

Business Process Management CTU FEE in Prague



Pavel Náplava

CTU FEE in Prague

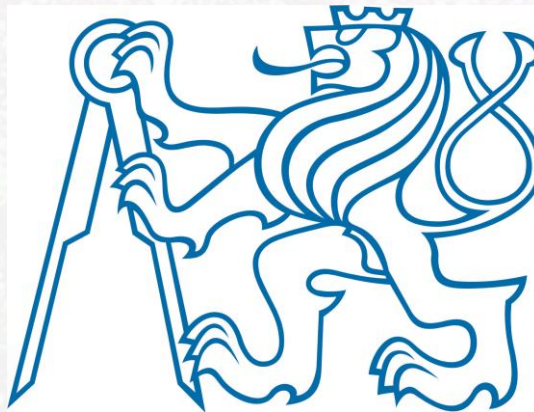
Centre for Knowledge Management
Since 2009

- Information Management
- Information Systems
- Business Process Management
- Project Management
- Business Analytics
- **Business Informatics**
- Applied Management
- Clouds



How to Successfully Start the Transformation of an Academic Institution

Case study on the process mapping project at the Czech Technical University



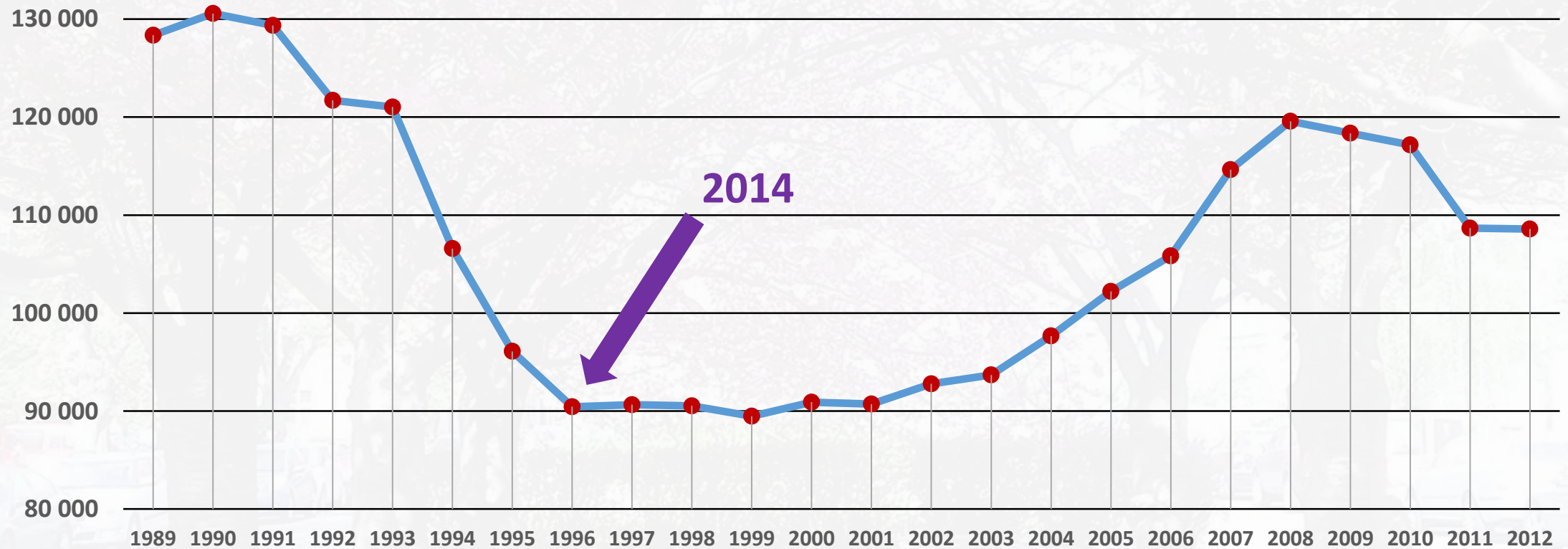
TRANSFORMATION REASONS



<http://hs-ib.ism-online.org/>

LIVE BIRTHS DEVELOPMENT

Number of Births



Source: <http://www.czso.cz/>

PROBLEMS & SOLUTIONS



- 👎 Lower budget
- 👎 Higher competition
- 👎 Industry cooperation
- 👎 Scientific projects



