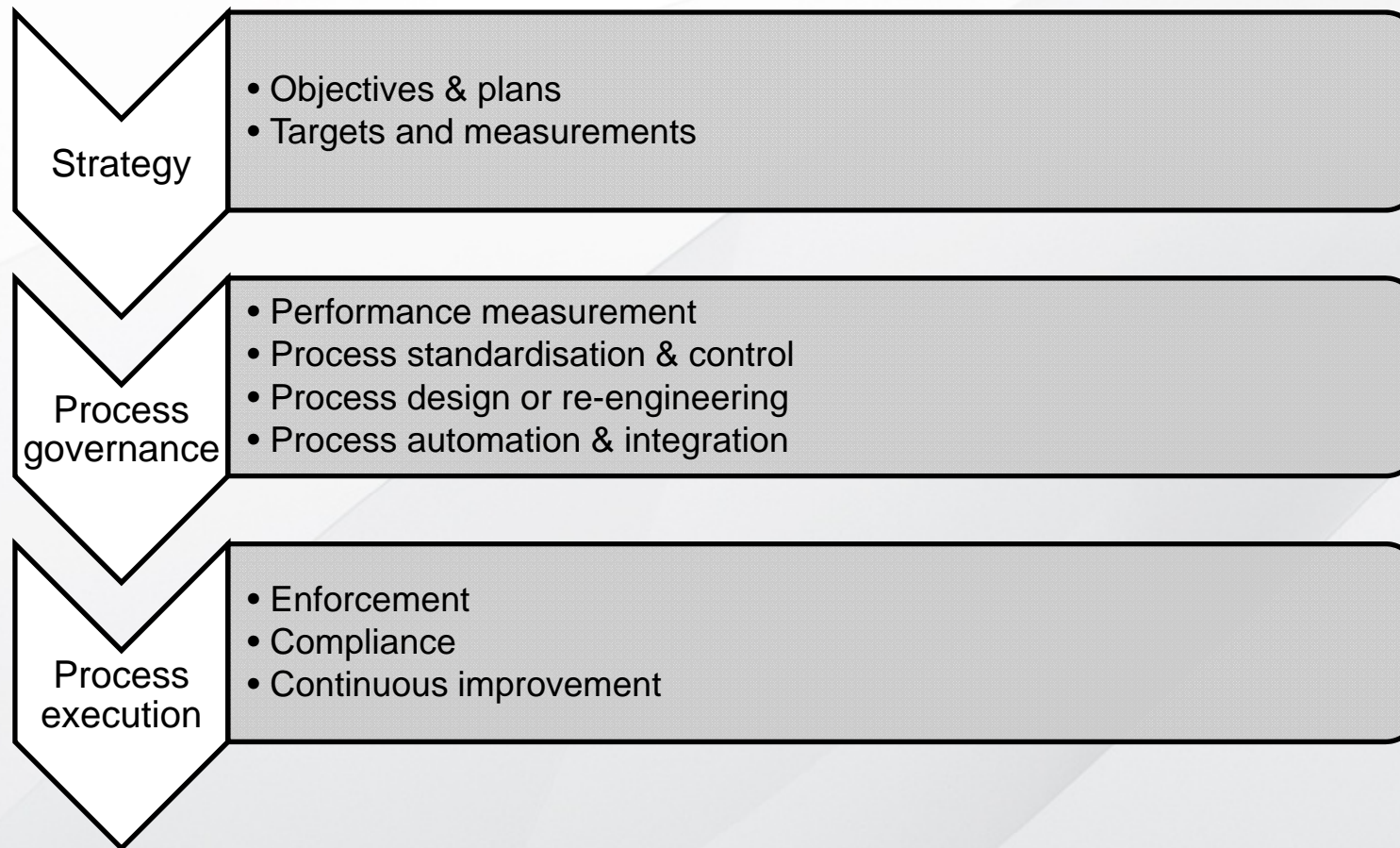


Business process governance

An environment for successful process optimisation & automation

Essential to realise full benefits of Business Process Management (BPM)

Our definition of process governance?



