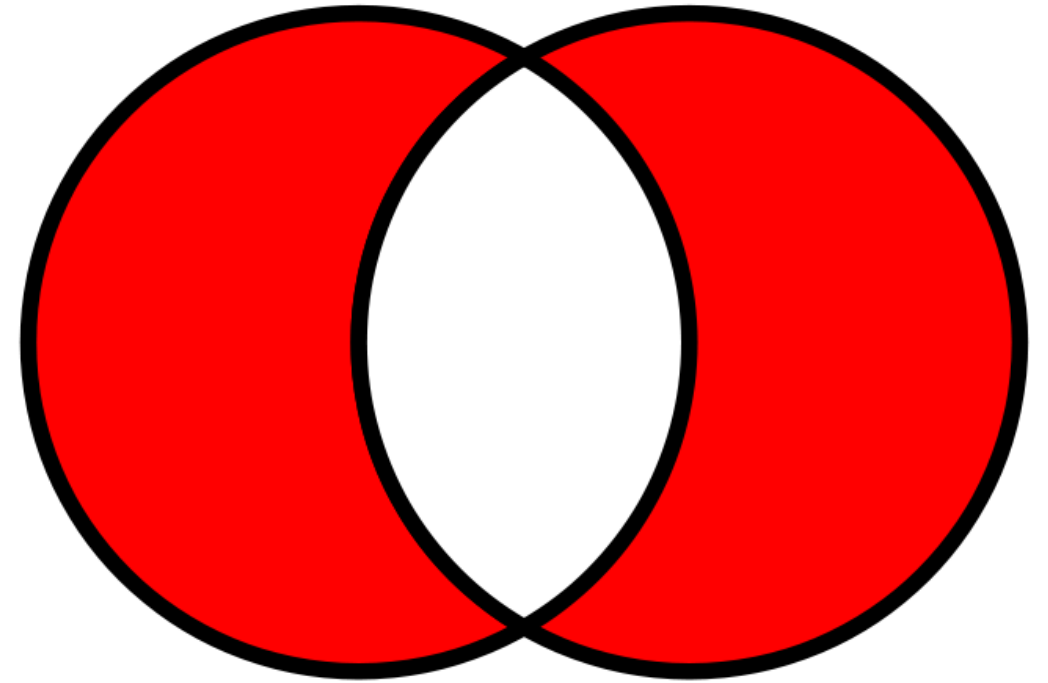


Automation Reaction is a monthly web series, where IBM Automation experts demonstrate a new product or solution and then a member of the IBM Community reacts.

Automation Reaction



The IBM Community Speaks

Don't Go It Alone! Join the IBM Business Automation Community

What Can You do in IBM's Automation Communities?

- Meet and Interact with peers
- Stay informed on new products and services
- Ask for advice and guidance on a project
- Recommend product enhancements
- Attend special events
- Gain tips and tricks from the developers who wrote the software
- Meet IBM subject matter experts
- Join a local user group
- Provide advice to others
- Learn about upcoming Automation Events
- Build your personal brand as a subject matter expert

AIOps & Management Community:

<https://community.ibm.com/community/user/aiops/home>

Business Automation Community:

<https://community.ibm.com/community/user/automation/home>

Integration Community:

<https://community.ibm.com/community/user/integration/home>

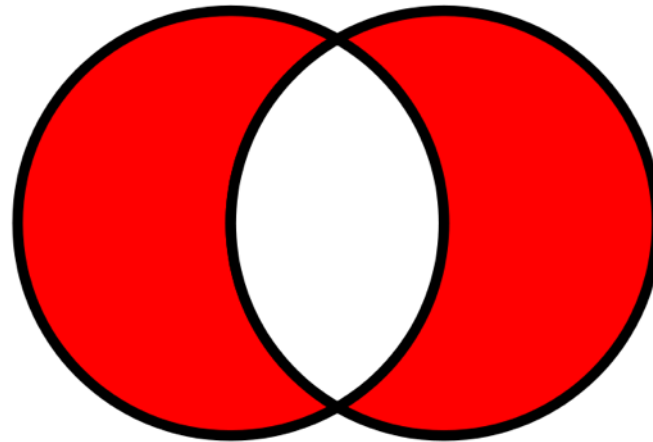
Websphere & DevOps Community:

<https://community.ibm.com/community/user/wasdevops/home>

Automation Reaction Live

Intelligent Work Management

Wednesday, April 28, 2021



The IBM Community Speaks



*Matt Warta
Program Director,
IBM Workflow*



*Paul Cortellesi,
ECM Lead,
Memorial Sloan
Kettering Cancer
Center*

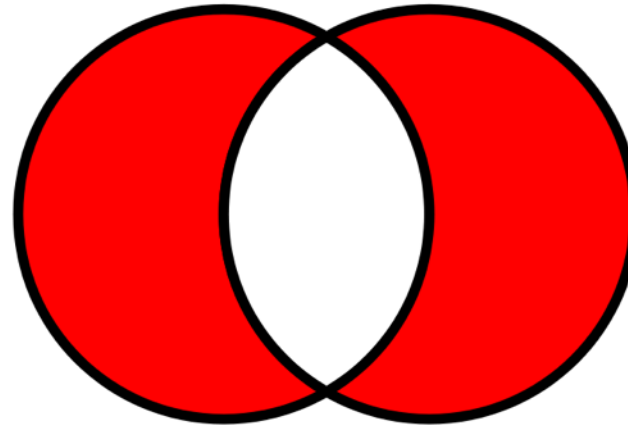
Automation Reaction

May 26, 2021 @ 11 AM ET, 8 AM PT, 4 PM GMT

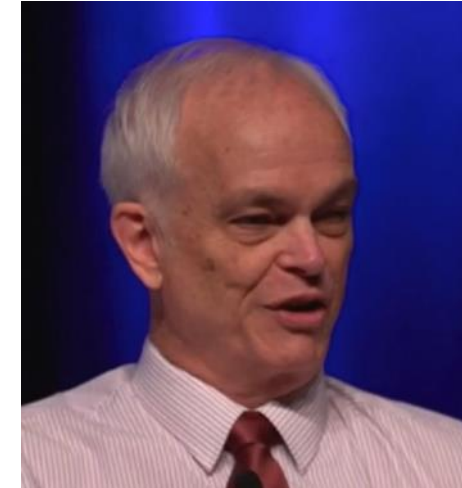


*Yakura Coffee
Program Director,
IBM Automation*

IBM's new Process Mining Solution



The IBM Community Speaks



*George Warner,
Founder Horizon
View Services,
former ECM Lead
for New York State*