- 👍 Minimal costs
- 👍 Minimal redundancy
- 👍 Automation of processes
- 👍 Full-Cost model



CENTRE FOR KNOWLEDGE MANAGEMENT

- Internal BPM Center of Excellence
- Established in 2009
- Staff:
 - 2 Full-time employees,
 - 3 PhD, 15 Bc. and MSc. students
- Activities:
 - Education (5 subjects, 30 thesis)
 - Science
 - Internal / external Projects
- Part of the faculty management

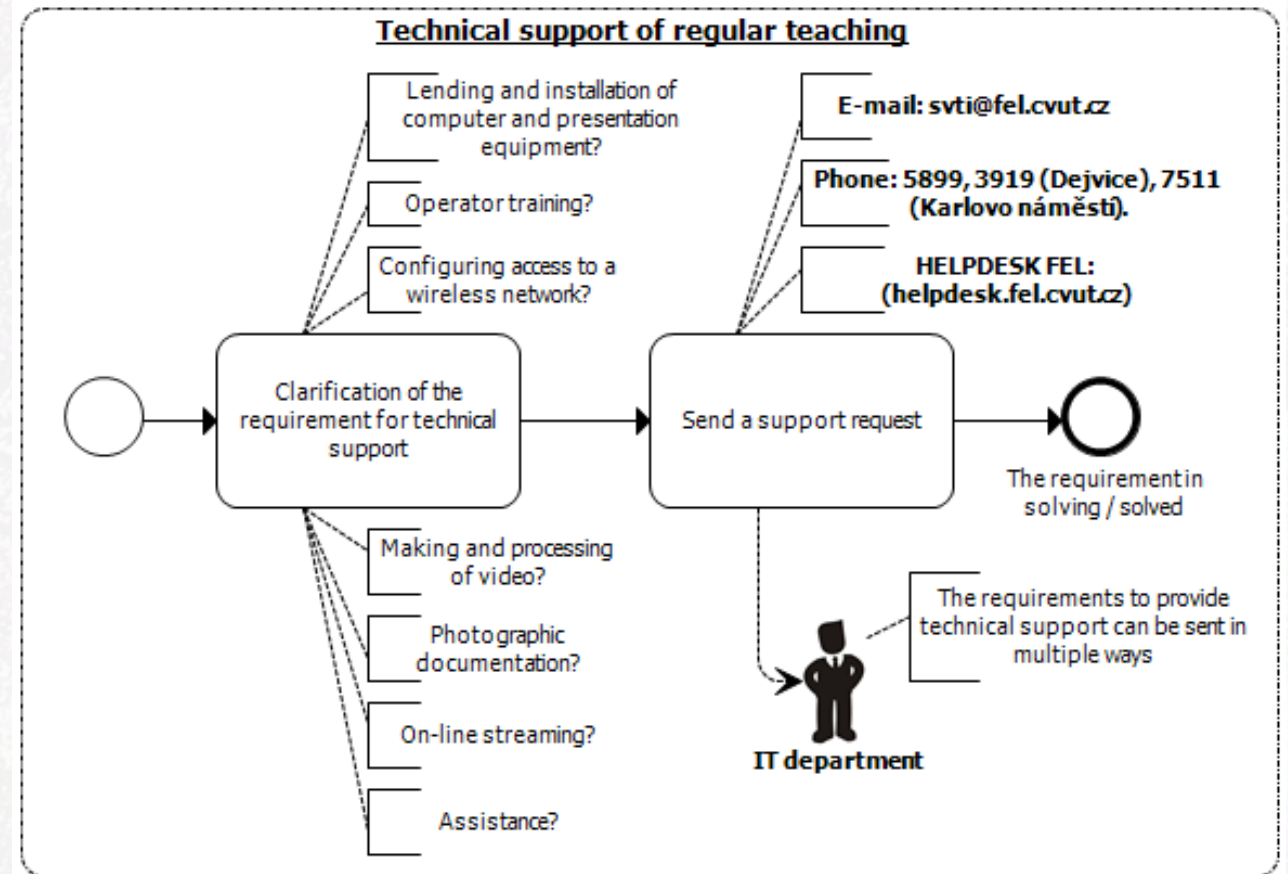


BUSINESS PROCESS MAGEMENT (BPM)

- **No similar successfull project** exists in Czech Republic
- Ministry of Education, Youth and Sports prepared basic framework for effective academic institutions based on Lean Methodology
- **New BPM project** with the following goals
 1. Map and describe supporting processes
 2. Optimize supporting processes
 3. Present all processes to employess, students and public
 4. Reduce redundancies
 5. Automate selected processes
 6. *Examine BPM in order to determine its usage for the university*

PROCESS AS A SERVICE

- Based on BPMN notation
- Scenario of user actions
- Group of all related processes and information for doing an activity
- Combination of AS-IS and TO-BE state



PROCESS PORTAL

- Part of the faculty web
- Can be used by employees, teachers, students and public
- Anyone can provide a feedback
- Anyone can make a new proposal

The screenshot displays the 'PROCESNÍ PORTÁL' (Process Portal) of the Faculty of Electrical Engineering at CTU. The page title is '01.02.01-Technická podpora pravidelné výuky'. A navigation menu includes 'ÚVOD', 'ORGANIZAČNÍ STRUKTURA', 'INTERNÍ PROCESY', 'SLUŽBY', 'DOKUMENTY', 'NÁPOVĚDA', and 'O PORTÁLE'. The main content area features a process map with the following components:

- Process Map**: A diagram showing the flow of a technical support request.
- Process Description**: A text-based description of the process.
- Process Documents**: A section for related documents.
- Process Actors**: A list of participants in the process.
- Process State - Final / Under Construction**: A section for the current status of the process.

The process map itself is divided into two swimlanes:

- Žadatel (vyučující, ...)**: The requestor's actions, including 'Vytvoření požadavku na technickou podporu výuky' (Creation of a request for technical support) and 'Podání požadavku' (Submission of the request).
- Pracovník SVTI**: The SVTI employee's actions, including 'Vyřešení požadavku' (Resolution of the request).

Contact information for SVTI is provided: Email (svti@fe.cvut.cz), Phone (5899, 3919), and Helpdesk (helpdesk.fel.cvut.cz).

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VYROBIL A PROVOZUJE CENTRUM ZNALOSTNÍHO MANAGEMENTU

PRESENT STATE OF THE BPM PROJECT

- All Supporting processes are mapped
 - 300 Process maps
 - 150 Processes as a service
- Process portal is working
- 3 Processes were selected for the automation
- Process models are used for the faculty operations
- Position of the centre is established and strong
- State of the project: **SUCCESSFUL**



BPM PROJECT KEY SUCCESS FACTORS

1. **ENVIRONMENT** - understanding of an institution and its culture
2. **TEAM** - creation of an experienced and acceptable team
3. **COMMUNICATION** - building of communication channels and continuous communication
4. **PRESENTATION** - selection of the appropriate form of presentation of results
5. **GOALS** - definition of real, achievable and meaningful goals

