Agile Workflow Without IT

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Contents

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

1.
Introduction

This document elaborates the features of the 'Agile Workflow - Without IT' framework, and addresses sales, solutions and BPM teams. This framework is equally relevant for business and IT units of client organizations that require short and agile operational workflows with greater control.

2.
The Framework

The Agile Workflow Framework enables business users to wire their individual workflows leveraging commonly used building blocks in business operations with no intervention from IT.

Most business operation teams have preset tasks and processes that provide pre-defined services to their clients. These need operational task management with less business logic, but more structured work management and tracking. Often, the sequence of steps - or decision point logic - is volatile and ad-hoc.
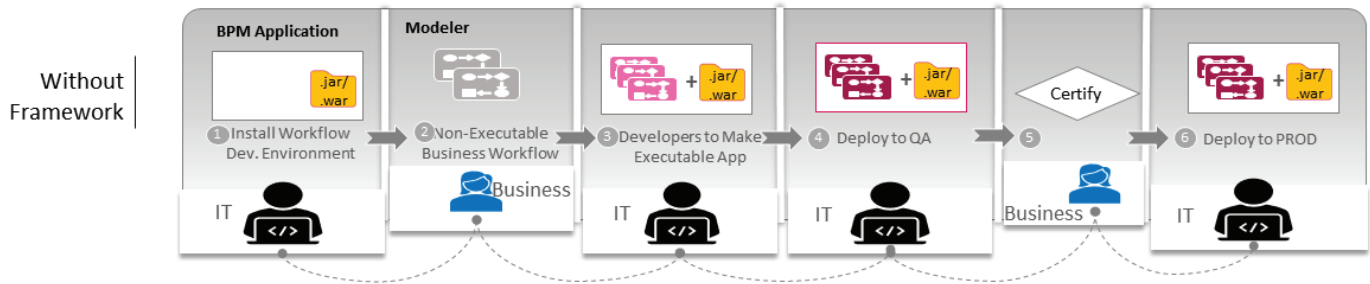
Automation does not work well with these small groups because getting through IT build and deploy cycles is not efficient for smaller implementations. When custom development is planned through IT cycles, it is difficult to focus on minimum core requirements. IT efforts are thus spent on onboarding, alignment and filtering noise in the requirements. On many occasions, the noise gets implemented, making the whole game unaffordable. Sustained maintenance of custom solutions is also expensive and businesses struggle to align them to IT - and manage and optimize them. There is thus neither ROI nor motivation for business heads to invest and experiment.

Here is where the Agile Workflow framework comes in handy. It scores high on GTM, COTS and LOW-CODE. Sufficiently configurable, it can be installed once and reused multiple times. Certainly, it shows better commercials than the traditional IT lifecycle.

3.
Solution Summary

The usual solutions start with discovery, moving on to requirements, design and the elaborate build-and-certify phase, before it moves on to the go-live stage. Any changes after go-live follows a similar IT cycle, but of different sizes and shapes.

What the Agile Workflow framework brings is a **bottom-up approach** with ready-to-use building blocks - which businesses can stitch together to get going with MVP. Newer requirements of business-specific building blocks may be added over time by a support team pool and through purchased support hours.
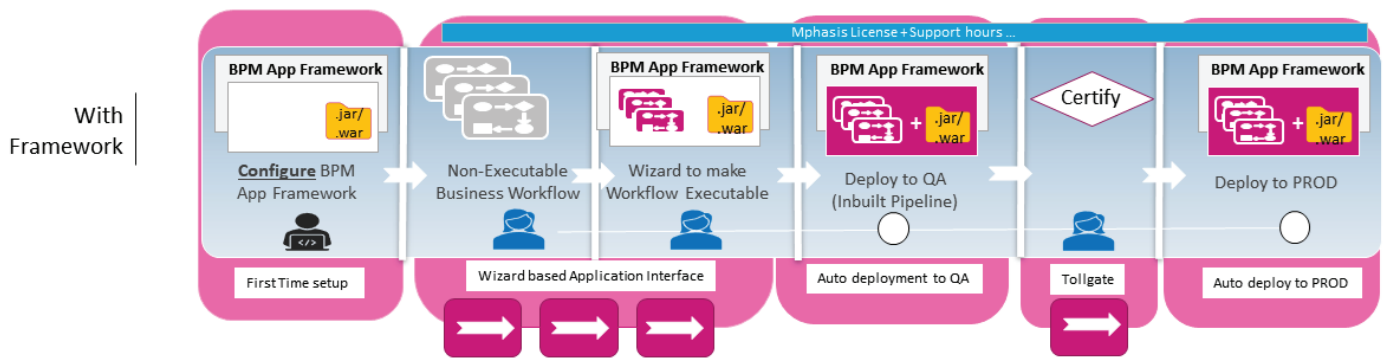
This framework is best suitable to be used as PAAS and will allow business users to perform rewiring of blocks and deployments testing and go-live on their own.