Intelligent Work Management with AI-Powered Automation

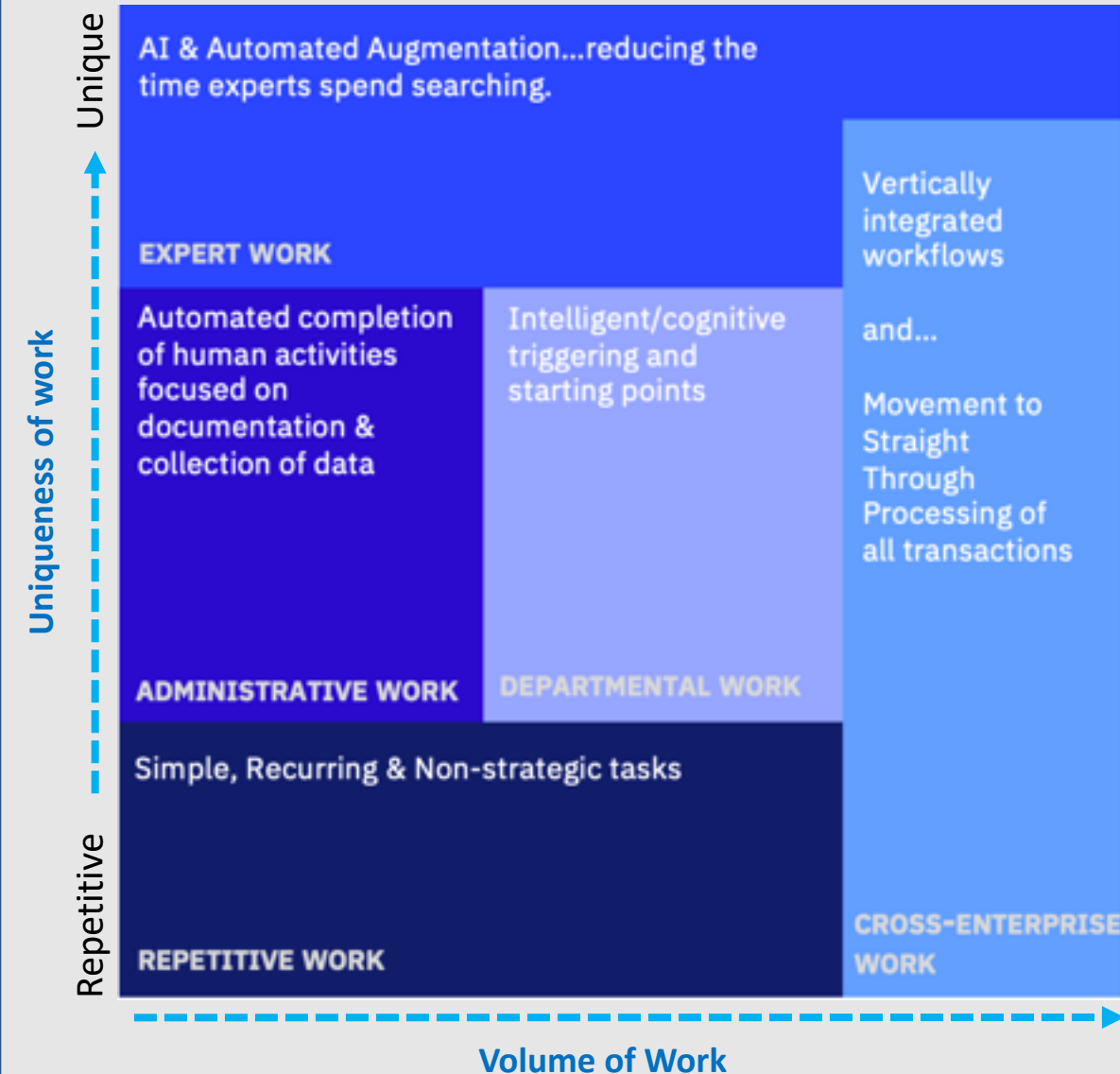


Matthew Warta

IBM Program Director

Intelligent Workflow

The Challenge that Automation is solving – Problem of Work



Drivers of Workload Challenges

- Average employee hours of work per day: **12-14**
- **1%** of the work week is spent on learning new skills
- Due to IOT, you are **always connected** to receive work
- Managers & Employees spend **20-40%** of time prioritizing work

Up to 40-70% of work is prime for Automation



Intelligent Automation Improves Business Outcomes

Using AI to prioritize team tasks by skill and predicted execution time, increased throughput by

21%

– IBM Research 2019

There are so many different tasks or initiatives that you **could** be working on, so the most important question becomes what **should** you be working on.



Intelligent Workflow with IBM Cloud Pak for Business Automation

Taking Process Automation to the Next Level

Based on AI, create digital twins of your business processes to:

- Maximize performance
- Provide Resilience, absorb change
- Reduce time-to-market for new products
- Improve Employee & Customer Experience
- Eliminate non-value add costs
- Consistency & Predictability
- Transparency and Auditability
- **Agility** and **Control**



Business Self Service

Create dynamic, code-free workflows that enable automation of business processes



Hybrid Workforce Collaboration

Orchestrate work between human and digital workers within a workflow to reduce cost and improve efficiency



AI Work Management

Increase Team Throughput by optimized task prioritization using predictive analysis to score each workers tasks by skill and performance



Natural Language Interaction

Use of Natural language to allow users to interact and investigate the performance of their workflows and business outcomes



