



ADONIS

## BOC Group – Enabling Transformation of Business and IT

### Typical Questions and Answers in Business Process Management

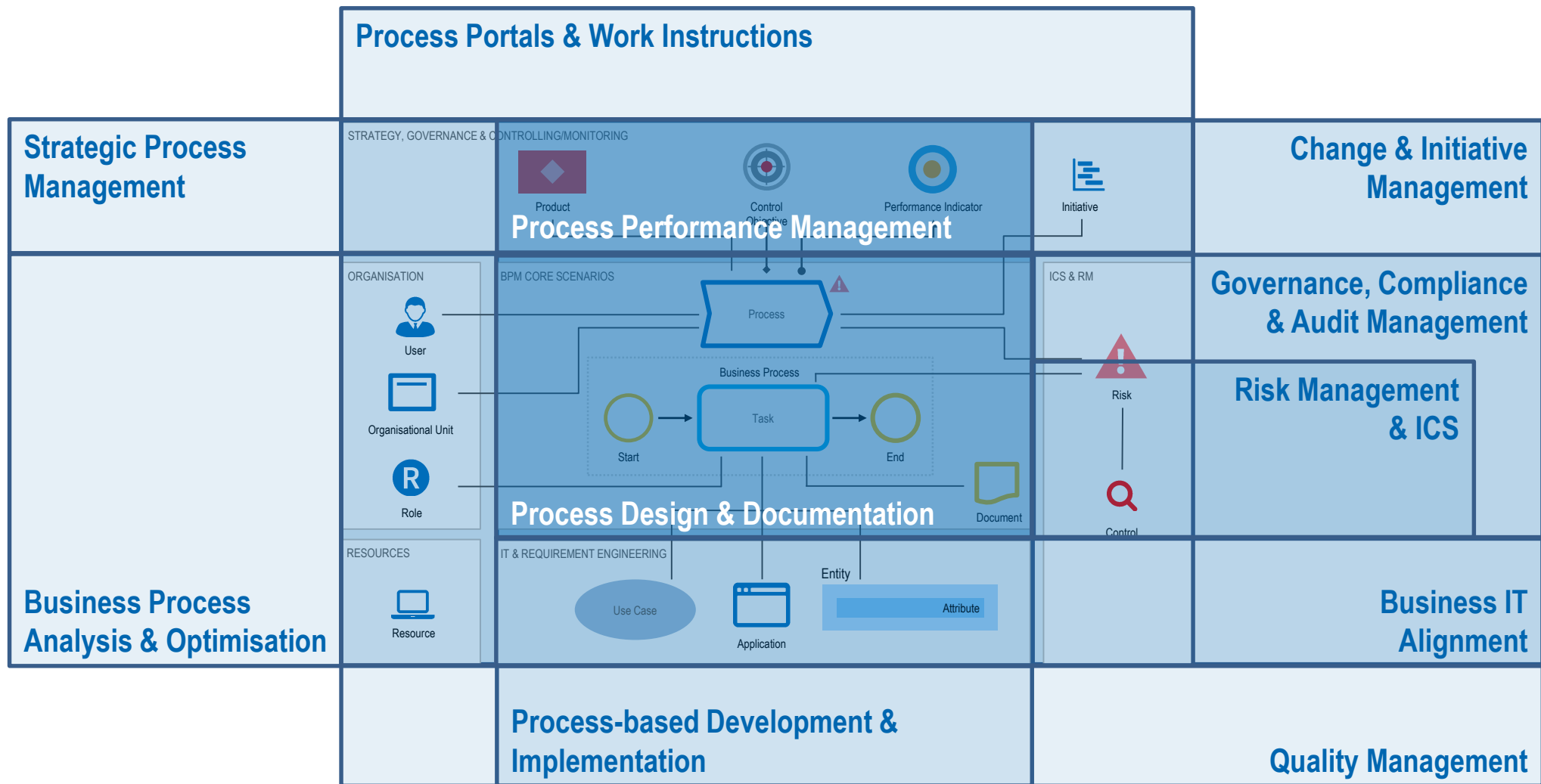


- I. **Successful Business Process Management with ADONIS**
- II. Typical Questions in Business Process Management
- III. Summary

# Successful BPM with ADONIS



## Scenarios



# Agenda

ADONIS



- I. Successful Business Process Management with ADONIS
- II. Typical Questions in Business Process Management**
- III. Summary

# Typical Questions in BPM

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| Scenario  | Question  |
|---|---|
| <b>1. Process Design &amp; Documentation</b>      | <a href="#">1.1 – How can I model my (business) processes? Which notation can I use for this?</a>                             |
|   | <a href="#">1.2 – In what level of detail can I model my processes?</a>   |
|   | <a href="#">1.3 – How can I easily populate my repository?</a>  |
|   | <a href="#">1.4 – How can I display and maintain the individual elements of a process (including responsibilities, etc.)?</a> |
|   | <a href="#">1.5 – How can I involve my colleagues in the process documentation?</a>   |
|   | <a href="#">1.6 – How can documentation and modeling guidelines support me in compliance management?</a>                      |
| <b>2. Process Performance Management</b>          | <a href="#">2.1 – How do I capture and document Key Performance Indicators (KPIs) and link them to my processes?</a>          |
|   | <a href="#">2.2 – How do I measure my process performance and import monitoring data?</a>                                     |
|   | <a href="#">2.3 – How can I get a personalised overview of the performance of my processes?</a>                               |
| <b>3. Process Portals &amp; Work Instructions</b> | <a href="#">3.1 – How can I guarantee a proper review and approval of my processes by the process managers?</a>               |
|   | <a href="#">3.2 – In what ways can I publish my processes?</a>  |
|   | <a href="#">3.3 – How can employees of my company access valid processes and organisational structures?</a>                   |

# Typical Questions in BPM

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| Scenario                               | Question  |
|--|---|
| 3. Process Portals & Work Instructions | <a href="#">3.4 – How can the employees of my company access relevant documents (templates, guidelines, etc.)?</a>  |
|  | <a href="#">3.5 – How can I integrate my processes and organisational structures into external portals?</a>   |
| 4. Process Analysis & Optimisation     | <a href="#">4.1 – How can I perform a qualitative analysis and evaluation of my company map processes and compare them with each other?</a>                 |
|  | <a href="#">4.2 – Which process steps are carried out manually and which (semi-) automatically?</a>   |
|  | <a href="#">4.3 – What roles are involved in the different process steps and where do organisational interfaces exist?</a>                                  |
|  | <a href="#">4.4 – Which documents are required in the respective process steps? How can I determine if there are "loose" ends in the document flow?</a>     |
|  | <a href="#">4.5 – How can I compare different process variants?</a>   |
|  | <a href="#">4.6 – How can I determine which enterprise assets are affected by planned optimisations?</a>  |
| 5. Strategic Process Management        | <a href="#">5.1 – How can process goals be defined and performance indicators and initiatives derived and documented based on those definitions?</a>        |
|  | <a href="#">5.2 – How can a benchmarking of processes from different business areas be carried out and visualised?</a>                                      |
|  | <a href="#">5.3 – How do process owners get an overview of the qualitative and quantitative assessment of the processes for which they are responsible?</a> |

# Typical Questions in BPM

| Scenario                                     | Question   |
|--|--|
| 5. Strategic Process Management              | <a href="#">5.4 – How does the management get a quick overview of the overall state of the relevant business processes?</a>  |
|  | <a href="#">5.5 – How can I visualise product and service catalogs, connect them to critical processes in my organisation and evaluate them in the form of product/process matrices?</a> |
| 6. Governance, Compliance & Audit Management | <a href="#">6.1 – How can I create control objective catalogs based on compliance requirements and assign them to my processes?</a>  |
|  | <a href="#">6.2 – How can I carry out a maturity analysis (IS/TO-BE) of my processes and the relevant compliance requirements?</a>   |
|  | <a href="#">6.3 – How can I plan audits and identify the relevant enterprise artefacts?</a>  |
|  | <a href="#">6.4 – How can I compare different versions of my processes (valid vs. archived)?</a>   |
|  | <a href="#">6.5 – How do I ensure secure archiving and historisation of my processes?</a>  |
| 7. Change & Initiative Management            | <a href="#">7.1 – How can employees of my company make comments and/or suggestions for improvements to the valid processes and organisational structures?</a>                            |
|  | <a href="#">7.2 – How can I define initiatives for improving my processes and assign them to the relevant people in the company?</a>   |
|  | <a href="#">7.3 – How do I see to which assets initiatives are linked and what their degree of completion is?</a>  |
|  | <a href="#">7.4 – How can I create a Gantt chart analysing my initiatives?</a>   |

