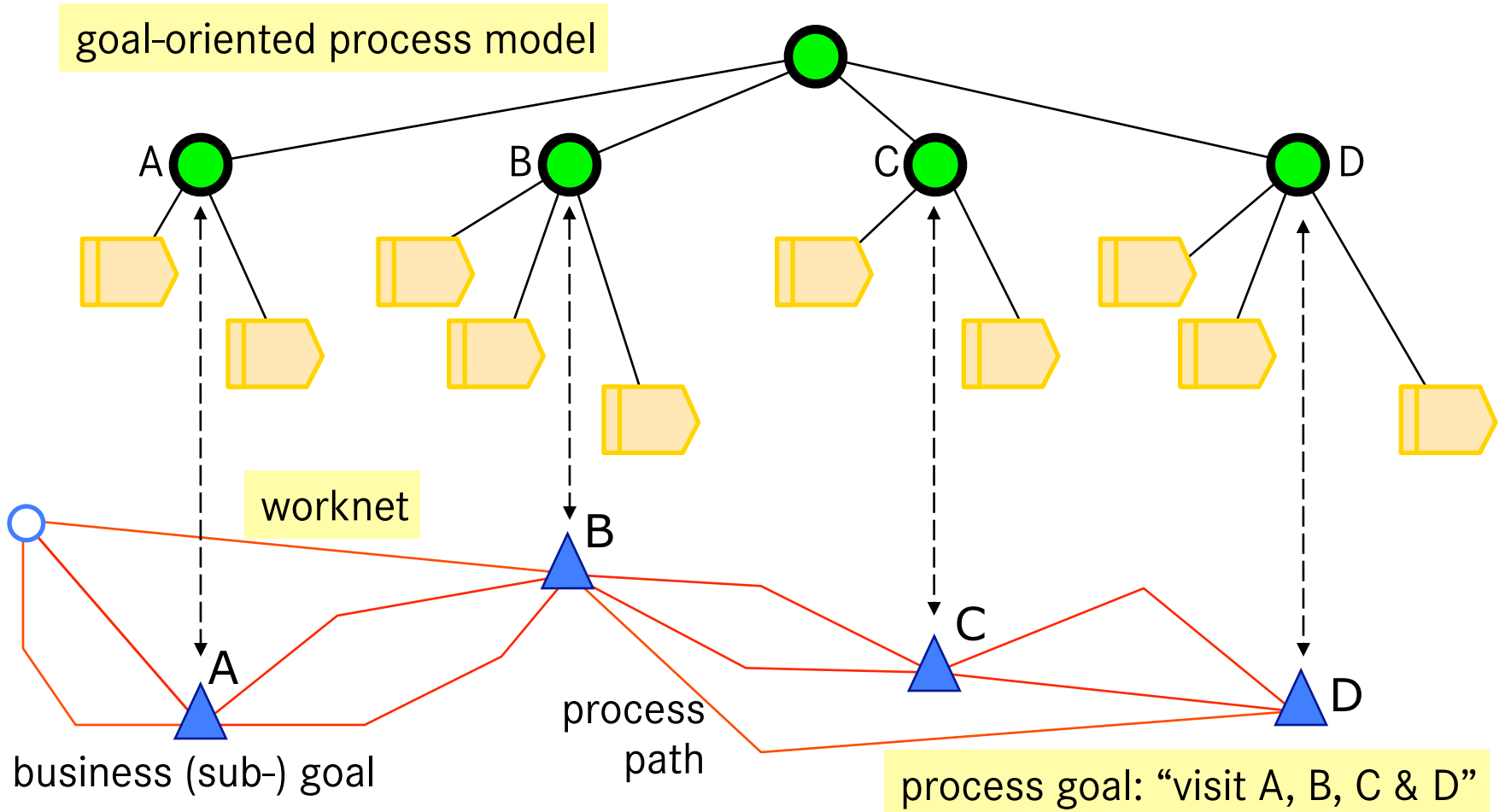
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