KEY SUCCESS FACTOR MATURITY MODEL

0 = nothing

- New area for us

2 = basic

- Having basic idea

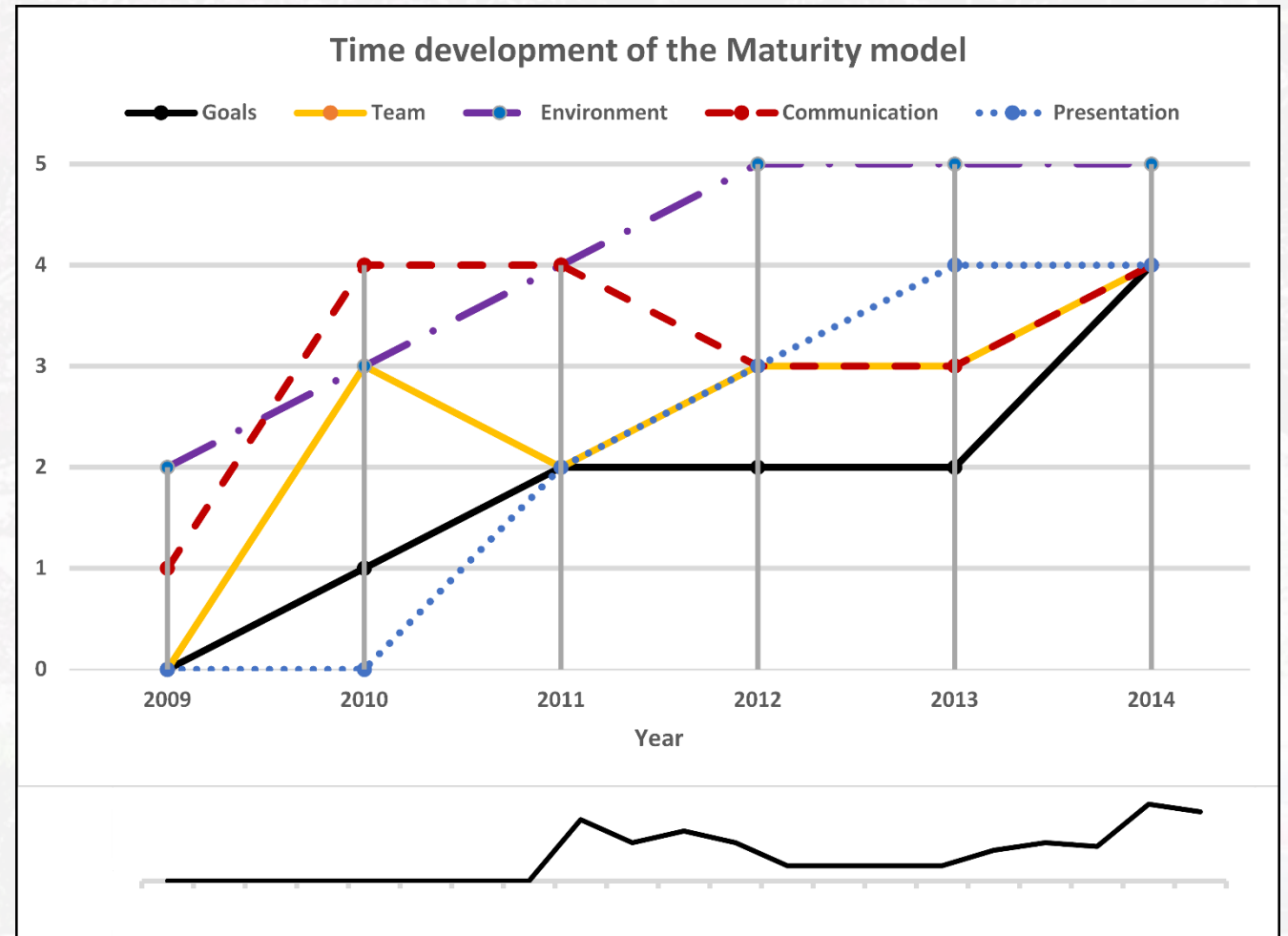
4 = complex