# Typical Questions in BPM

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| Scenario                                     | Question   |
|--|--|
| <b>7. Change &amp; Initiative Management</b> | <a href="#"><u>7.5 – How can I create a personalised overview of all the initiatives assigned to me?</u></a>   |
| <b>8. Quality Management</b>                 | <a href="#"><u>8.1 – How can ADONIS help me ensure compliance with the standards and at the same time reduce the workload for obtaining a certification?</u></a> |
|  | <a href="#"><u>8.2 – How can I electronically generate the relevant documentation for a certification with ADONIS?</u></a>                                       |
|  | <a href="#"><u>8.3 – How can I ensure the effective execution and control of processes, including performance indicators?</u></a>                                |
|  | <a href="#"><u>8.4 – How can I assign the responsibilities to my processes and determine the resources needed?</u></a>   |
|  | <a href="#"><u>8.5 – How can the employees of my company access the relevant information?</u></a>  |
|  | <a href="#"><u>8.6 – How does ADONIS support me in developing my quality management system into an integrated management system?</u></a>                         |
| <b>9. Risk Management &amp; ICS</b>          | <a href="#"><u>9.1 – How can I collect, capture and structure the relevant risks to my company artefacts?</u></a>  |
|  | <a href="#"><u>9.2 – How can I link the identified risks with my processes, organisational structures and IT systems?</u></a>                                    |
|  | <a href="#"><u>9.3 – How can I assess the identified risks according to qualitative and quantitative measures?</u></a>   |



# Typical Questions in BPM

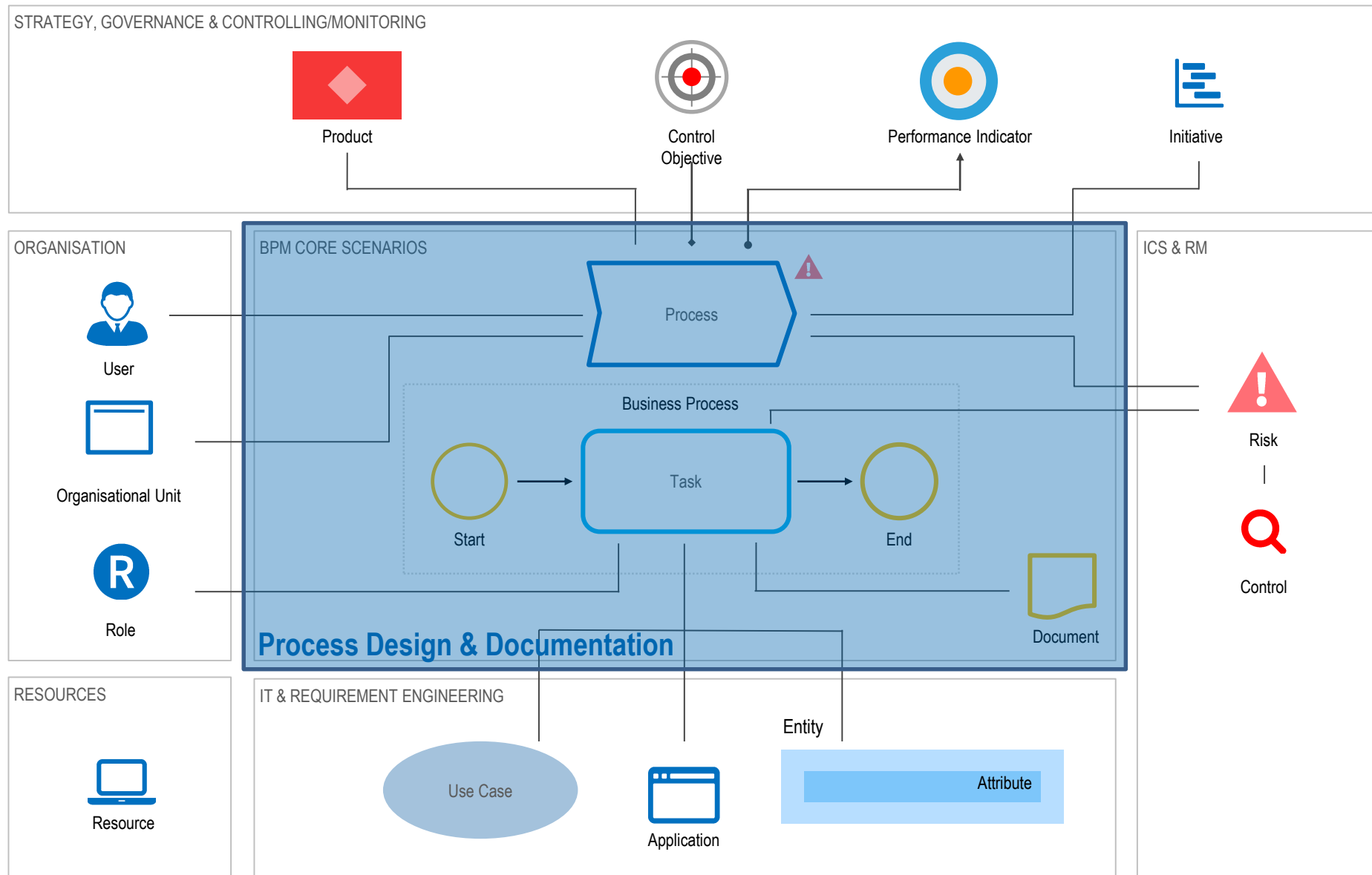
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| Scenario  | Question   |
|---|--|
| <b>9. Risk Management &amp; ICS</b>                       | <a href="#"><u>9.4 – How can I define controls and assign them to risks and corporate artefacts?</u></a>   |
|   | <a href="#"><u>9.5 – How can I check the controls on ToD (Test of Design) and ToE (Test of Effectiveness)?</u></a>                                       |
|   | <a href="#"><u>9.6 – How can I get an overview of all the risks and controls I am responsible for?</u></a>   |
|   | <a href="#"><u>9.7 – How do I get an up-to-date overview of the dependencies between processes, risks, and controls?</u></a>                             |
|   | <a href="#"><u>9.8 – How can I generate a risk portfolio based on an FMEA analysis and thus analyse and compare my risks in a structured manner?</u></a> |
| <b>10. Business IT Alignment</b>                          | <a href="#"><u>10.1 – Which IT systems will support my business processes today and in the future?</u></a>   |
|   | <a href="#"><u>10.2 – To what extent do my business processes have potential for automation?</u></a>   |
|   | <a href="#"><u>10.3 – How do I ensure the up-to-dateness of my IT data?</u></a>  |
| <b>11. Process-based Development &amp; Implementation</b> | <a href="#"><u>11.1 – How can I document requirements and use cases and assign them to my processes?</u></a>   |
|   | <a href="#"><u>11.2 – How can I model data and link it to my processes?</u></a>  |
|   | <a href="#"><u>11.3 – How do I derive my "IT process" from my business process?</u></a>  |
|   | <a href="#"><u>11.4 – How do I exchange my process models with workflow systems?</u></a>   |

# 1. Process Design & Documentation

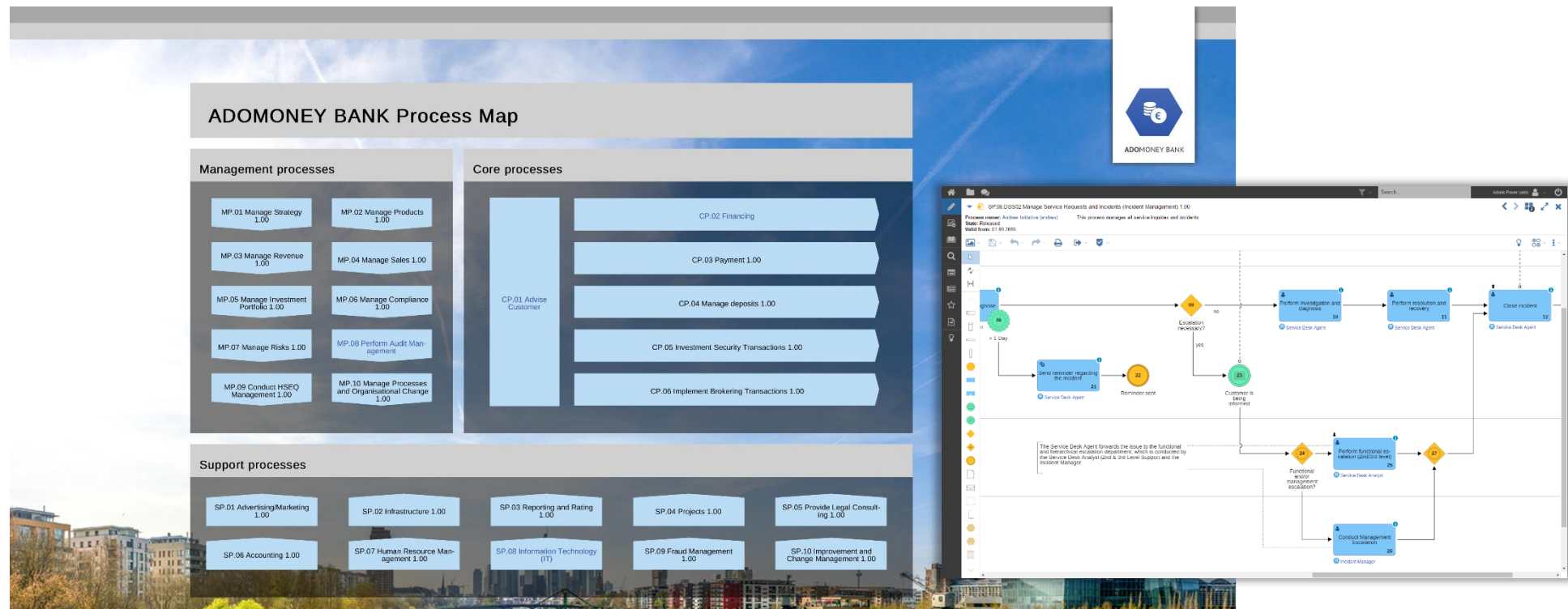
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## Metamodel Overview



