

Presented by Sky Basu, June 9, 2009

IMPLEMENTING PROCESS ON THE CLOUD

Agenda

- Why Process on the Cloud makes sense
- Challenges of Process Implementation
- Managing Changes in Process
- Empowering the End Users
- Critical Success Factors

Defining SaaS Terms

◎ SaaS

- Software as a service (SaaS) is a software application delivery model where a software vendor develops a web-native software application and hosts and operates (either independently or through a third-party) the application for use by its customers over the Internet.

◎ Single Tenancy

- One instance of the software for one customer

◎ Multi Tenancy

- One instance of the software for multiple customers

Cloud Computing & SaaS Ecosystem

**Email,
Document
Management,
Collaboration,
Elearning,
Office App**
Google,
Hotmail,
Yahoo, Gmail,
Exchange/
Sharepoint
Host, Webex,
GotoMeeting,
Microsoft
Office Live,
Zoho

BPM
Integrify,
Itensil,
Lombardi,
Appian,
Kovair

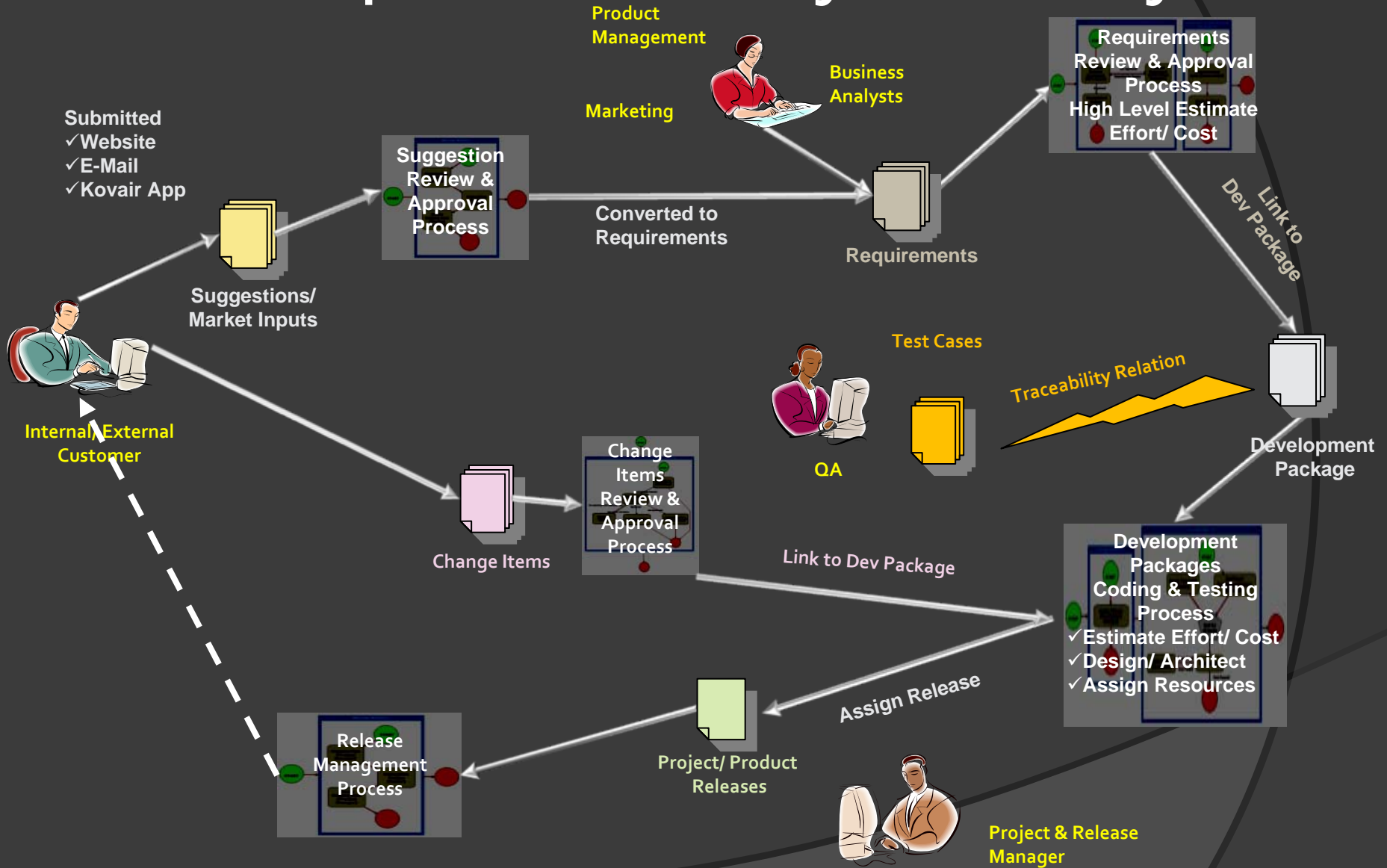
**Business
Applications**
Serena, Zoho,
Salesforce,
NetSuite,
eRoom,
Pragmatic
Software
Kovair