ML Decision Support

Provide decision recommendations by analyzing data from interdependent relationships and historical conclusions



Operational Intelligence

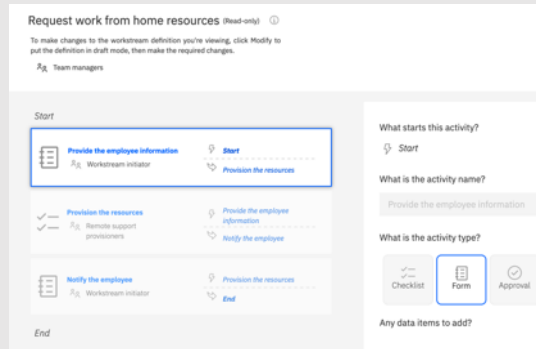
No-Code Business dashboards for KPI management, Predictions, Suggestions, and Workforce Performance, aligned to your business goals

Process Automation for Everyone

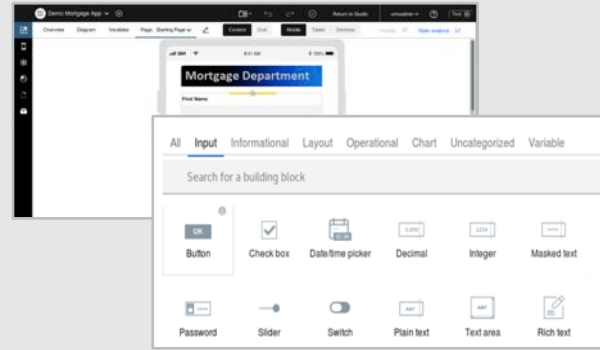
Multi-Persona Workflow Authoring – Easy, Fast, & Safe



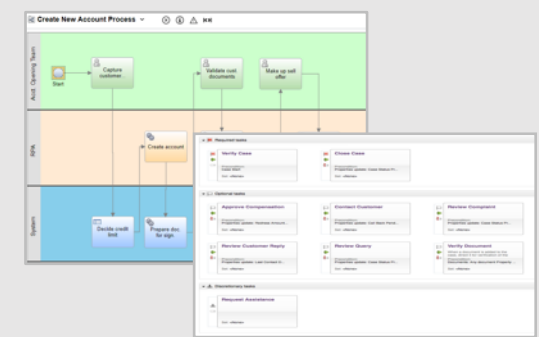
Business User



Business Expert



Workflow Developer



No-Code Situational Workflow

- Leverage prebuilt Activity types
- Arrange activities into a sequence
- Configure forms, checklists, content and assignment

Low-Code Business Design

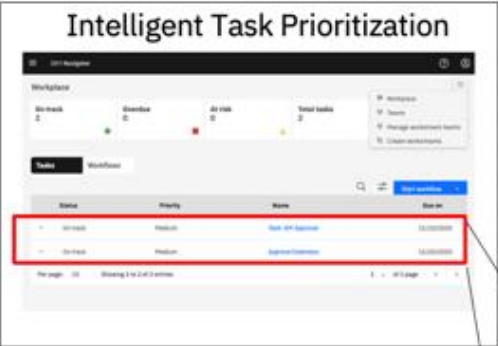
- Over 70 out-of-box user interface components
- Allows non-technical business users to configure for execution
- Choose from a set of services & artifacts in the automation catalog

Enterprise Workflow Creation

- "The picture is the process"
- Ability to create and publish reusable automation services
- Orchestrate Human and Digital Workers (RPA Bots)