# 1. Process Design & Documentation

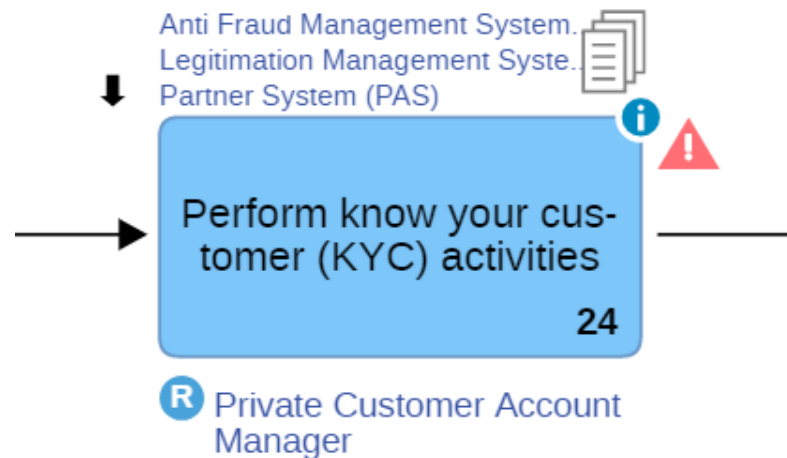
## 1.1 – How can I model my (business) processes? Which notation can I use for this?



- ✓ From the Company Map to a detailed BPMN Process
- ✓ Full **BPMN 2.0** support
- ✓ **BPMN „fit for business“**: visualisation of Roles, IT Systems, Risks, etc. in a process diagram
- ✓ Support of further notations such as Cooperation Diagrams, EPC, UML, etc.
- ✓ High flexibility with **metamodel extensions**

# 1. Process Design & Documentation

## 1.2 – In what level of detail can I model my processes?



### Name:

Perform know your customer (KYC) activities

### Order:

24

### Description: \*

During the creation of the customer, **all relevant money laundering required fields** are to fill and to observe possible feedback from the system to follow.

In particular the **PeP check** status (politically exposed person) and do. A politically exposed person (PEP) is a politician or a person in the vicinity of a politician who is subject to more stringent requirements than normal citizen with regard to money laundering. For commercial customers, an important criterion is the industry (and eventual thus increased risk).

### Responsible for execution: \*

|   | Type | Name                             | Version | State |  |
|---|------|----------------------------------|---------|-------|--|
| 1 | R    | Private Customer Account Manager |         |       |  |

### Accountable for approving results:

|   | Type | Name                   | Version | State |  |
|---|------|------------------------|---------|-------|--|
| 1 | R    | Head of Market Service |         |       |  |

### Data input:

|   | Type | Name     | Version | State |  |
|---|------|----------|---------|-------|--|
| 1 |      | KYC form |         |       |  |
| 2 |      | PeP form |         |       |  |

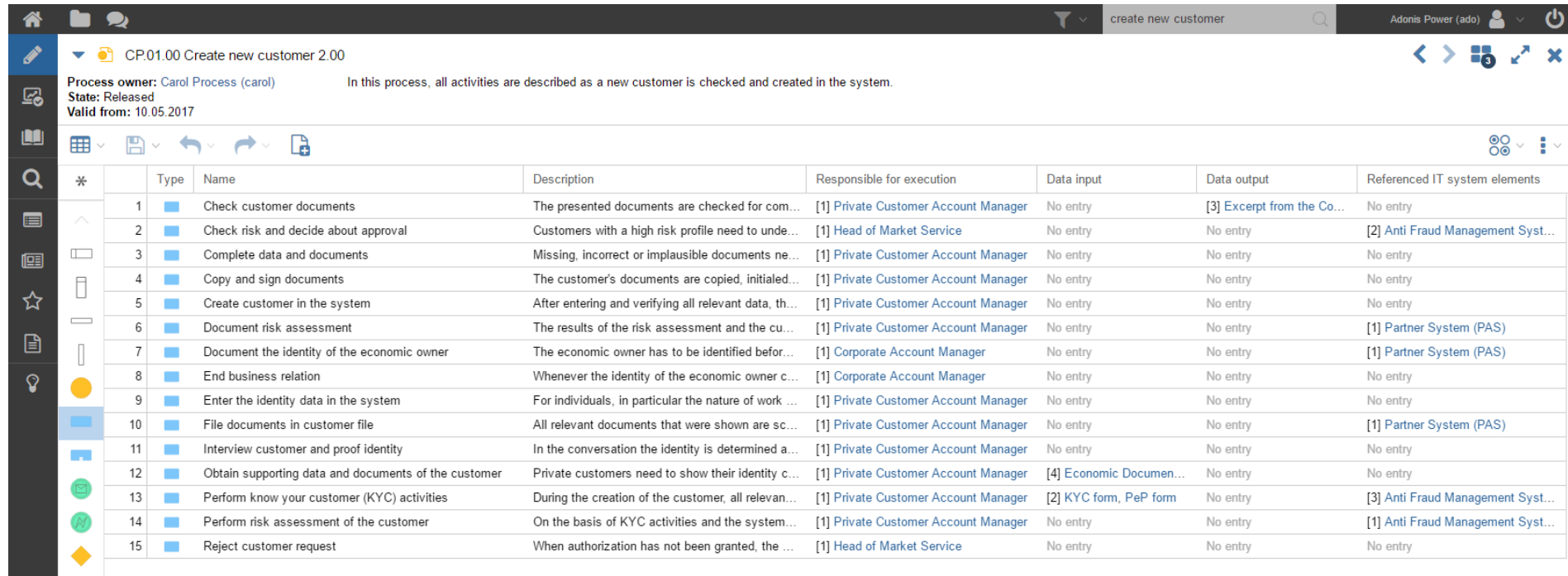
### Assigned risks:

|  | Type | Name  | Version | State |  |
|--|------|---|---------|-------|--|
|  |      | 07.04.01.02 Suitability / disclosure issues |         |       |  |

✓ Model tasks and define RACI responsibilities, referenced documents, risks, etc.

# 1. Process Design & Documentation

## 1.3 – How can I easily populate my repository?



| *  | Type | Name   | Description   | Responsible for execution            | Data input              | Data output                | Referenced IT system elements     |
|----|------|--|---|--------------------------------------|-------------------------|----------------------------|-----------------------------------|
| 1  | ■    | Check customer documents                             | The presented documents are checked for com...        | [1] Private Customer Account Manager | No entry                | [3] Excerpt from the Co... | No entry                          |
| 2  | ■    | Check risk and decide about approval                 | Customers with a high risk profile need to unde...    | [1] Head of Market Service           | No entry                | No entry                   | [2] Anti Fraud Management Syst... |
| 3  | ■    | Complete data and documents                          | Missing, incorrect or implausible documents ne...     | [1] Private Customer Account Manager | No entry                | No entry                   | No entry                          |
| 4  | ■    | Copy and sign documents                              | The customer's documents are copied, initialed...     | [1] Private Customer Account Manager | No entry                | No entry                   | No entry                          |
| 5  | ■    | Create customer in the system                        | After entering and verifying all relevant data, th... | [1] Private Customer Account Manager | No entry                | No entry                   | No entry                          |
| 6  | ■    | Document risk assessment                             | The results of the risk assessment and the cu...      | [1] Private Customer Account Manager | No entry                | No entry                   | [1] Partner System (PAS)          |
| 7  | ■    | Document the identity of the economic owner          | The economic owner has to be identified befor...      | [1] Corporate Account Manager        | No entry                | No entry                   | [1] Partner System (PAS)          |
| 8  | ■    | End business relation                                | Whenever the identity of the economic owner c...      | [1] Corporate Account Manager        | No entry                | No entry                   | No entry                          |
| 9  | ■    | Enter the identity data in the system                | For individuals, in particular the nature of work ... | [1] Private Customer Account Manager | No entry                | No entry                   | No entry                          |
| 10 | ■    | File documents in customer file                      | All relevant documents that were shown are sc...      | [1] Private Customer Account Manager | No entry                | No entry                   | [1] Partner System (PAS)          |
| 11 | ■    | Interview customer and proof identity                | In the conversation the identity is determined a...   | [1] Private Customer Account Manager | No entry                | No entry                   | No entry                          |
| 12 | ■    | Obtain supporting data and documents of the customer | Private customers need to show their identity c...    | [1] Private Customer Account Manager | [4] Economic Documen... | No entry                   | No entry                          |
| 13 | ■    | Perform know your customer (KYC) activities          | During the creation of the customer, all relevan...   | [1] Private Customer Account Manager | [2] KYC form, PeP form  | No entry                   | [3] Anti Fraud Management Syst... |
| 14 | ■    | Perform risk assessment of the customer              | On the basis of KYC activities and the system...      | [1] Private Customer Account Manager | No entry                | No entry                   | [1] Anti Fraud Management Syst... |
| 15 | ■    | Reject customer request                              | When authorization has not been granted, the ...      | [1] Head of Market Service           | No entry                | No entry                   | No entry                          |



