

# Agile Workflow without IT

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# Definitions, Acronyms, and Abbreviations

#	Abbreviation	Description
1	BPM	Business Process Management
2	REST	Restful stateless services
3	BPMN	Business Process Management Notation
4	COTS	Commercial Off The Shelf
5	BPO	Business Process Outsourcing
6	PAAS	Platform As A Service

## Introduction

This document elaborates the features of the 'Agile Workflow - without IT' framework. The audience for this document is Sales Teams, Solution Teams, and BPM Technology teams. This framework targets Business Units as well as IT units of customer where short, agile, operational workflows are required with higher control. This document will elaborate more on what this framework targets to achieve.

## The Framework

The Agile Workflow Framework enable business users to wire their own workflows using commonly used, building block steps in business operations with no intervention from IT.

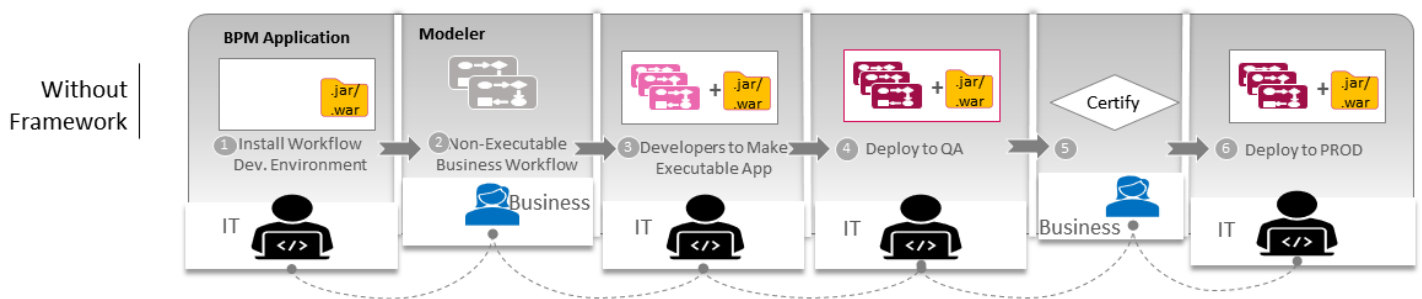
Most Business Operation teams have preset-tasks, preset-processes to provide pre-defined services to their clients. They need operational task management with less business logic but more structured work management and tracking. The sequence of steps, or decision point logic is volatile and ad-hoc many times.

The reason automation does not work well with these small groups because getting through IT build and deploy cycle is not efficient for such smaller implementations. When custom development planned through IT cycles it is difficult to keep focus on minimum core requirements and IT efforts are spent on onboarding, alignment, and filtering noise in the requirements. Many times, noise gets implemented making the whole game unaffordable. Sustained maintenance of custom solution is also costly affair and business need to come up to curve to align to IT and manage and optimize them. No ROI! No Motivation for Business Heads to invest and experiment!

The Framework Agile Workflow comes handy in such situations scoring on GTM, COTS, LOW-CODE, Sufficiently Configurable, install once and reuse many times - solution. It would certainly have better commercials over the traditional IT lifecycle.

## Solution Summary

The usual solutions will start with discovery, requirements, design and elaborate build and certify phase followed by go-live and any change after that will follow similar IT cycle but of different size and shapes.



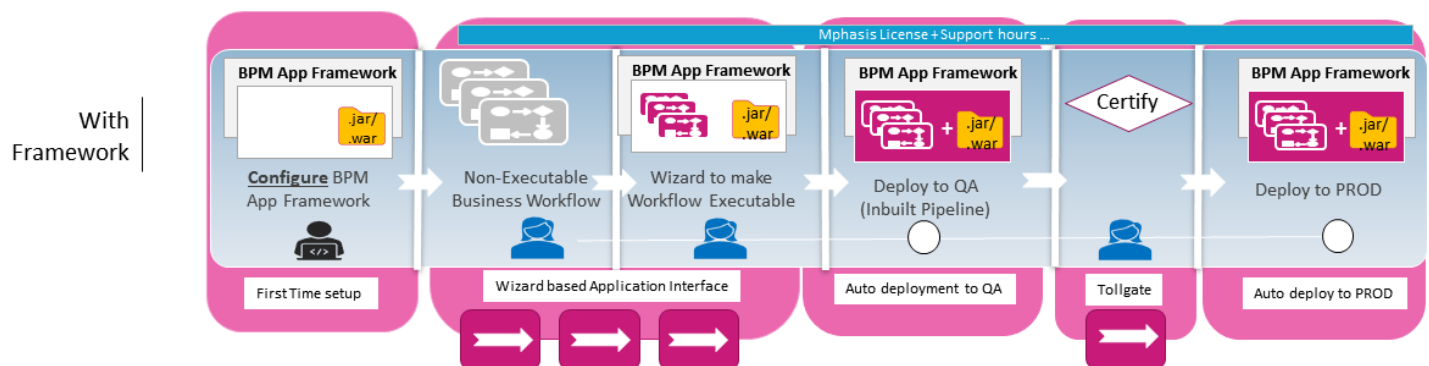
What this framework brings is **bottom-up approach** with ready to use building blocks, which business can stitch together and get going with MVP. If any new business specific building blocks are required they could be added over the time, by pool of support teams and through purchased support hours.

