

# IBM Business Automation 2022 User Group Event



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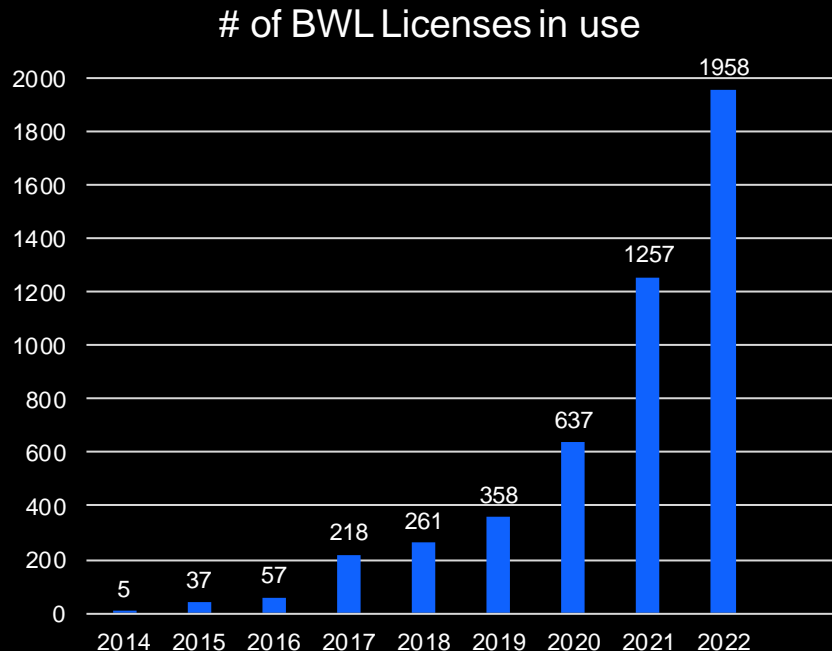
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# Agenda

- Adoption Journey of Blueworks Live (BWL)
- Technology Development Opportunity
- Documentation Efficiency and Risk reduction
- Process Excellence
- Best Practices