- ✓ Easily import data via **Excel Import**
- ✓ Quickly fill up of the repository by copy and pasting large amounts of data

# 1. Process Design & Documentation

## 1.4 – How can I display and maintain the individual elements of a process (including responsibilities, etc.)?

CP:01.00 Create new customer 2.00

Process owner: Carol Process (carol) In this process, all activities are described as a new customer is checked and created in the system.  
State: Released  
Valid from: 10.05.2017

Hide details

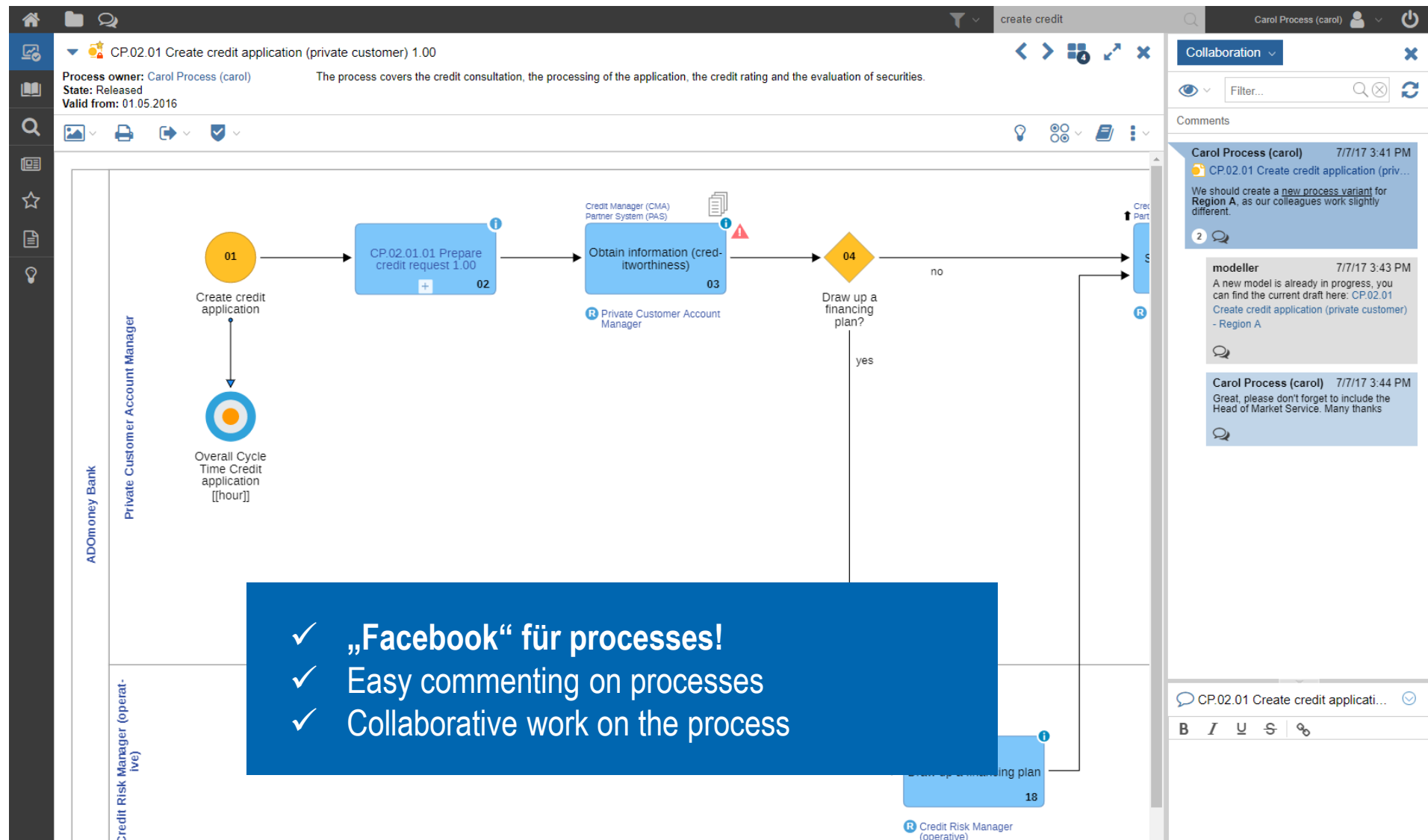
| #  | Name and description   | Responsibl... | Data input | Data output | Referenced...                                     | Referenced... | Assigned ri... | Referenced... |
|----|--|---------------|------------|-------------|---|---------------|----------------|---------------|
| 01 | <b>Create new customer</b><br>→ (02) Interview customer and proof identity   |               |            |             |   |               |                |               |
| 02 | <b>Interview customer and proof identity</b><br>In the conversation the identity is determined according to the legal requirements by physical proof of an official identity paper. Additionally it is determined whether the customer creation for a natural or legal person is to be performed.<br>→ (03) Legal entity or individual?  | R Private ... |            |             |   |               | 07.07.0...     |               |
| 03 | <b>Legal entity or individual?</b><br>Individual person → (04) Obtain supporting data and documents of the customer<br>Legal entity → (19) Document the identity of the economic owner   |               |            |             |   |               |                |               |
| 04 | <b>Obtain supporting data and documents of the customer</b><br>Private customers need to show their identity card or passport and business customers the register of commerce in order for the bank to be able to identify the customer.<br>→ (05) Check customer documents  | R Private ... |            |             | Econom...<br>Excerpt...<br>Passport<br>Persona... |               |                |               |
| 05 | <b>Check customer documents</b><br>The presented documents are checked for completeness, accuracy and consistency.<br>→ (06) Data complete?  | R Private ... |            |             | Excerpt...<br>Passport<br>Persona...              |               | 07.02.0...     |               |
| 06 | <b>Data complete?</b><br>yes → (07) Copy and sign documents<br>no → (23) Complete data and documents   |               |            |             |   |               |                |               |
| 07 | <b>Copy and sign documents</b><br>The customer's documents are copied, initialed and signed.<br>→ (08) File documents in customer file   |               |            |             |   |               |                |               |
| 08 | <b>File documents in customer file</b><br>All relevant documents that were shown are scanned and documented in the customer files.   |               |            |             |   |               |                |               |
| 10 | <b>Enter the identity data in the system</b><br>For individuals, in particular the nature of work and the purpose of the business relationship<br>For legal entities the employees, ownership and corporate structure and key financial indicators<br>other type of company, activity, industry, industry code, number.<br>Still, the origin must be clarified in general of funds and assets. The details of the planned customer relationship<br>such as the types of payments must be recorded.<br>Also the function together with the place must be documented for politically exposed persons (PePs). |               |            |             |   |               |                |               |

- ✓ Textual view for „reading“ the processes
- ✓ Quick overview of the **Roles (RACI)**, **Documents**, **Risks**, etc. referenced in the tasks

# 1. Process Design & Documentation

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## 1.5 – How can I involve my colleagues in the process documentation?



# 1. Process Design & Documentation

## 1.6 – How can documentation and modeling guidelines support me in compliance management?

Validation

Run checks

SP.08.DSS02 Manage Service Requests and Inciden..

BPM Best practice

Warning [2]

Functional and/or management escalation?

A Gateway should have either a) one incoming and at least 2 outgoing sequence flows or b) one outgoing and at least 2

For clarity and to avoid possible deadlocks or multi-merges change your process model accordingly.

Service Desk Agent

The following Tasks do not have the matching Responsible for execution with the Role of a Lane. Send reminder regarding the

Change the Responsible for execution of Tasks to match the Role of a Lane.

