

# Process Modelling Tools – Comparison and Decision

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# Content

1. Project Background
2. Approach
3. Process Modelling Tool Implementation
4. Questions for the partners



# 1. Project Background (1)

- **Project Area**
  - Revenues and Benefits (Finance department)
- **Who is involved?**
  - E-Government (project management, WP leader, sponsor)
  - Finance (WP leaders, contractor)
  - Departmental representatives (learning, feedback, to be informed)
- **Time scales**
  - Start: 1<sup>st</sup> Sep 09
  - End: 31<sup>st</sup> Jan 2010

# 1. Project Background (2)

- **Work Packages**

- WP1: Project Initiation
- WP2: Indicators and Measurement
- WP3: Creation of a Customer Journey Mapping Training Module
- WP4: Process Library/Modelling Tool implementation
- WP5: Customer Journey Mapping
- WP6: Business Process Modelling
- WP7: Review of CJM Approach
- WP8: Process Review Recommendations
- WP9: Further Planning of BPC Reviews

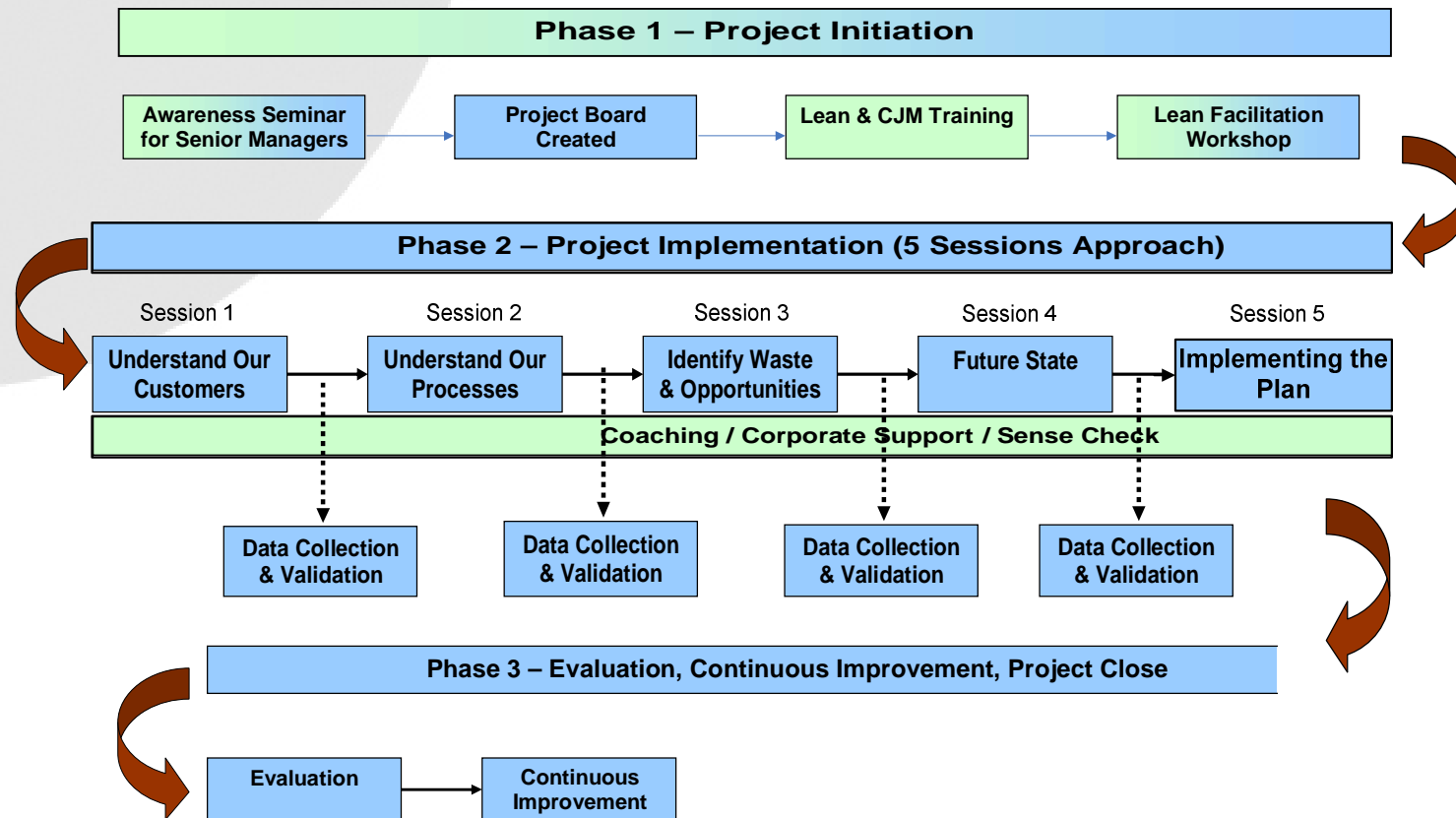
## 2. Methodology

- **External consultant as a guide through the process change**
  - **Training in LEAN Methodology (identifying waste)**
  - **Workshops using LEAN Methodology to improve processes:**
    - **Council Tax Collection**
    - **Change in Circumstances**
    - **New Claims**
  - **CJM training**

## 2. Methodology (2)

- Applied LEAN Methodology

### Lean Management – Corporate Model Draft Proposal



Progress through partnership

## 3. Process Modelling Tool Implementation

- **Workshop with a Casewise consultants**
  - Designing a model for Revs & Bens area
- **Demonstrating the functionality of the modelling tool**
  - Integration of Visio diagrams
  - Creation of the model -> linking processes
  - Performance of process simulation
- **Modelling tool report**
  - Comparison of modelling tools
  - Recommendation of corporate approach and structure for modelling tool usage

## 4. Questions for the partners

- **Template of evaluation criteria to define project success**
- **What information do partners need and want to be able to evaluate our work?**
- **Mechanism of evaluation feedback**

Thank you for your attention !



AND

any  s