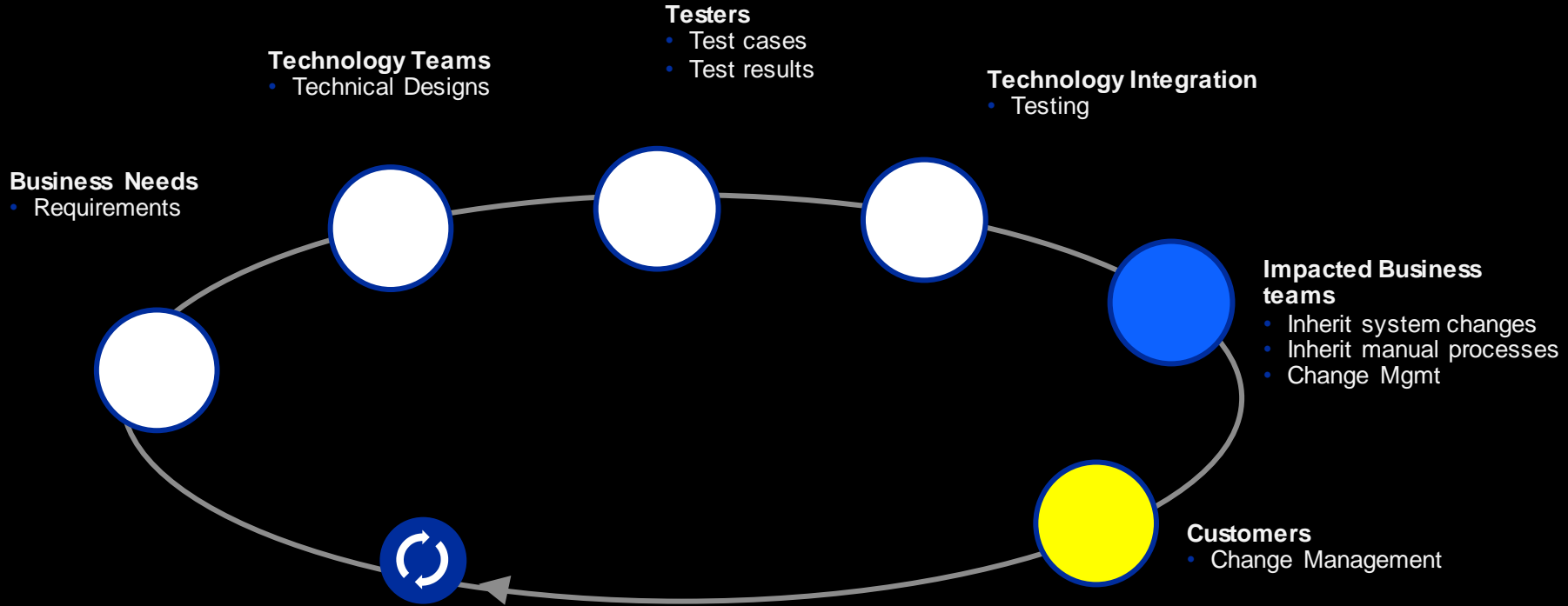
# Blueworks Live Adoption Journey



## Increase adoption of Blueworks Live

- Commitment and adoption by entire department to meet dept goals, first dept in 2017
- Corporate Risk support and enforcement to accomplish an enterprise priority for Critical processes
- Replacement of existing systems and need to document current state to future state
- Audit and Exam preparation by Product, Department, or Team

# Product Development Lifecycle



# Opportunity

Lack of insight to technology and impacted teams during development

**CAUSES** missing, incorrect, or misinterpreted requirements and production issues

# Benefits of process/ System mapping

Document end to end processes during development provides:



**Collaboration**



Transparency of dependencies/  
interfaces between teams  
and/or technology



One flow developed and shared  
with business, technology,  
and testers

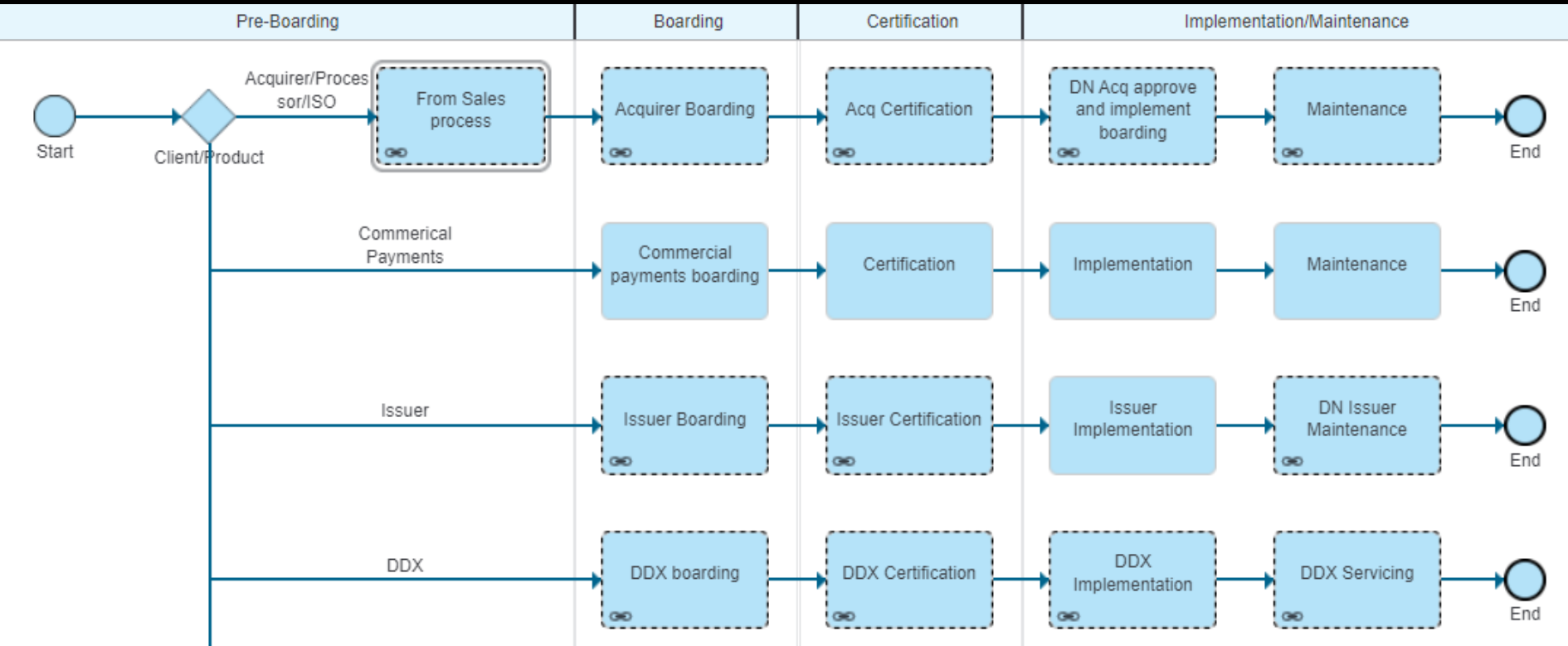


Improved Change Management

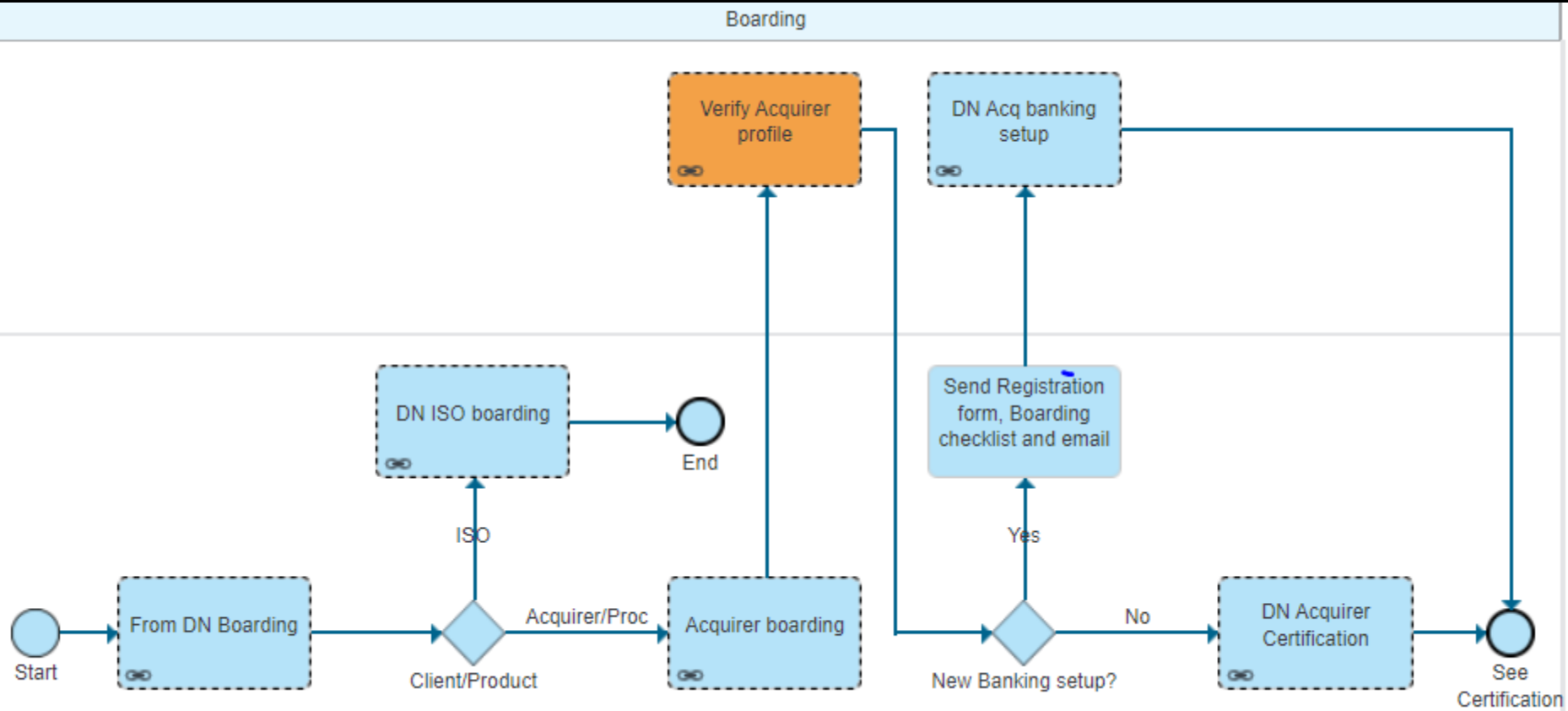


Audit needs met

# Example of the highest level End to End flow



# Example of a second level flow



# Benefits of Process documentation in one location

## Benefits

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Real time Process Visibility

