Description

Overview

The image provides a contextual view of a process knowledgebase, its components and relationships to other systems. The core to the model is a process engine (blue) which ties together modules (green) which in turn have relationships with external systems (purple).

Most of this ‘system’ has been developed as a prototype and populated in our WPP program to support the deliverable of constructing a model of the organisation capturing the functions of the organisation, interrelationships among functions, the alignment between functions and the business goals of the organisation and key inputs, outputs, controls and mechanisms.

The basic prototype has not been released for general use in the organisation. It has been used to

- test the organisations interest, need and ability to utilise such a tool
- determine suitability of the program data for a database format
- determine the implications in developing, maintaining and integrating such a model and its information as an enterprise system
- drive new ideas and thinking in enterprise architecture

The Process Engine

The hub of the knowledgebase is the process ‘engine’. This core relates people, things, events, controls etc (ie the other modules together) via process. All other modules interact with this engine. In the prototype’s case, the engine’s boundary are the key table in the relevant module. The modules may in fact be external systems, in the prototype they are all in the one system.

Module Descriptions

Events - Stores and manages enterprise events and calendars (groups of events) relevant to the organisation. This would be the repository for the University calendar system which would workflow and manage the ownership of the events and calendars as well as application of dates and publishing for both information and as services or APIs to other systems

Enterprise Data – provides the link to from an organisations master data management system to process via data attribute. The Data module then links to Applications via a common ‘domain’.

Service – services support customers in the undertaking of processes. This module stores and manages enterprise services (not SOA but for example – ‘career counselling’). Services support core process but there are also processes around service delivery (eg build, maintain, retire) that are also
managed in this module. This module provides the service repository for enterprise wide service management and service catalogue systems

Initiatives – This module supports enterprise portfolio management. It manages and stores information for the organisations current, proposed and completed projects. Workflows within this module tie initiatives together by process relationships. Tools include:- Impact Analysis; Scenario builders; Strategic alignment tests and project scoping tools. It provides the repository for project management systems which will deal with more detailed aspects such as project resource management, tasks, issues, documentation etc.

Strategic Alignment - Stores and manages the links between strategy and process. When queried with other modules through the process relationship can provide valuable input into how important the aspect under consideration is in the strategic goals of the organisation.

Controls - Stores and manages legislation, policy and standards relevant to the organisation.

Query and Reporting – The ability to link the data from a variety of dimensions, filter, is critical to extracting information for the organisation.

Physical – the engine and modules provides the basis for physical representations of the data in particular a ‘ready reference’ booklet explaining the basics of the organisation to staff yourCSU and website – all driven from this data.

Business Process Module - For instance may capture process relationships with other processes .May be lower level BPEL type technical items. Review Module - Process and Service related review data, initially from WPI Stage 1. Includes process and service health criteria and rankings and associated issues. These may be queried


Organisation – Stores and manages all ‘parties’ and their relationship to the University. This is not limited to formal organisational units and external parties but allows adhoc and informal names and groupings for stakeholder management aspects.

Applications Portfolio Management – Links with CMDB repository of applications, allows storage and management of applications and importantly the mapping of application to business process at a variety of levels. Applications support business process and so this module provides a variety of tools to manage enterprise applications from a portfolio perspective eg Includes health check assessment (condition and functionality) and gap analysis and lifecycle management tools.
Training – This module interacts with the system to generate professional development and induction material including tests and tasks to aid in staff awareness and understanding of the organisation, its complexity and their team and individual roles within it.