The Agile Workflow framework also allows the flexibility to install the new processes on-premise – if the Mphasis Cloud option is not suitable to business data strategy.

A Day in the Life of a Power User/SM

The Business SME:

• Logs in to PAAS website, creates a business process application and makes it executable by adding existing functions (building-blocks), using a wizard-based interface

• This application is then deployed in a test environment. Business SMEs log in to the test environment and has it tested with the team.

• Business SMEs come back to the PAAS console and deploy this tested application in production for use by a wider team

• Once deployed, users can create new process instances, perform assignments and reassignment of tasks, track SLAs on performing users, and monitor through reports and dashboards

With Framework

How the Agile Workflow model may be applied to your business?

An Mphasis SME(s) will contact you and provide you with a demo of the software. They will thoroughly understand your requirements and create a plan to apply it to your business.

Once commercially engaged, your account credentials will be created. Your team can now use it from the cloud. Should you need your processes to be 'on-premise', the technology team will provide the pre-requisites to setup servers.

The core engine to create new applications will always be on PAAS. However, actual instances and data can be on-premise.

The Agile Workflow Framework's Commercial Model

The model comes with three key commercial components.

- License fee – on an ongoing basis

- Setup and installation – a 'one time' action

- Support hours – comprising different packages covering consulting, support and enhancement hours

What the Agile Workflow Framework Includes

The Agile Workflow framework includes the following:

- Functional building blocks (libraries) for commonly used business - Notification, SLA, escalations, approvals, monitoring, reporting, tracking through 'search', dashboards, etc.

- Operational tasks - Assign/reassign tasks, service calls, decision points, audit notes, comments/user notes

How long it Takes to Install the Agile Workflow Framework

If a public cloud space is provided by business, our teams can install it within two to three days and make it available internally. Exposing it to internet, if needed, may involve additional security cycles, based on enterprise policies.

Solution Components

- PAAS – where the core engine resides to create configurable business flows

- Server – where new workflows will be installed for testing or go-live

- DevOps – pipeline built-in with integrated PAAS for IT-less operations or minimum support

- Library and base workflow components

4.
Business Benefits

- Faster time-to-implement with COTS configuration, tailored to individual business, if necessary

- Minimal skill and staffing delays due to Mphasis' resource pool for end-to-end application configuration

- Low cost of ownership, with an optimized one-time cost, followed by support hours from Mphasis

- Faster GTM, with its ability to perform workflow changes with minimum or no support from IT

5.
Technology Components

What is the Name of this IP/Solution?

AWwIT - Agile Workflow without IT – as this solution is called, has the following components:

- AWwIT Server Framework (PAAS or On Premise)

- AWwIT Workflow Maker (PAAS)

- BPMN2.0 Modeler, an open-source approved modeler

The AWwIT framework is a Java/workflow application with a reusable enterprise component library, comprising the following standard components:

- Email management

- SLA management

- REST connector

- Case data storage management

- Reporting components

- UI portal with – Login and workload management widgets (Case View, Task Lists)

- Generic Task framework – UI, Java component, Dynamic Action List

- Any other library or tuning that is required specific to client

The AWwIT Workflow Maker can:

- Upload new workflows from approved modeler

- Create workflows with wizard-based inputs

- Identify users and their business servers for deployment

- Directly deploy created workflows to business servers with an inbuilt DevOps pipeline

- Provide file-based import and export for disconnected servers through its inbuilt DevOps pipeline

6.
Conclusion

For business units looking for a fairly generic solution that is customizable and provides complete control without longer IT cycles, the AWwIT framework is the answer. A PAAS solution that jump-starts operational task management, it is crafted with due consideration of practical issues in automation faced by smaller business units - without really making a business case for ROI, or looking at AI/ML and full customized solutions. Short, simple, quick and affordable, it is the way to move forward!

About Mphasis

Mphasis (BSE: 526299; NSE: MPHASIS) applies next-generation technology to help enterprises transform businesses globally. Customer centricity is foundational to Mphasis and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back™ uses the exponential power of cloud and cognitive to provide hyper-personalized ($C = X2C_{TM}^2 = 1$) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization are key to building strong relationships with marquee clients. To know more, please visit www.mphasis.com