Fix automatically

ToDo [4/4]

SP.08.DSS02 Manage Service Requests and Incidents (Incident Management) 1.01

Confirm that all transition conditions (after Gateways) refer to the question posed at the Gateway. Also check logical

Last changed by: Adonis Power (ado)

SP.08.DSS02 Manage Service Requests and Incidents (Incident Management) 1.01

Naming guidelines (Exclusive Gateways): Confirm that the question as name for exclusive Gateways is phrased in a way

Last changed by: Adonis Power (ado)

BPMN syntax

Error [1]

Incident received

A start event with an incoming message flow must have "Message" as a trigger.

Set the trigger in chapter "Event type" to "Message".

Automatisch beheben

Warning [2]

Layout

Warning [1]

SP.08.DSS02 Manage Service Requests and Incidents (Incident Management) 1.01

The model contains diagonal graphical relations: Sequence flow (Customer is being informed -> Functional and/or management

Design relations with vertical and horizontal lines in order to improve the readability of the model. Where necessary use 90

ToDo [1/1]

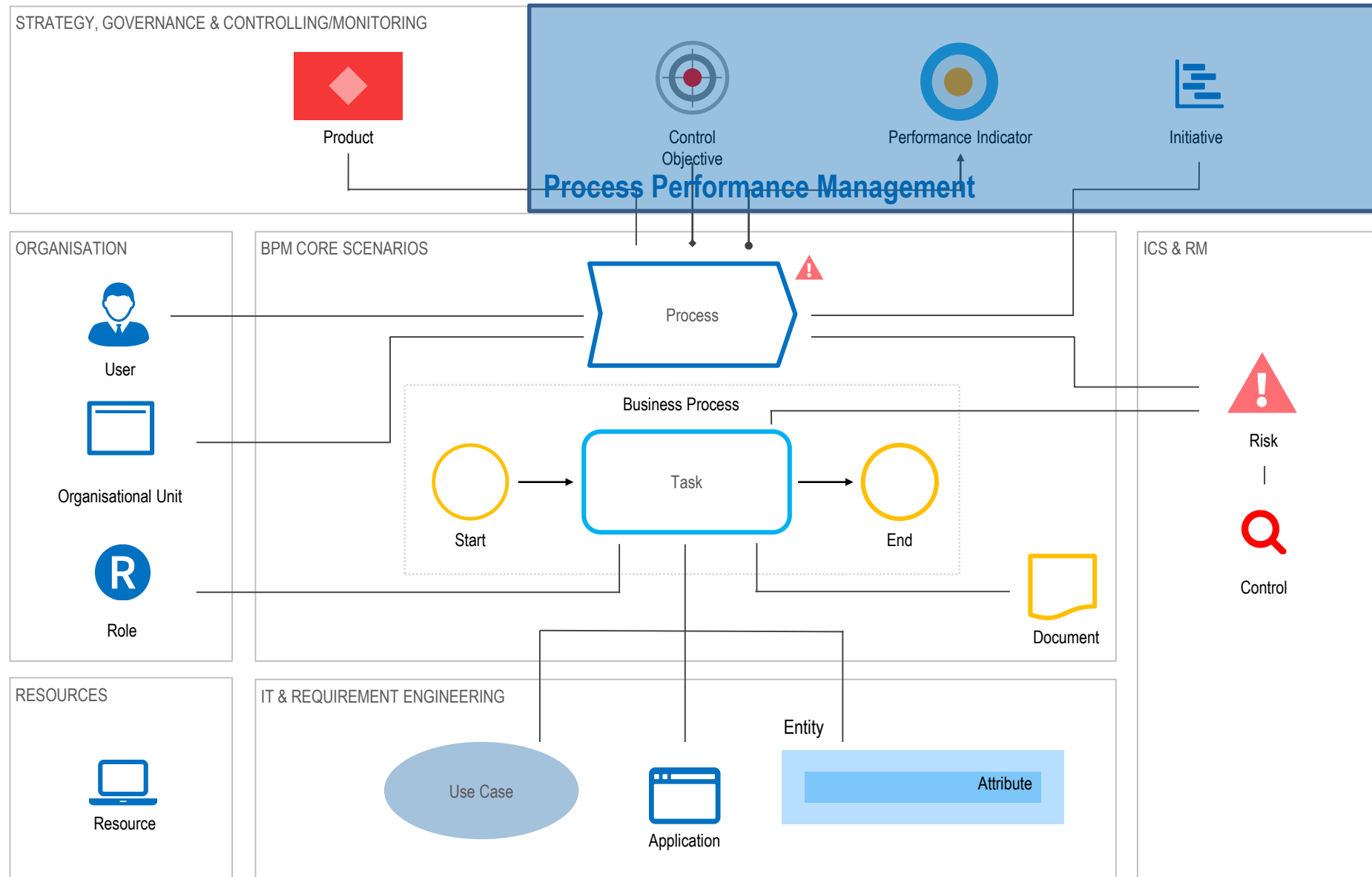
- ✓ Define your own validation checks
- ✓ Differentiate between To-Do's, Warnings, Errors or simple information
- ✓ Let ADONIS fix certain errors by its own



# 2. Process Performance Management

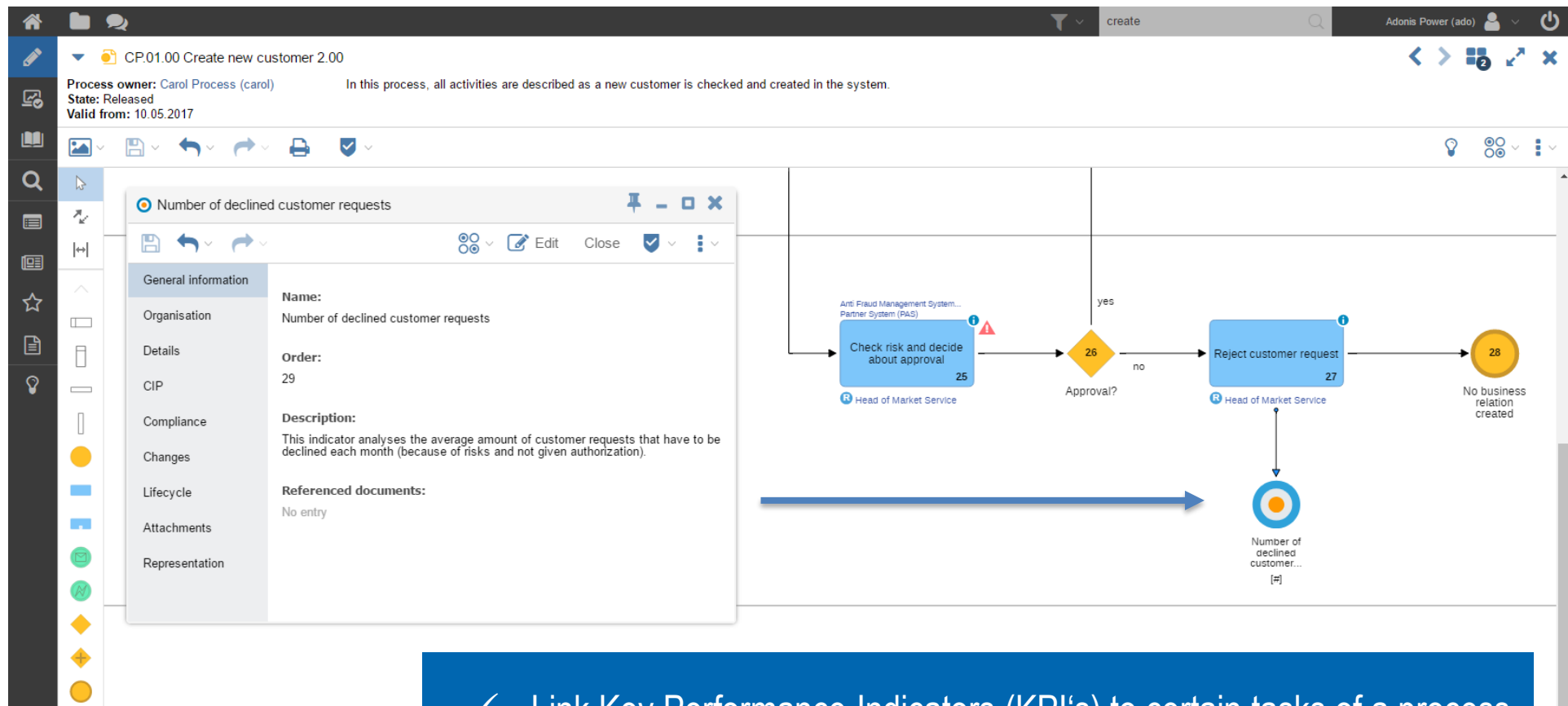
ADONIS

## Metamodel Overview



# 2. Process Performance Management

## 2.1 – How do I capture and document Key Performance Indicators (KPIs) and link them to my processes?



- ✓ Link Key Performance Indicators (KPI's) to certain tasks of a process diagram
- ✓ Define **attributes** to assess the performance of the process