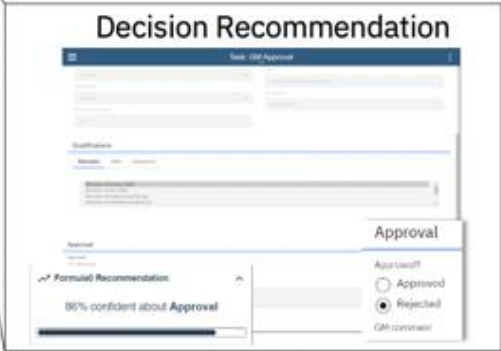
Intelligent Work Management

Workplace – The one place to manage work



Intelligent Task Prioritization

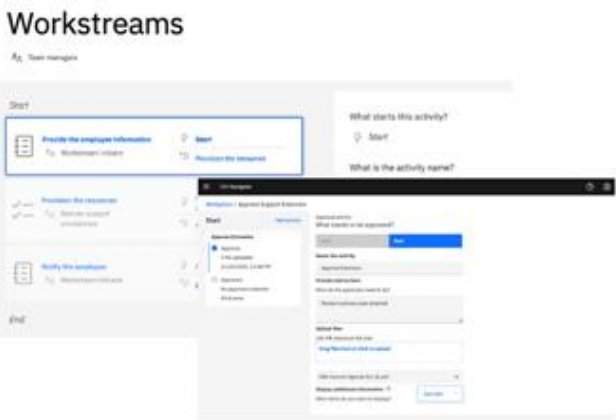
What Should I work on based on organizational goals?



Decision Recommendation

Approval

96% confident about Approval



Workstreams

How Should I complete the task?

How do I initiate and complete situational workflows?

AI Infused Workplace:

Manage Work Performance

Intelligent Task Prioritization to improve team throughput.

Decision Recommendations

AI Recommendations to increase quality and consistency of work completion

Situational Workflow Configuration

Configuration of productivity workflows at time of need

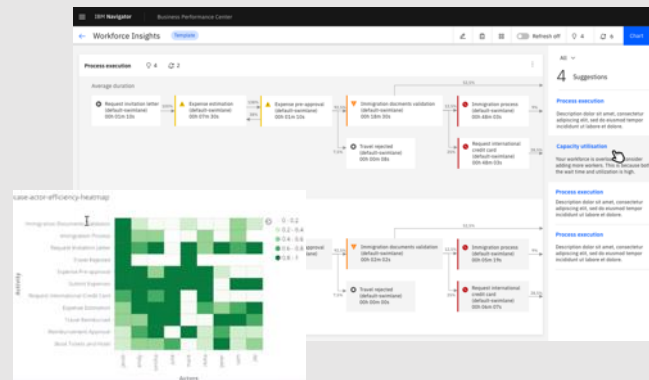
Operational Intelligence for Business

Gain Control over Business Outcomes not just reporting on them



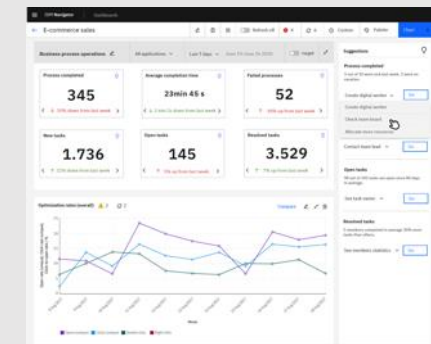
No-Code Business Dashboards

- Process, Case, Decision, & Content Monitoring
- KPIs, Charts, and Reports
- Goal Oriented Management



Workforce Management

- Team Throughput
- Team Capacity
- Utilization Rate
- Cycle time and by Worker efficiency
- AI Enablement