Why bother with process governance?

- **Process hierarchy** links strategy to implementation
- **Process standards** enable process inter-operability
- **Process asset management** ensures process improvements are effective
- **Process ownership** ensures accountability and allows performance measurement
- **Continuous improvement** enables progress toward business goals
- **Process implementation approach** ensures improvements are realised
- **Process compliance reporting** is baseline for measuring organisational performance

Typical phases to instigate process governance

Road map

- Review existing governance framework
- Identify changes to incorporate BPM
- Additional best practice recommendations

Connect BPM to strategy

- Review mapping of strategic objectives to performance measures
- Define BPM decision making process
- BPM project prioritisation & investment analysis
- Reporting benefits realisation from BAM

Establish frameworks

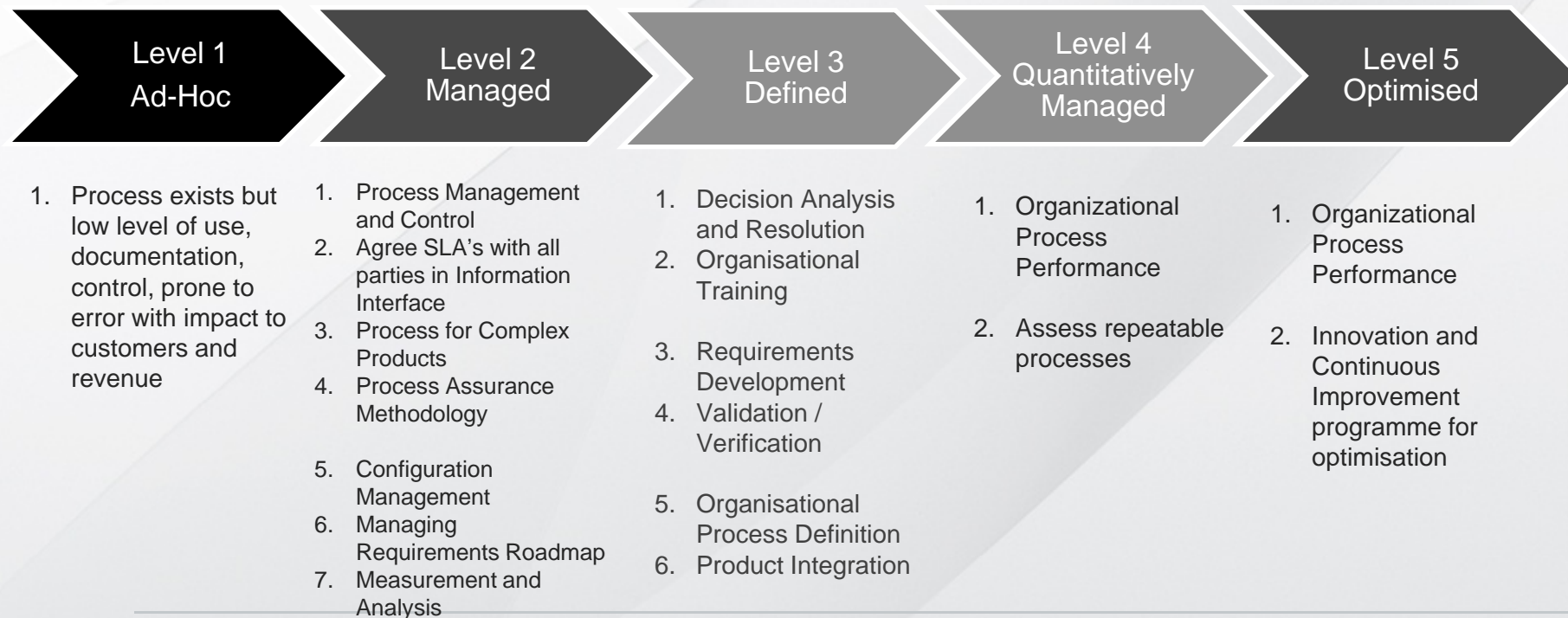
- Process standards
- Configuration management of process assets
- Performance measurement
- Recognition and reward structures
- Rollout and training programme
- Change management