## 2. Process Performance Management

### 2.2 – How do I measure my process performance and import monitoring data?

Number of declined customer requests

General information

Organisation

Details

CIP

Compliance

Changes

Lifecycle

Attachments

Representation

Target value:  
50

Current value:  
44

Periodicity:  
Month

Type of tolerance:  
Absolute

Unit:  
#

Limit type:  
Two-sided

Threshold  
green/yellow:  
10

Threshold  
yellow/red:  
30

State:  
Green

#### Value history:

|   | Current value | Target value | State    | Date                   |
|---|---------------|--------------|----------|------------------------|
| 1 | 35            | 50           | No entry | 22.09.2016<br>16:31:23 |
| 2 | 44            | 50           | Green    | 22.09.2016<br>16:31:48 |

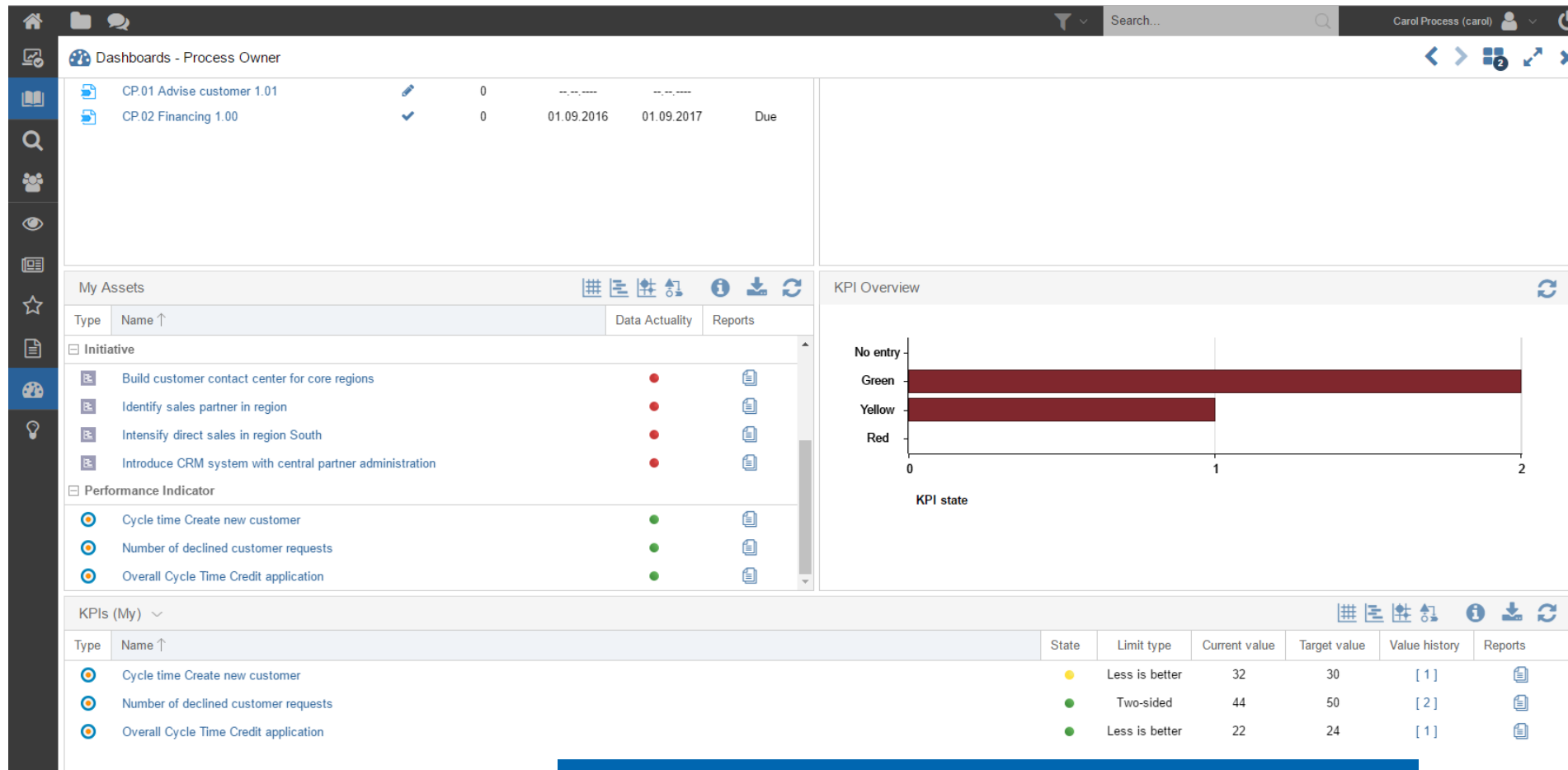
- ✓ Import your KPI's from external sources on a regular basis via Excel Import
- ✓ Look at the **value history** and compare the values with previous results