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Dynamic linkage to controls

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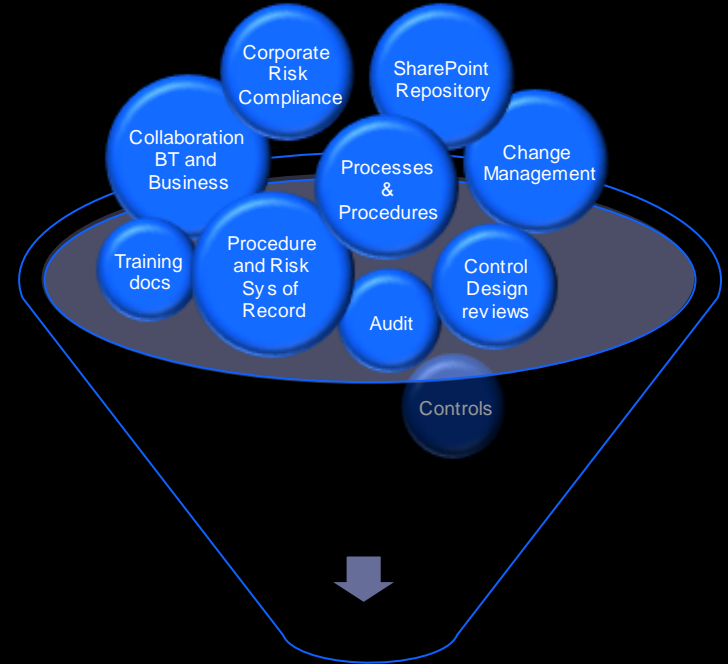
Efficiency – update 1 location instead of 2-5 locations

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Move from managing documents to managing process data

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Increased productivity and collaboration between business and technology

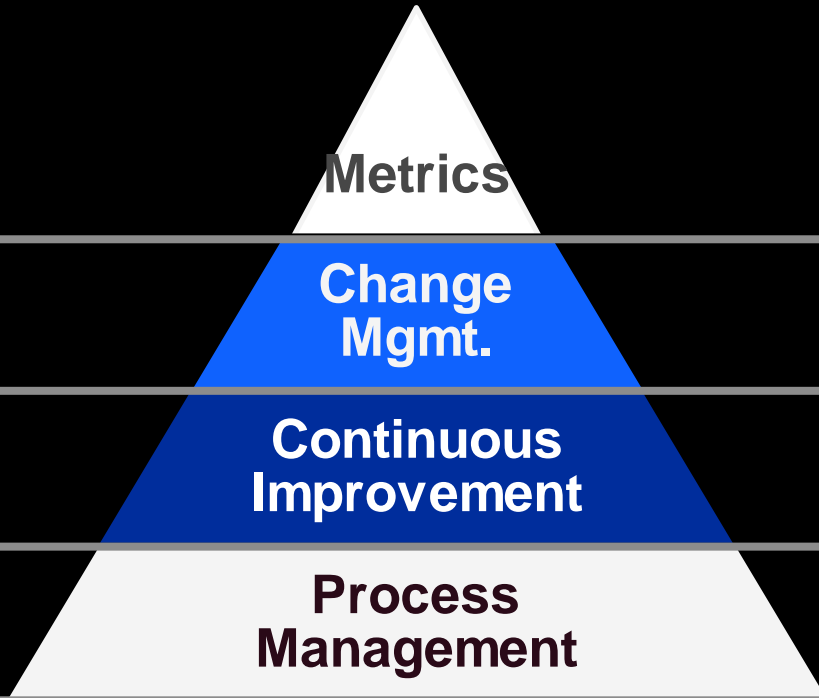


**BlueworksLive**

Single repository to capture process details



# Process Excellence



**Metrics**

Use metrics to identify opportunities, show benefits of CI, how well is your product working

**Change  
Mgmt.**

Manage changes, reduce risk of error, improve change mgmt. communication

**Continuous  
Improvement**

Eliminate, Simplify, Standardize and Automate processes

**Process  
Management**

Documenting process is the basis for all other Process Excellence activities

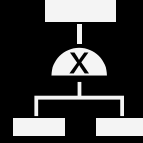
# Best Practices



Start at the bottom  
(many team flows)  
and link your way up  
to the Product level



Have  
agreed process  
development guidelines



Have agreed library  
structure/hierarchy  
spaces (we use  
Product/Product family)



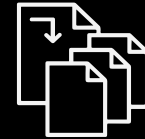
Use separate spaces  
for processes that  
are 'in draft' vs  
'in Production'



Experiment  
and  
continuously improve



Make the process flows  
useful to the team,  
not just for Risk or Audit



Use the data captured in the BWL  
metadata for process monitoring,  
reporting, metrics, opportunity  
tracking (problems)

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