- Knowing nearly everything about the area

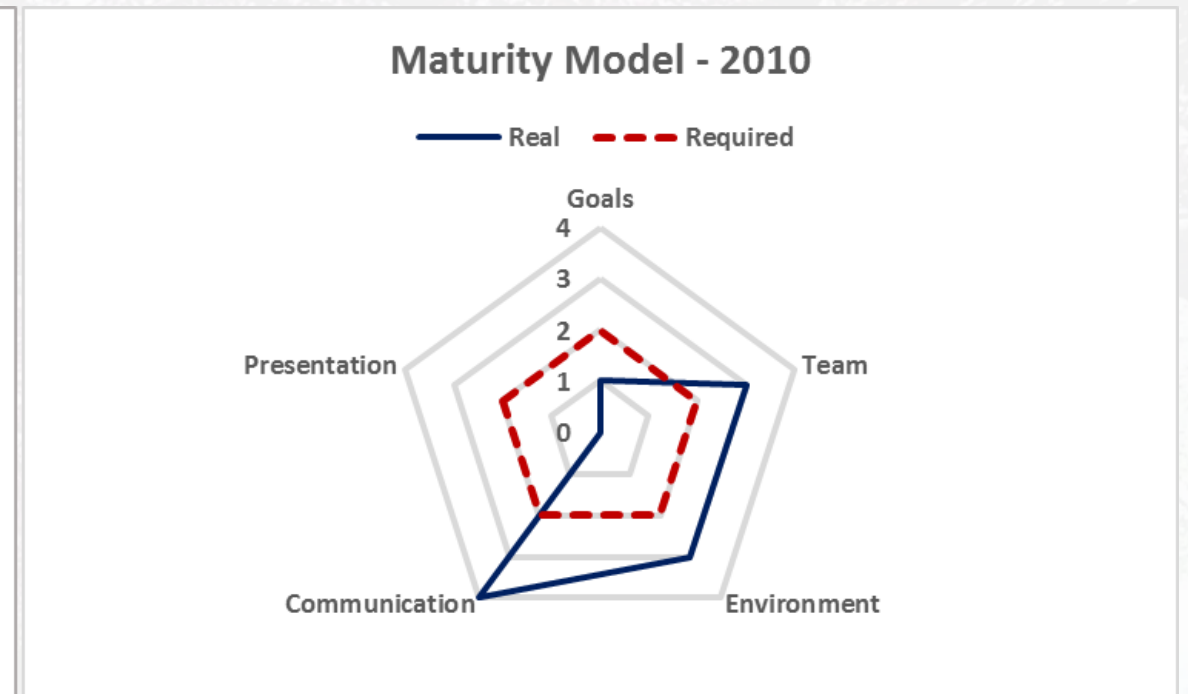
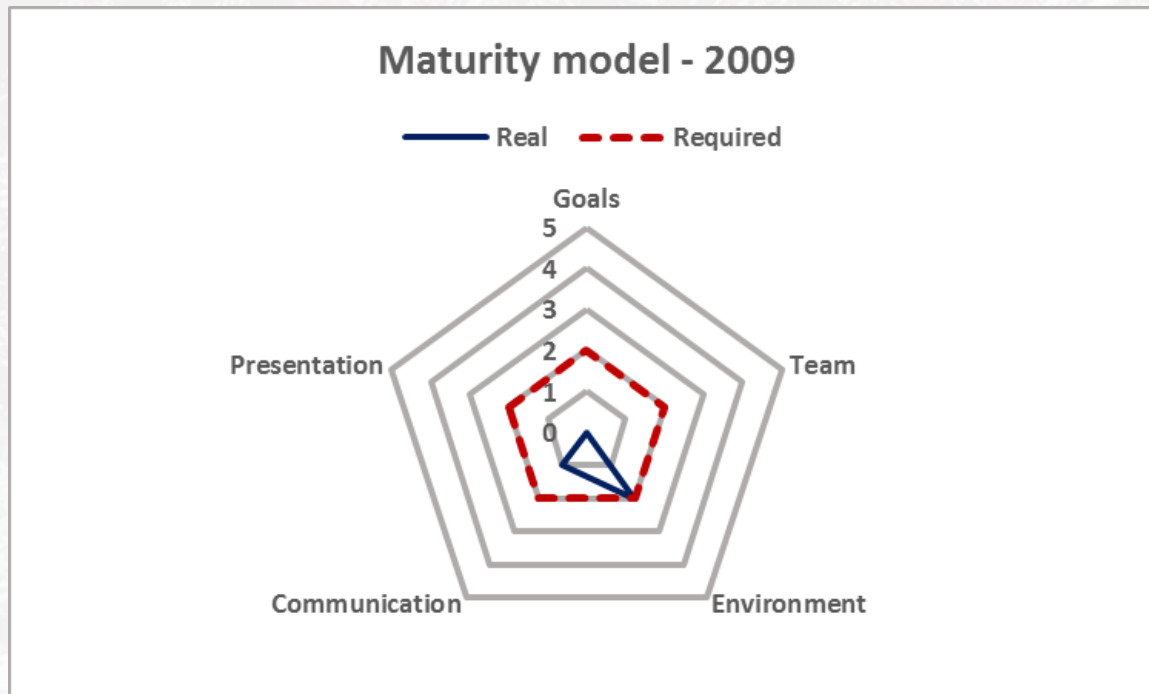
5 = excellent