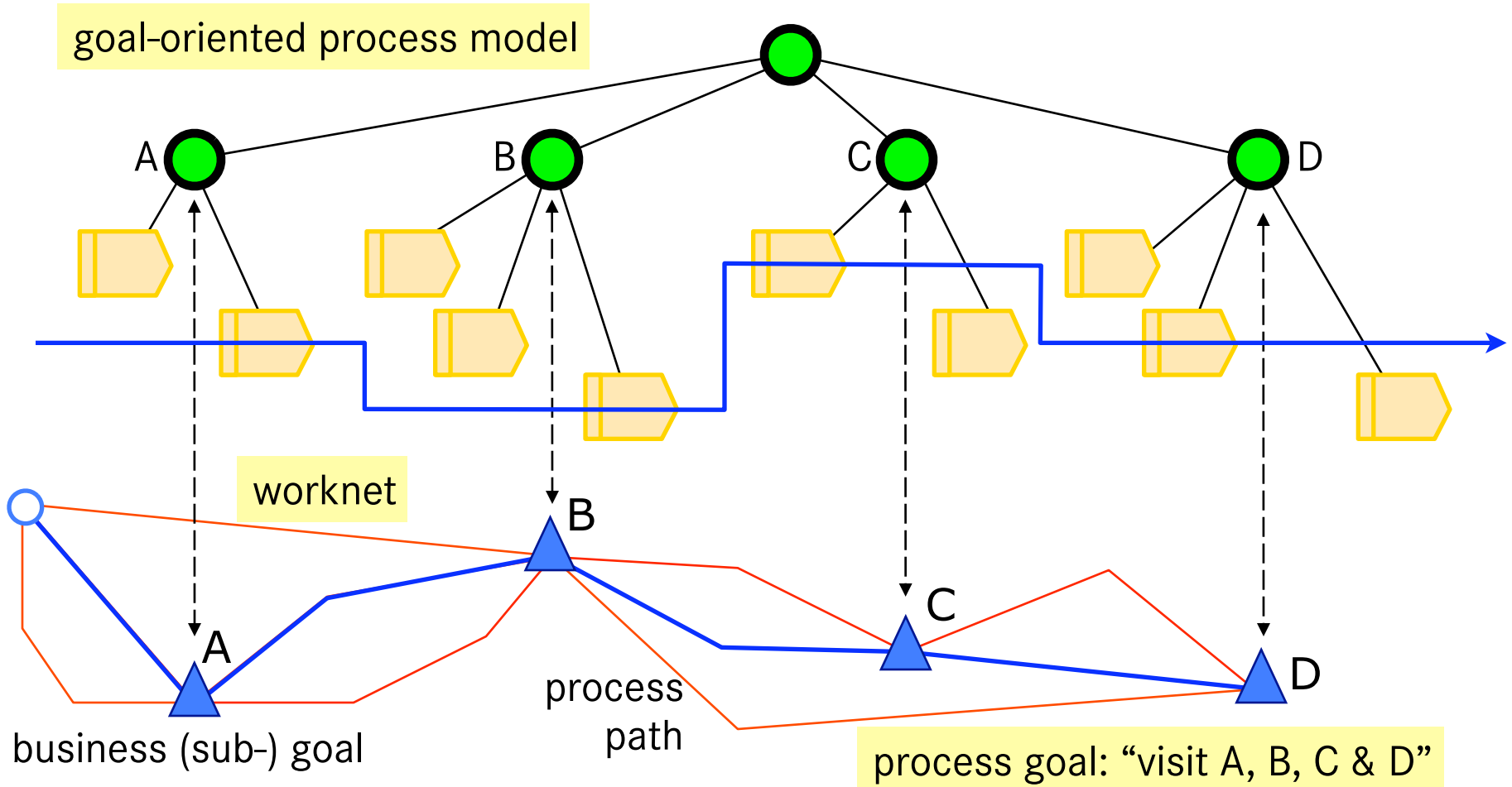
4. Goal-oriented Business Process Management