Measure & analyse

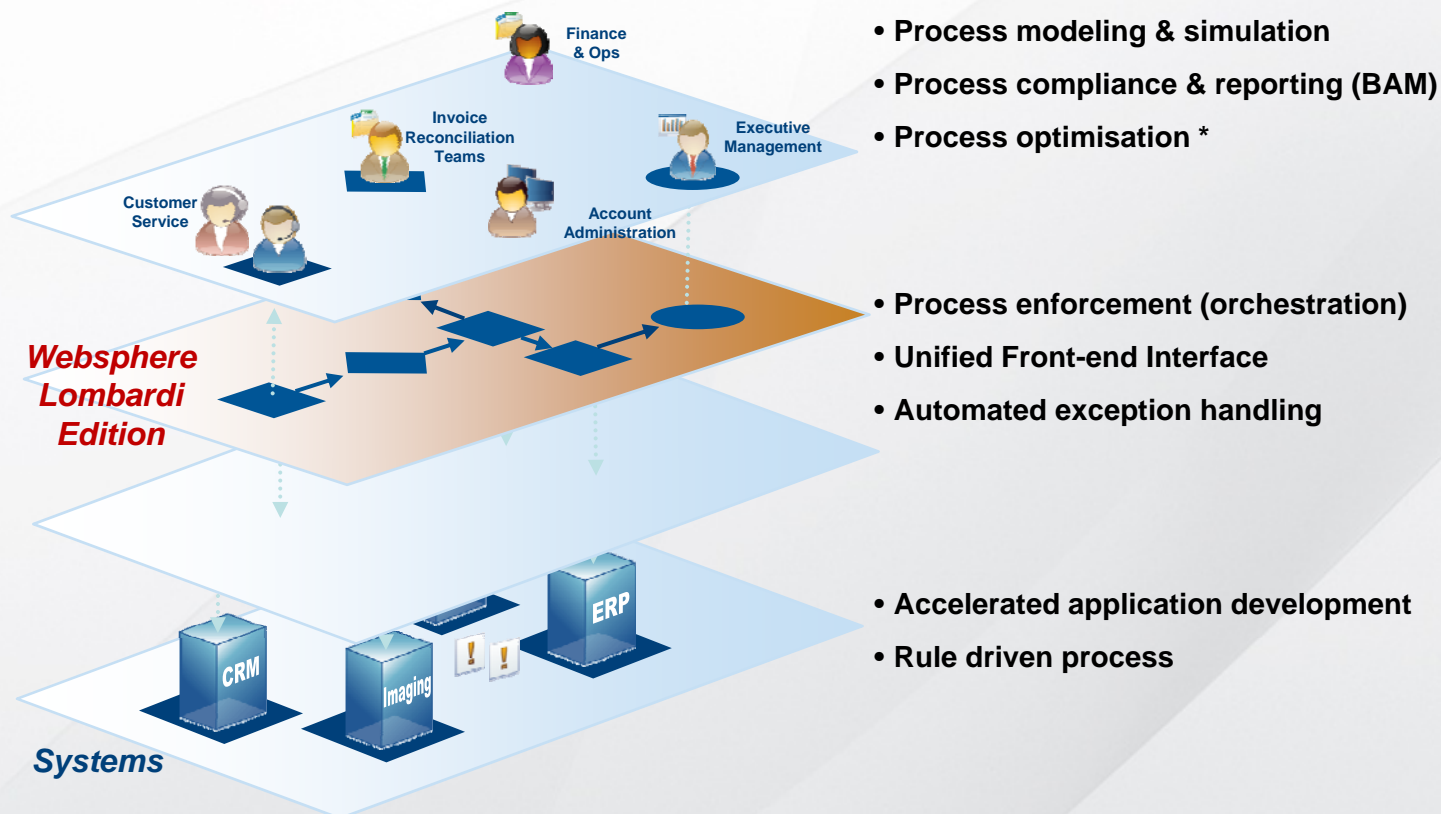
- KPI reporting (BAM)
- Statistical analysis of trends, control issues and factor analysis (BAM)
- Predictive pattern analysis (based on Statistical data analysis)
- Causal and risk/failure analysis
- Automated process optimisation

What level of process governance is appropriate?