## 2. Process Performance Management

ADONIS

### 2.3 – How can I get a personalised overview of the performance of my processes?

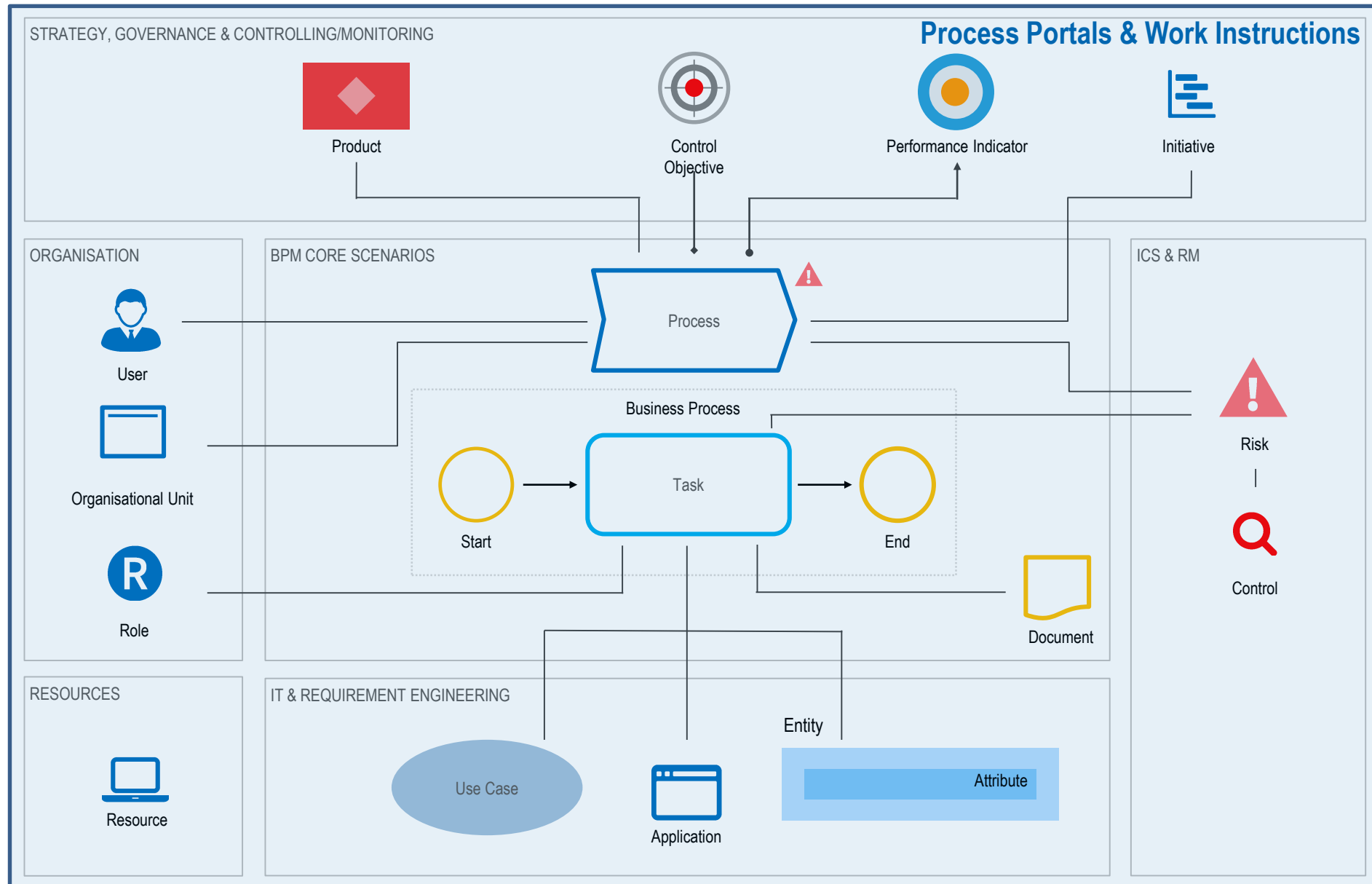


✓ Keep an overview of your assigned KPI's via user-specific dashboards

# 3. Process Portals & Work Instructions

ADONIS

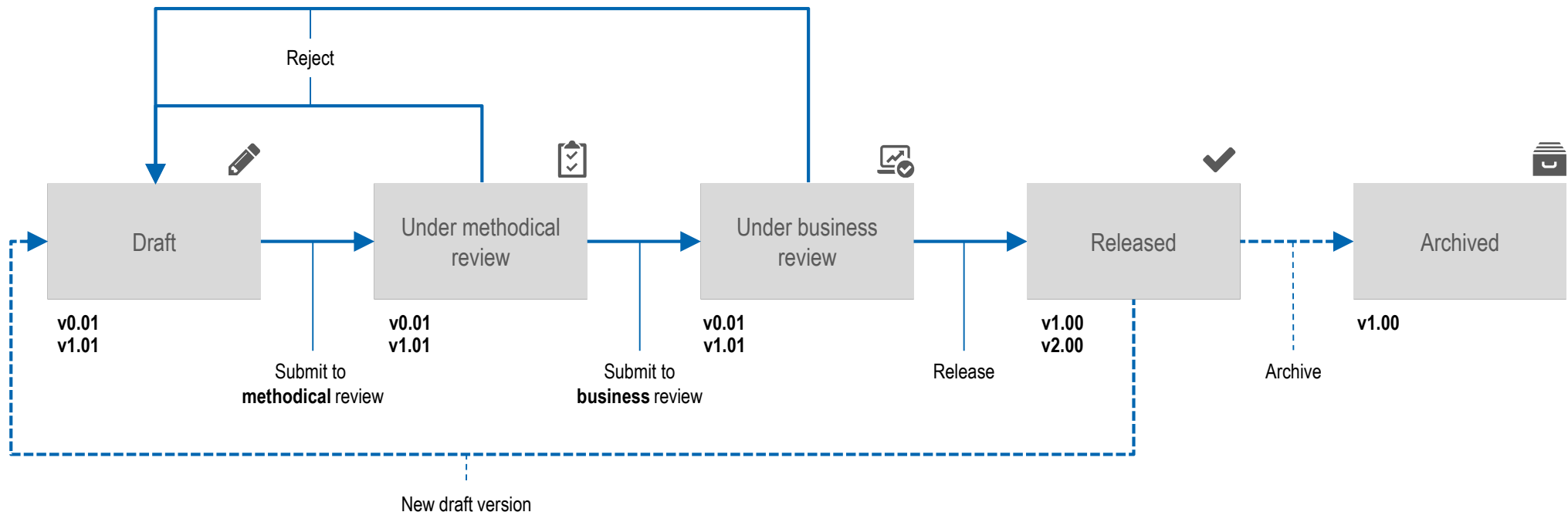
## Metamodel Overview



# 3. Process Portals & Work Instructions

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## 3.1 – How can I guarantee a proper review and approval of my processes by the process managers?

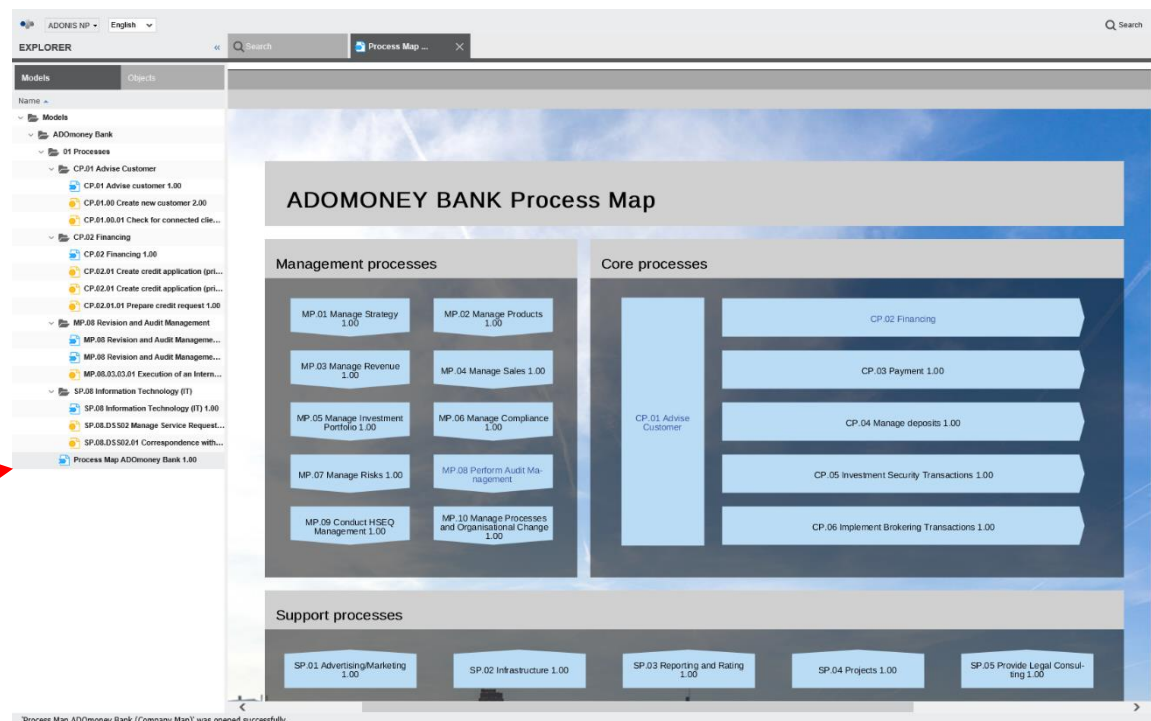
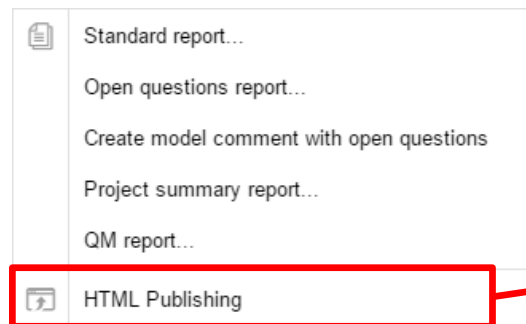


- ✓ Stable and transparent **Release Workflows** with logging of single release states and changes
- ✓ Highly configurable, with **role-specific tasks and dashboards** to improve usability for the user

# 3. Process Portals & Work Instructions

## 3.2 – In what ways can I publish my processes?

- Create multiple kinds of PDF reports
- Generate an image in PNG and send it to your colleagues
- Publish your business process in the Organisation Portal, where colleagues with no access to ADONIS can browse through the company map and download documents
- Generate an HTML Publishing in order to give external people access to a certain area of your process landscape



# 3. Process Portals & Work Instructions

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## 3.3 – How can employees of my company access valid processes and organisational structures?

The screenshot shows the 'Organisation Portal' interface. At the top, there's a search bar and a 'Reader' icon. Below the header, the main content area displays the 'ADOMONEY BANK Process Map'. The map is divided into three sections: 'Management processes', 'Core processes', and 'Support processes'. The 'Management processes' section lists nine processes (MP.01 to MP.09). The 'Core processes' section lists five processes (CP.01 to CP.05). The 'Support processes' section lists two processes (SP.01 and SP.06). A blue overlay box with white text is positioned over the bottom right of the process map, containing two checkmarks and text explaining the portal's functionality.