Goal-oriented Process Navigation in Agile Worknets



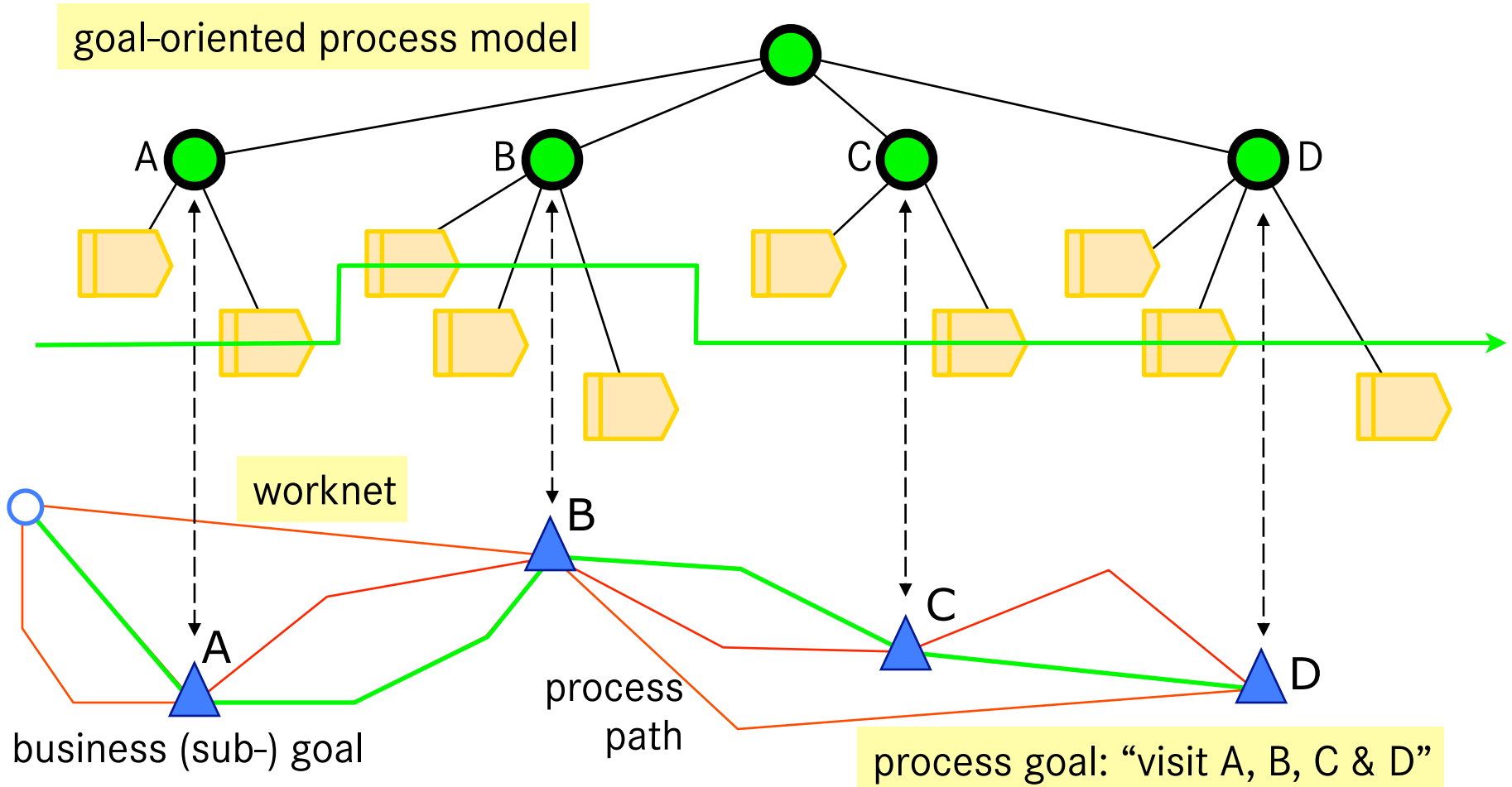
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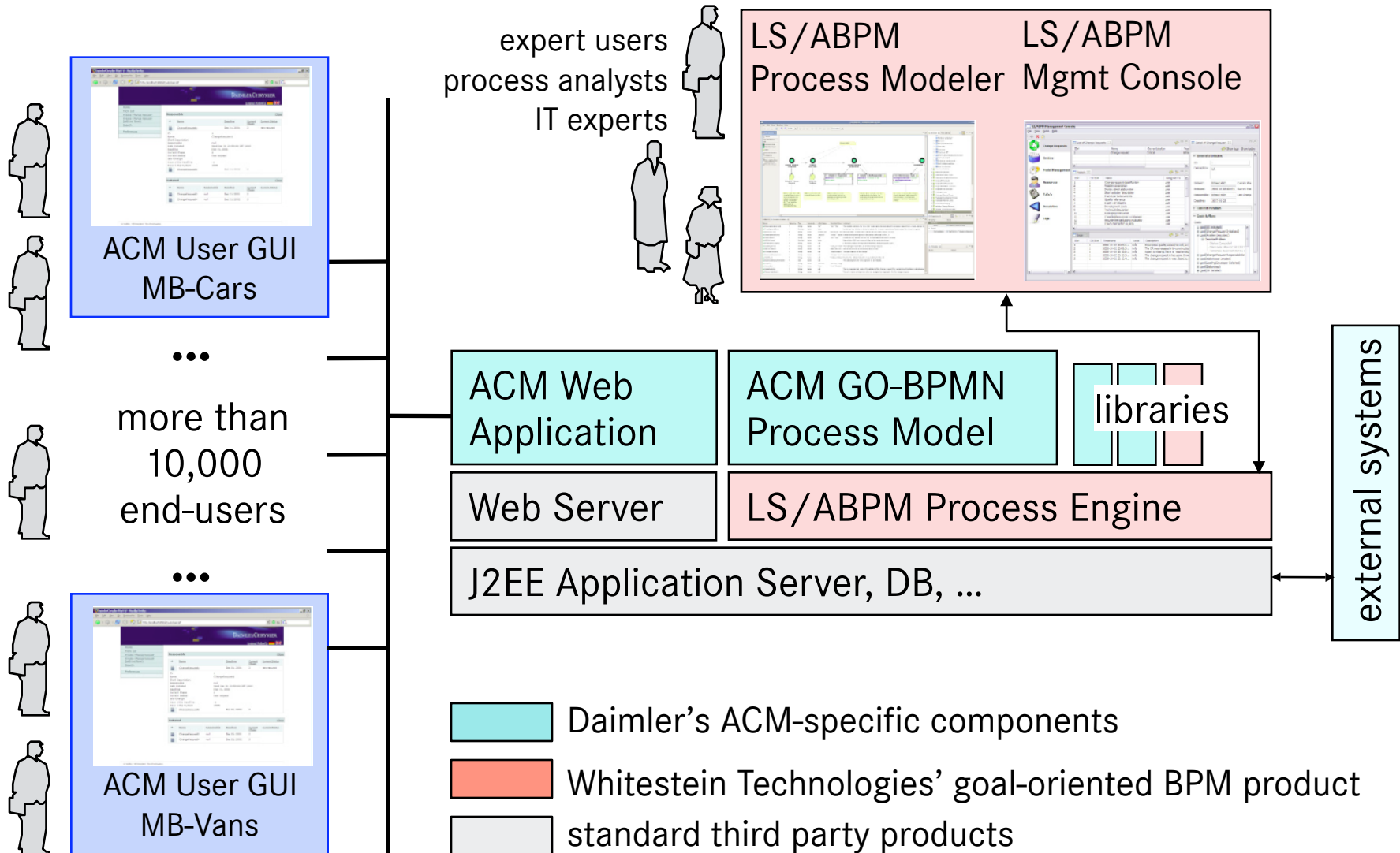