Goal Based Scorecards

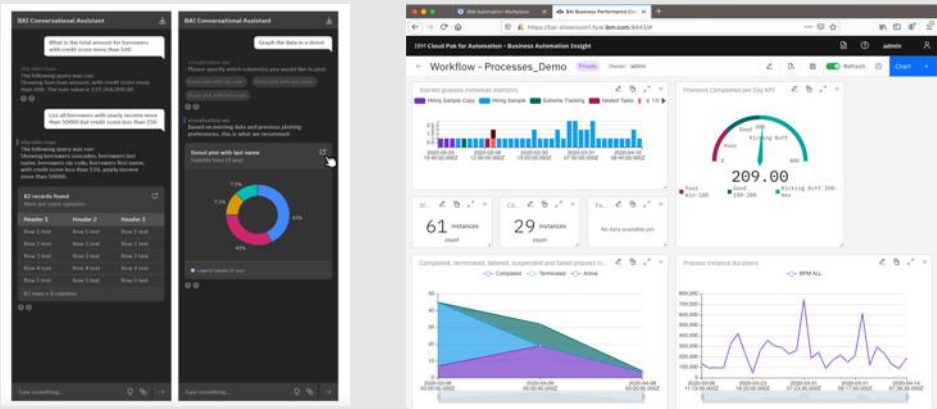
- Suggestions
- Predictions
- Alerts

Demo – Hiring Management

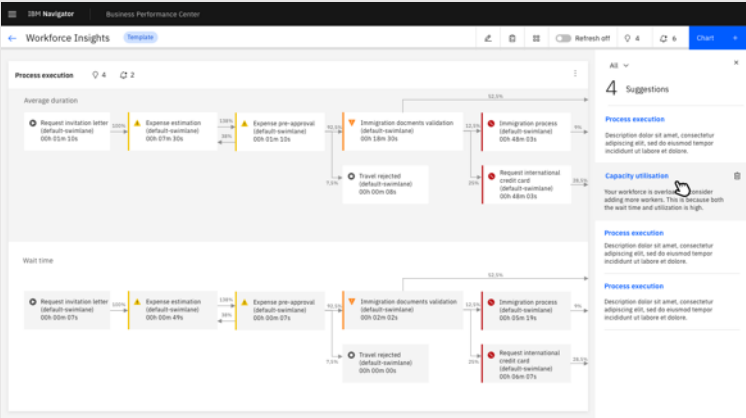
HR Manager



- Goals:**
 - Reduce Time to offer by 20%
 - Increase Hiring per month by 10%
 - Improve Candidate Experience
- Wants:**
 - Better visibility & Understanding
 - KPIs to measure & track performance
 - Understand Worker performance and bottlenecks
 - Take action from insights



What's Happening Now?	What do I Need to know?	What do you Suggest?	What Should I do?	What Can I Expect to happen?	What do I need to know to avoid Jeopardy
Visibility/ Monitoring	Alerts and Notifications	Recommendation/Suggestions	Automation / Action	Prediction	Situational Awareness / Prevention



Reaction



Paul Cortellesi

Content Automation

Memorial Sloan Kettering Cancer
Center

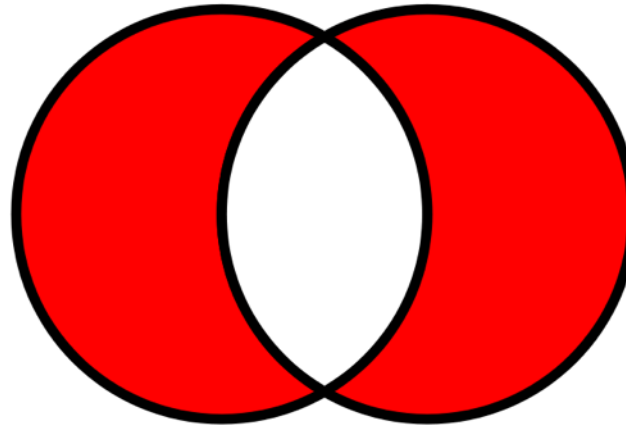
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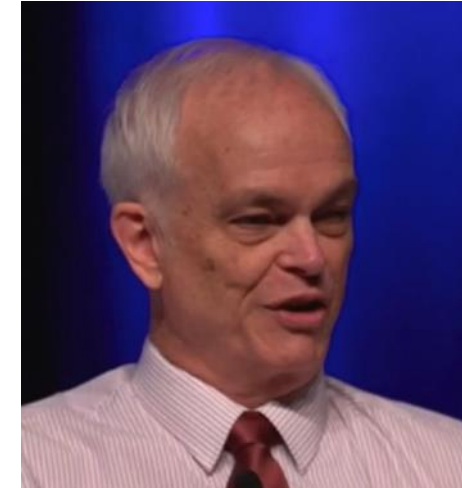


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