Most organisations can implement 1 level of CMMI improvement by formalising process governance



IBM Lombardi supports process improvement & automation

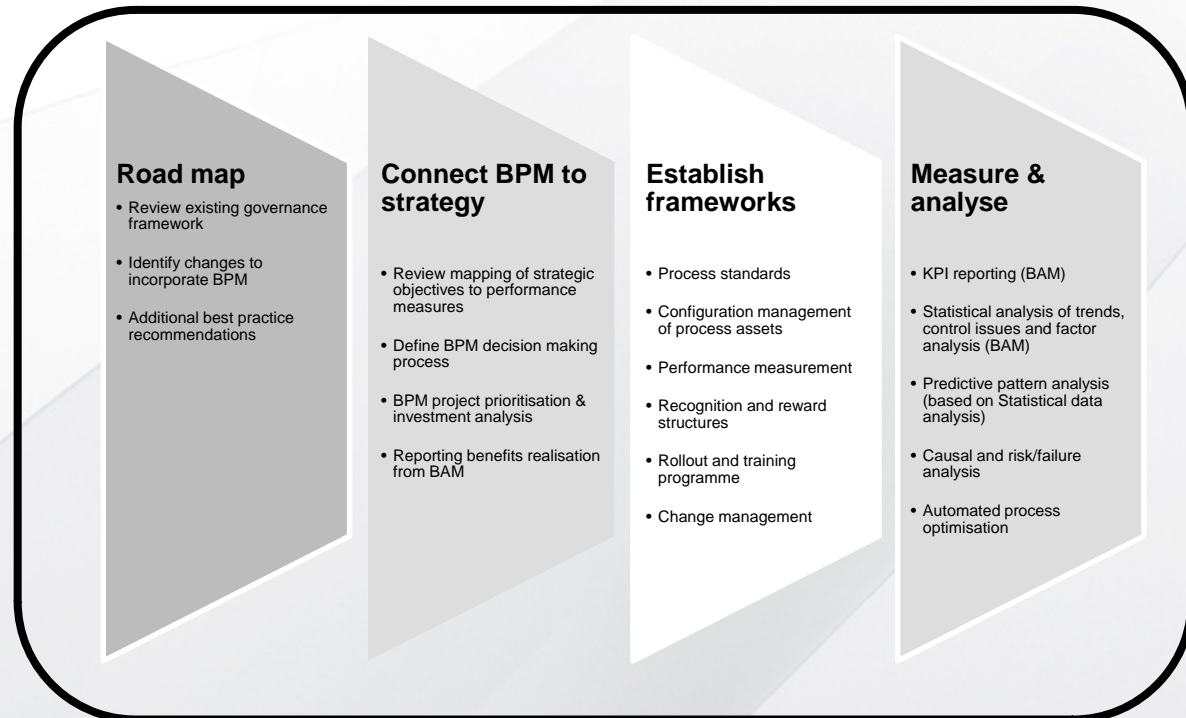


* Process optimisation supported by Lombardi

- Statistical analysis of trends, control issues and factor analysis
- Predictive pattern analysis and automated optimisation
- Causal and risk/failure analysis

Engagement models

We are happy to assist you in establishing or refining your business process governance



Typical engagements :

- Specialist review & recommendations
- Revise to integrate BPM tools
- Define maturity programme (e.g. next step of corporate maturity model)
- Establish new governance programme