4. Goal-oriented Business Process Management

Goal-oriented Process Navigation in Agile Worknets



5. Daimler ACM-Project: Solution Architecture



6. Daimler ACM-Project: Business Benefits

Process:

- ☑ **Common process net for all business units and all types of product related changes:**
 - Reduction of process complexity, increase of transparency
- ☑ **Autonomic, goal-context driven process execution control:**
 - Increase of change management process efficiency and reduction of working time on the change requests for all involved roles

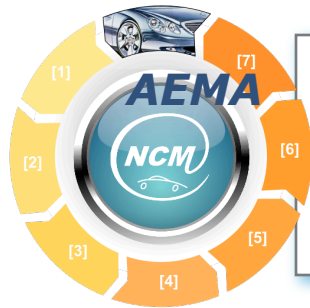
IT-Technology

- ☑ **Elimination of redundant processes & systems:**
 - Reduction of interfaces and system operation cost
- ☑ **Process information separation in goals, context and action plans:**
 - Reduction of process model complexity, decrease of implementation efforts
- ☑ **Directly executable process model** (during specification & implementation):
 - Reduction of IT development cost for specification, test and implementation, faster time to production
- ☑ **Fast adaptation of the business process by the process owner company**
 - Reduction of development efforts, increase of business process efficiency
- ☑ **Usage of standards** (GO-BPMN, J2EE, SASIG ECM-Recommendation):
 - Future-proof IT-Technology

7. Summary & Looking Ahead

Based on Whitestein's LS/ABPM technology, the Daimler ACM-Project will migrate the

Agile Change Management by situation-adapted and context-dependent behavior of change requests