This framework is best suitable to be used as PAAS and will allow business users to perform rewiring of blocks and deployments testing and go-live on their own.

This framework also allows flexibility to install the new processes on premise if Mphasis Cloud option is not suitable to business data strategy.

### A day in life of a Power User/SME

- Business SME logs in to PAAS web-site and creates a business process application and make it executable themselves by adding existing functions (building-block) using a wizard based interface.
- Business SME will deploy this application to test environment
- Login to test environment and get this tested with team
- Business SME comes back to PAAS console to deploy this tested application to Production for wider team to use it.
- Once deployed business users can create new process instances , perform assignments / reassignments of tasks, track SLAs on performing users, monitor through reports and dashboards.



### How is it applied to your business?

- Mphasis SME(s) will contact you.
- Provide you with demo of the software
- Understand your requirements and create plan to apply it to your business
- Once commercially engaged your account credentials are created and your team can use it from the cloud itself.
- If you would like your processes to be on premise the technology team can provide pre-requisites and help you setup servers.
- The Core engine to create new applications will always be on PAAS, however actual instances and data will can be on premise.

### What is the commercial model?

It comes with 3 commercial components.

- 1) License fee – ongoing basis

- 2) Setup & Installation - one time
- 3) Support Hours – different packages cover consulting, support, enhancements hours

### What would it include?

Functional Building blocks (libraries) for commonly used business - Notification, SLA , Escalation, approvals  
Monitoring & Reporting – Tracking through Search, Dashboards, Reports  
Operational Tasks - Assign/Reassign Tasks, Service Calls, decision points, Audit notes, Comments/User Notes.

### How long would it take to install?

If there is public cloud space provided by business our teams can install it within 2-3 days at max. and make it available internally to client organization. Exposing it to internet if necessary, may take additional security cycle based on enterprise policies.

### What are the components of solution?

- PAAS – where the core engine resides to create configurable business flows.
- Server – where new workflows will be installed for testing or go-live.
- Dev-Ops – pipeline built in with integrated PAAS for IT-less operations or minimum support from support hours purchased.
- Library & base workflow component

## Benefits to Customer

Customer will have following benefits from this application

- 1) Faster Time to Implement – with COTS configuration, which will be tailored for business if necessary.
- 2) Reduced skill & staffing delays – with Mphasis resource pool to configure application end-to-end.
- 3) Low cost of ownership – optimized one-time cost followed by Support hours from Mphasis.
- 4) Faster GTM – Ability to perform changes to workflows with minimum to no support from IT.

## Technology Components

### 1) What is the name of this IP/Solution?

AWwIT - 'Agile Workflow without IT'

### 2) What are the key components of this AWwIT?

- a. AWwIT Server Framework (PAAS or On Premise)
- b. AWwIT – Workflow Maker (PAAS)
- c. BPMN2.0 Modeler – Approved modeler, Open Source

### 3) What does AWwIT – framework consists of?

AWwIT framework is Java/workflow application along with reusable enterprise component library. The library will include below standard components.

- a. Email management
- b. SLA management
- c. REST connector
- d. Case data storage management
- e. Reporting components
- f. UI portal with – Login & workload management widgets (Case View, Task Lists)
- g. Generic Task framework – UI, Java component, Dynamic Action List
- h. Any other library or tuning that is required specific to client

### 4) What does AWwIT – Workflow Maker consists of?

- a. Ability to upload new workflows from approved modeler.
- b. Wizard based inputs for creating workflows.
- c. Ability to identify users , their business servers for deployment
- d. Inbuilt dev-ops pipeline which can directly deploy created workflows to business servers
- e. Inbuilt dev-ops pipeline which can provide file based import , export for more disconnected servers

## Conclusion

The AWwIT framework is PAAS solution that jump starts operational task management for business units, looking for fairly generic solution with possibility of some customization and complete control without longer IT cycles. This is the solution crafted considering practical issues, which smaller business units faces when looking for automation, without really making business case for ROI and inviting AI/ML and full customized solution. Short , simple quick and affordable way to move forward !