

ENCOMPASS KNOWLEDGE SYSTEMS, INC.

Visualizing the present, managing the future.sm

Workflow analysis does not provide a complete picture of business processes. The interactions associated with task execution and decision processes must also be understood.

EnCompass[®] provides a methodology for understanding the interactions that influence decisions and activities. Missing, inconsistent, circuitous, or ineffective interactions are readily identified in the 3D visual representations.

Augmenting workflow with EnCompass[®] is particularly important in the design and implementation of improvements.

The highly interactive nature of the process facilitates consensus.

EnCompass[®] Application Note:

Workflow Visualization

Workflow analysis has proven to be a valuable adjunct to the toolbox for business process design and improvement projects. Depending on the extent and accuracy of the data, the depth and breadth of the analysis, and the level of sophistication of the analytical tools, workflow analysis can provide qualitative and quantitative insights into the mechanics, dynamics, and constraints of the operations conducted within an enterprise. Workflow analysis focuses on understanding the process elements or stages, and the tasks, actions, and decision points that connect them. However, workflow analysis does not provide information about how the enterprise organizes around the tasks and corresponding issues, nor does it provide the information necessary to understand the interactions within and external to the organization that influence task execution and decision processes. Without the perspective provided by this additional dimension, the picture is incomplete, and does not provide a sound foundation for design, implementation, and evaluation of alternatives for improving business processes, systems, and infrastructure.

EnCompass[®] provides a complementary methodology for capturing and visually analyzing information with regard to the interactions that affect decisions and business processes. Key issues and process elements along workflow can be explicitly identified and incorporated in a tailored data collection instrument, and information collected from selected individuals within and external to the organization that can be anticipated to significantly influence the selected issues. The “as-is” interaction maps that emerge from an EnCompass[®] analysis of the data provide visibility into the workflow enabling processes, and provide a tool for understanding not only what is occurring, but why. Comparative analysis of the interactions associated with sequential and concurrent steps provides additional insights into the transitions along the workflow direction that are critical to effective and efficient business processes. EnCompass[®] provides for attaching effectivity dates and durations to interactions to additionally enable the explicit examination of the temporal evolution of key processes. . EnCompass[®] generated mappings of organizational interactions on core issues provide management with a clear picture of activity from an enterprise wide perspective. EnCompass[®] permits the user to selectively examine the patterns for individual projects, business areas, or organizational units. Viewing and interpretation of the results is facilitated by alternatively utilizing both of the complementary organization and process views provided by EnCompass[®]. Missing, inconsistent, circuitous or ineffective interactions are readily identified in the three dimensional visual representations

Adoption of the augmented workflow methodology as described is most important in business process design and implementation. Workflow modeling and simulation can provide a powerful tool for identifying the opportunities for improving business processes, and for assessing the potential impact of implementation. However, the creation of effective and enduring transformations of key business processes is dependent on recognizing and facilitating the requisite interactions, appropriately tailoring the supporting systems and information infrastructure, and identifying and eliminating unnecessary, dilutive or encumbering activities. EnCompass[®] supports the design and implementation of the appropriate cross-functional and inter-organizational processes needed to facilitate responsive planning and effective transition.

A data collection process similar to that used for the analysis phase is utilized to capture the knowledge and perceptions of key members of and integrate it into “should-be” views. Differences between members of the group are readily identified and resolved by analyzing “what-if” scenarios and alternative implementations, and the interactive nature of the process tends to support the development of consensus. Subtracting the “as-is” from the “should-be” views flags the changes needed, and provides a template for transforming the enterprise.