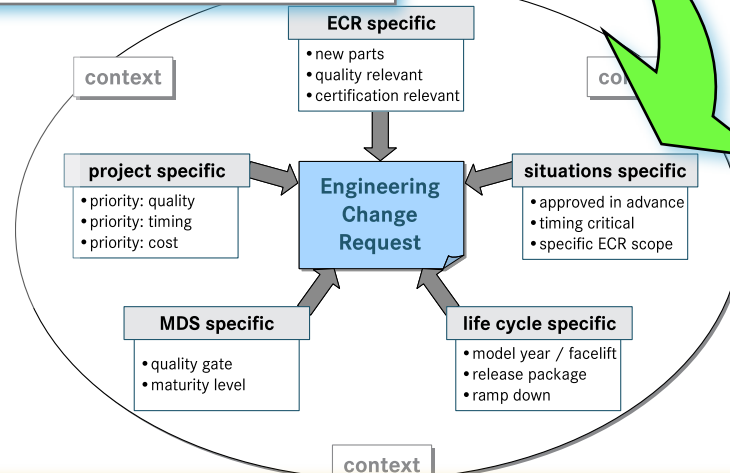


- Request: simplified processing of minor changes
- Request: reduced cycle times and decision holdup
- Request: *light-process* for change management in early phases

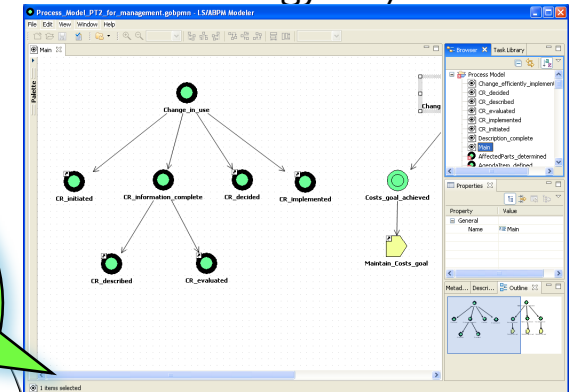
Today

Process *Flow*:

BU-specific processes with many predefined variants
– sequential, often inadequate and not transparent.



IT-Technology: LS/ABPM



Tomorrow:

Process *Net*:

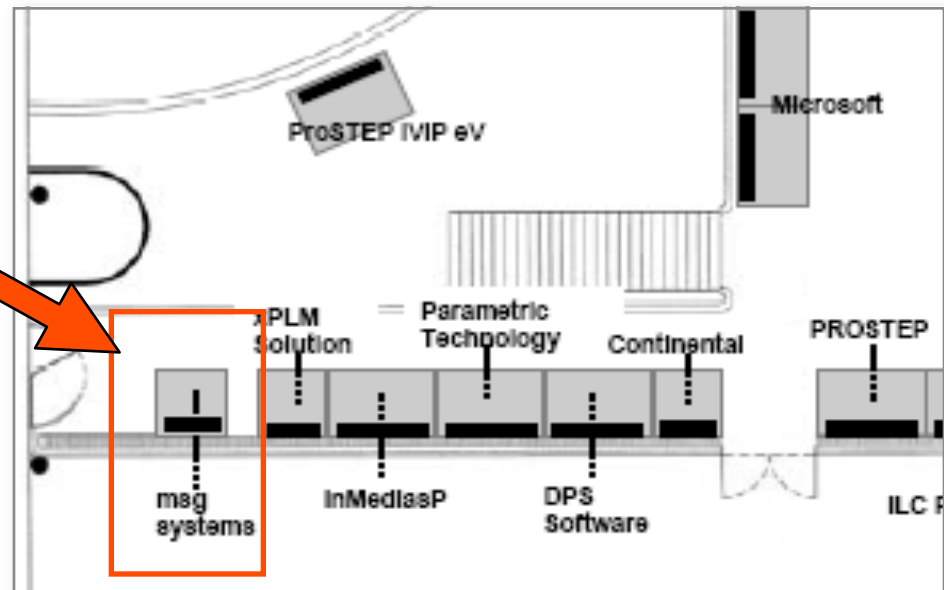
common, goal oriented,
flexible & adaptive processes
with autonomic execution control:
„Do the right thing at
the right time!“

→ the defined process equals the real-life business process

Thank You for Your Attention!

More Information

- ➔ Get in contact, more information or a demo of LS/ABPM at the exhibition



- ➔ Visit <http://www.whitestein.com>
- ➔ Contact Stefan Brantschen at sbr@whitestein.com or Juergen Scharpf at juergen.scharpf@daimler.com