**ALM/ SDLC
IT
Management**
Lighthouse,
Service-Now,
Kovair

Platform as a Service (PaaS)
Google, Zoho, Serena, Salesforce, Kovair

CPU/ Storage/ Infrastructure
HP, Amazon, Google, Sun Grid, Elastra, EMC, 3Tera

A Development Lifecycle Story



Drivers for Cloud based Process

- Access to computer and Internet is ubiquitous
- Applications are standardized
 - With some notable, industry-specific exceptions, most people spend most of their time using standardized applications.
- Parametric (Configurable) applications are usable
 - This allows organizations to create many different kinds of business logic atop a common application platform. Many SaaS providers allow a wide range of customization within a basic set of functions.
- Teams are globally distributed
- 100% Web based systems are reliable enough
- Security is sufficiently well trusted and transparent
- Availability of enablement technology
- Bandwidth and Reliability of network connections
- Web service allows Firewall friendly integrations

SaaS Maturity Levels

- ⦿ Level 1: ASP
 - Single Tenancy
 - Each Instance code customized for each customer
- ⦿ Level 2: ASP
 - Single Tenancy
 - Single Instance code customized for all customers
- ⦿ Level 3: SaaS
 - Multi Tenancy
 - Single Software Instance to serve multiple customers
- ⦿ Level 4: SaaS
 - Multi Tenancy
 - Multiple Software Instances on load balanced servers each to serve multiple customers for infinite scalability

Planning for Process Implementation

- ⦿ Process is not just a series of steps but includes undocumented beliefs and customs
- ⦿ Documenting the Process
 - Roles and locations
 - Activities and inputs
 - A graphical workflow
 - Assumptions
- ⦿ Involving the stakeholders
 - Bottom-up rather than top-down
 - Simple protocol for handing over information from one group to other

Defining Process

⦿ Manual Process

- Continuous Training
- Process Compliance Auditor

⦿ Tool Based Process – Methodology Specific

- Faster, cheaper to implement
- Deviation is possible within a narrow scope
- Short term solution

⦿ Tool Based Process – Methodology Agnostic

- Longer to implement
- Wide range of process may be implemented
- Modularize if possible

Implementing Process

- ① Phase-wise Implementation
- ① Establish Simple Process
- ① Establish a culture of Process
- ① Make Process Transparent
- ① Measure Process Metrics
 - Mean, standard deviation time at each step
 - Trend of cycle and activity time

Process Changes

- How much retraining is necessary?
- Versioning of Processes – with explanations
- What happens to the existing instances of the old processes?
- How to restart a process skipping steps?

Empowering End Users

- ⦿ Make End Users Owner of their Processes
- ⦿ Use End User Development Platform
 - IT does not have enough time
 - IT has bigger fish to fry.
 - The Process is a one-off.
 - It is the fastest way to solve a business problem.
- ⦿ Success rate is higher

Critical Success Factor

- ⦿ Keep room for mistakes
- ⦿ There is no Ideal process
- ⦿ Keep room for manual process, you can not incorporate every exception
- ⦿ Keep It Simple – start with