- Having excellent knowledge

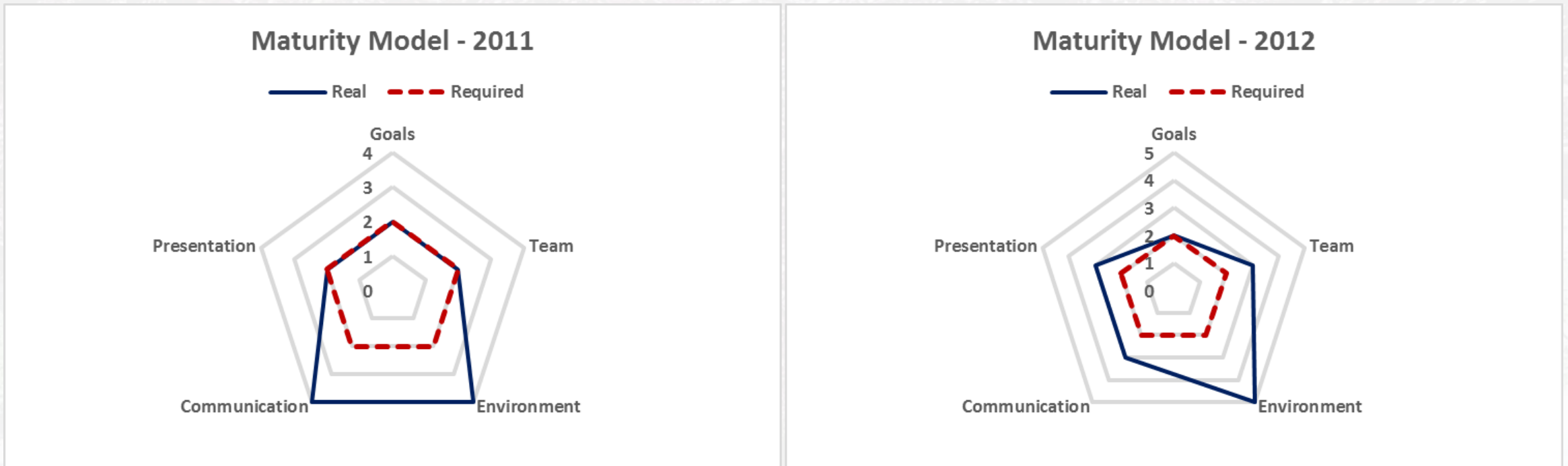
• **Minimal success value = 2**



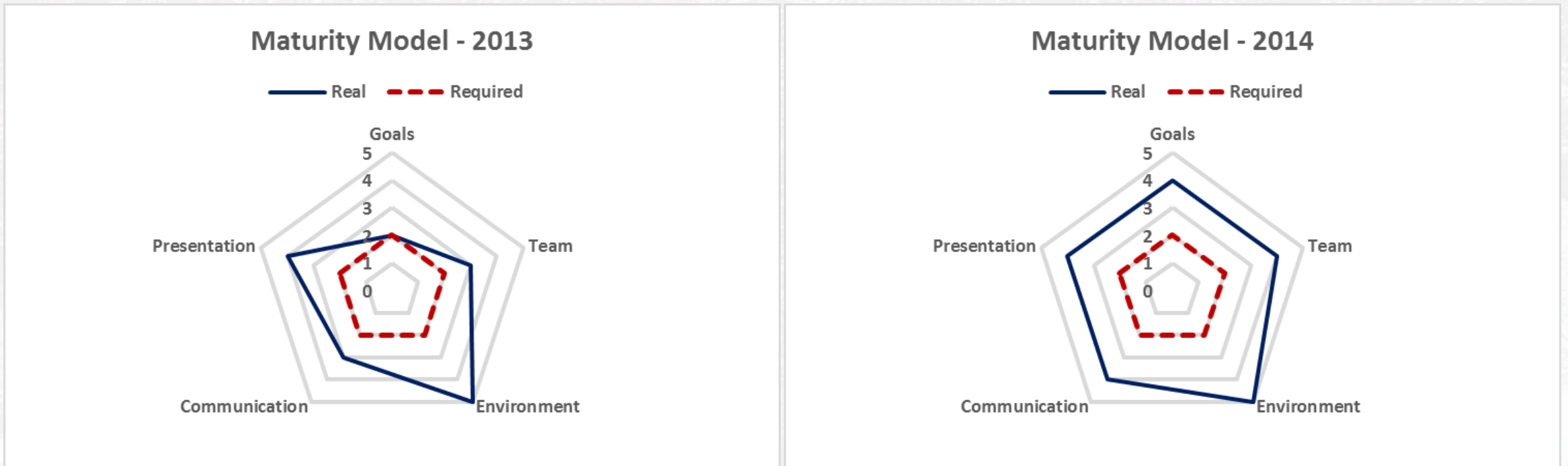
MATURITY MODEL DEVELOPMENT 2009-2010



MATURITY MODEL DEVELOPMENT 2011-2012



MATURITY MODEL DEVELOPMENT 2013-2014



EXTERNAL COOPERATION

- **West Bohemia University in Pilsen**
 - Similar but unsuccessful project
- **Faculty of Mechanical Engineering at CTU in Prague**
 - Process portal
- **ŠKODA PRAHA Invest**
 - Commercial project
- **New experiences & source of financing**



CONCLUSION



- **PROJECT HAS BEEN SUCCESSFUL**
- **Reasons why the project was successful**
 1. Internal Center of Excellence
 2. Full responsibility for the project
 3. Combination of practical experiences and student's flexibility
 4. Patience and tolerance of mistakes
 5. Not tightly defined goals at the beginning of the project
 6. Flexibility, appropriate communication, feedback, creativity, ...
- **Further steps:**
 - Cooperation with the Rector's Office
 - Preparation of the university information strategy
 - Mapping of selected main processes

CONTACTS



naplava@fel.cvut.cz



+420 603 434 325



+420 224 353 708



<http://czm.fel.cvut.cz>

A vibrant street scene during cherry blossom season. The trees are in full bloom, with a dense canopy of pink and purple flowers. The street is lined with wooden benches, and several cars are parked along the curb. The overall atmosphere is bright and cheerful.

Thank you