Process owner: Adonis Power (ado)  
State: Released  
Valid from: 01.09.2016

**ADOMONEY BANK Process Map**

**Management processes**

- MP.01 Manage Strategy 1.00
- MP.02 Manage Products 1.00
- MP.03 Manage Revenue 1.00
- MP.04 Manage Sales 1.00
- MP.05 Manage Investment Portfolio 1.00
- MP.06 Manage Compliance 1.00
- MP.07 Manage Risks 1.00
- MP.08 Perform Audit Management
- MP.09 Conduct HSEQ Management 1.00

**Core processes**

- CP.01 Advise Customer
- CP.02 Financing
- CP.03 Payment 1.00
- CP.04 Manage deposits 1.00
- CP.05 Investment Security Transactions 1.00

**Support processes**

- SP.01 Advertising/Market 1.00
- SP.06 Accounting 1.00

- ✓ The **Organisation Portal** gives your colleagues access to all released company maps and process diagrams without having the need to login into ADONIS
- ✓ You can also provide the Organisational Chart of your company, as well as documents for download



# 3. Process Portals & Work Instructions

ADONIS

## 3.4 – How can the employees of my company access relevant documents (templates, guidelines, etc.)?

Organisation Portal - Documents



### Documents by Type

- > Form (13)
- > Information (29)
- > Work instructions (17)
- > No entry (482)



### Documents by Organisational Unit

- > Accounting/ balance sheet/ taxes (1)
- > Asset Liability Management (1)
- > Business customers (1)
- > Business Organisation (3)
- > Corporate Communications (2)



Documents by Type



Work instructions ▾

| Type | Name ↑                          | Description   | Referenced document                      | Usage   |
|------|---------------------------------|---|--|---------|
| 📁    | Assessment Guidelines (Finance) | Work instruction and guidelines for assessments                           | 📄 Assessment guidelines (finance).d...   | [Usage] |
| 📁    | Austrian Code of Ethics         | Current code of ethics in Austria   |  | [Usage] |
| 📁    | BCP                             |   |  | [Usage] |
| 📁    | Capital Requirements Regulation | The Capital Requirements Regulation (CRR) and Directive (CRD IV) d...     | 🌐 https://en.wikipedia.org/wiki/Capit... | [Usage] |
| 📁    | Connectivity security policy    | This policy shall guarantee the connectivity security of data.            |  | [Usage] |
| 📁    | Credit Handbook                 | Instructions for granting loans   | 📄 Credit_Handbook_English_01.02.2...     | [Usage] |
| 📁    | Data classification guidelines  | Data classification guidelines enables/helps organizations to effectiv... |  | [Usage] |
| 📁    | Emergency escalation procedure  | This work instruction describes how to deal with emergency escalatio...   |  | [Usage] |
| 📁    | Environmental Policies          | Guidelines for environmental policies, in particular waste management     |  | [Usage] |
|      |                                 |   | 📄 Audit guidelines.pdf                   | [Usage] |
|      |                                 | egral part in th...   |  | [Usage] |
|      |                                 | e taken for a ...   |  | [Usage] |
|      |                                 | to verified.  | 📄 IRIC_English_30.11.2016.docx           | [Usage] |
|      |                                 |   |  | [Usage] |
|      |                                 | ency (high ri...  | 📄 Reg_customer_insolvency_risk_E...      | [Usage] |
|      |                                 | upport shall gu...  | 📄 Incident_Escalation_Rules_Englis...    | [Usage] |

- ✓ Make all relevant documents accessible to your colleagues with the **integrated Document Store** of ADONIS
- ✓ Sort your documents by type or by organisational unit

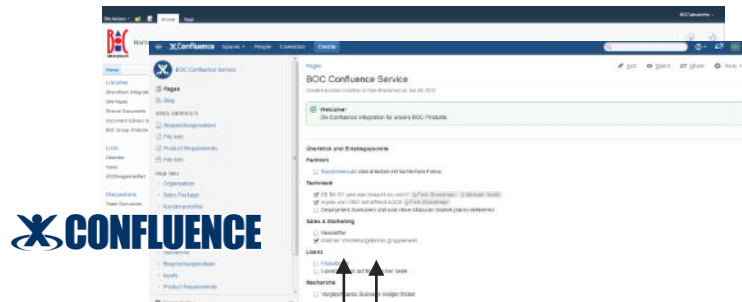
# 3. Process Portals & Work Instructions

ADONIS

## 3.5 – How can I integrate my processes and organisational structures into external portals?



- Content Owner
- Contributor
- Reader



• Inform – Search



• Publish



• Document



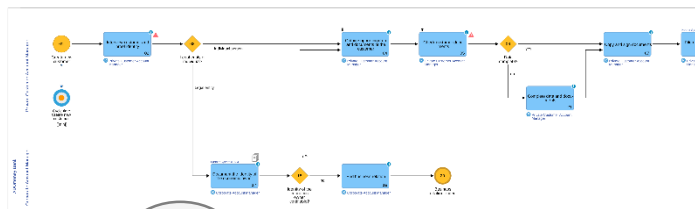
• Collaborate

Enterprise Web Portal

ADONIS & ADOIT



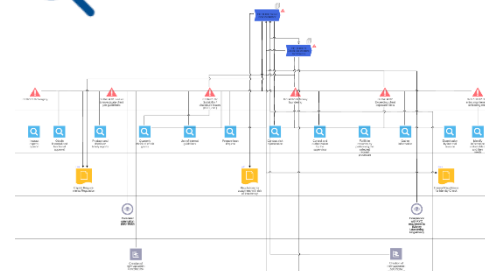
Models



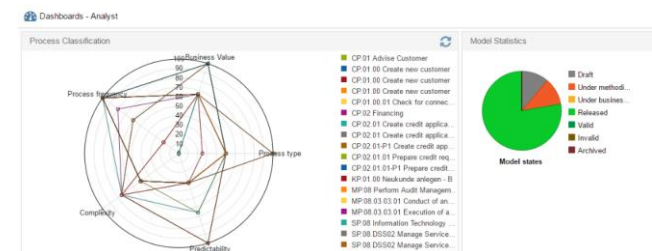
- Process Owner
- Process Participant
- Architect ...



Analyses



Dashboards



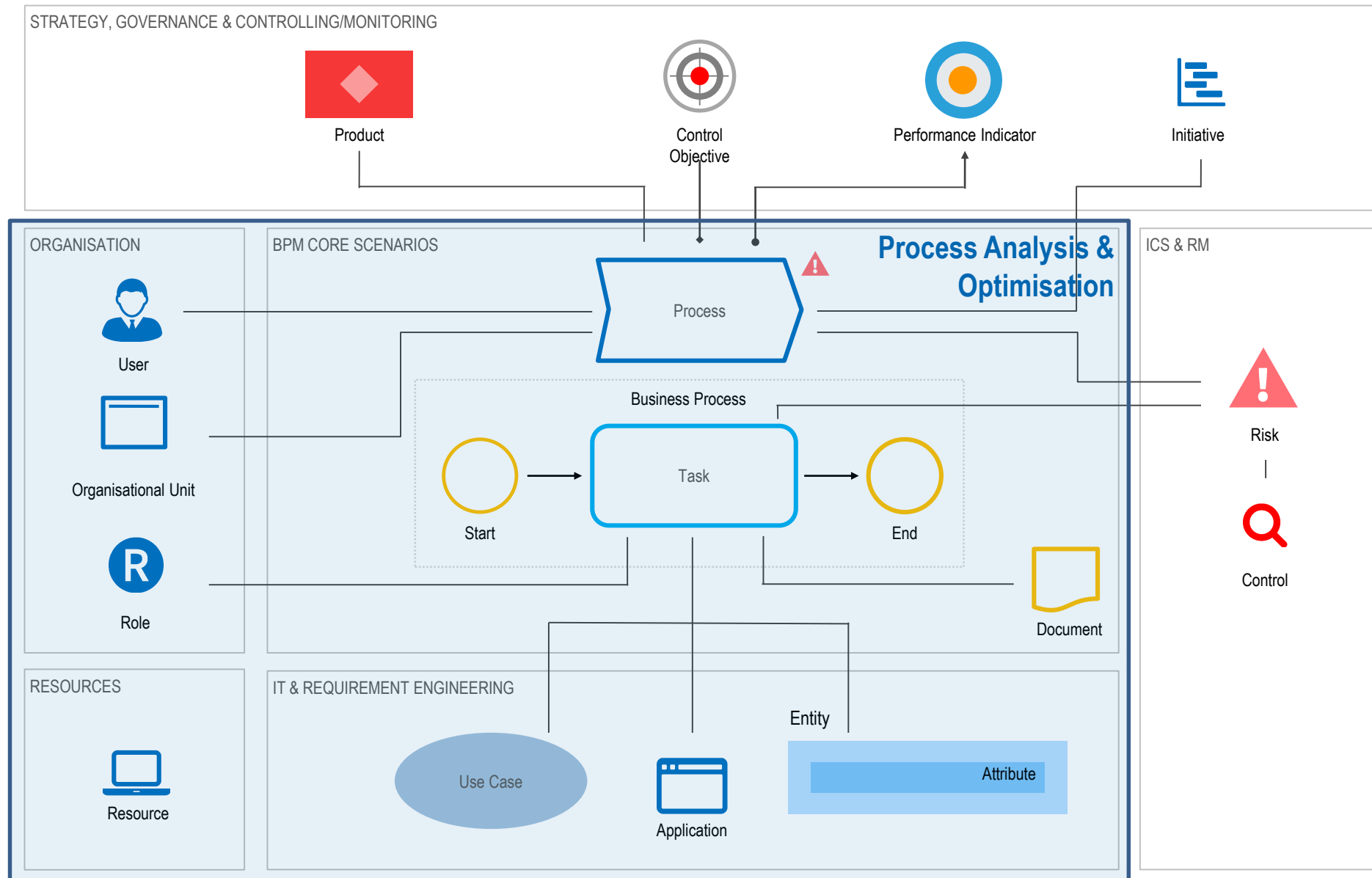
Repository



# 4. Process Analysis & Optimisation

ADONIS

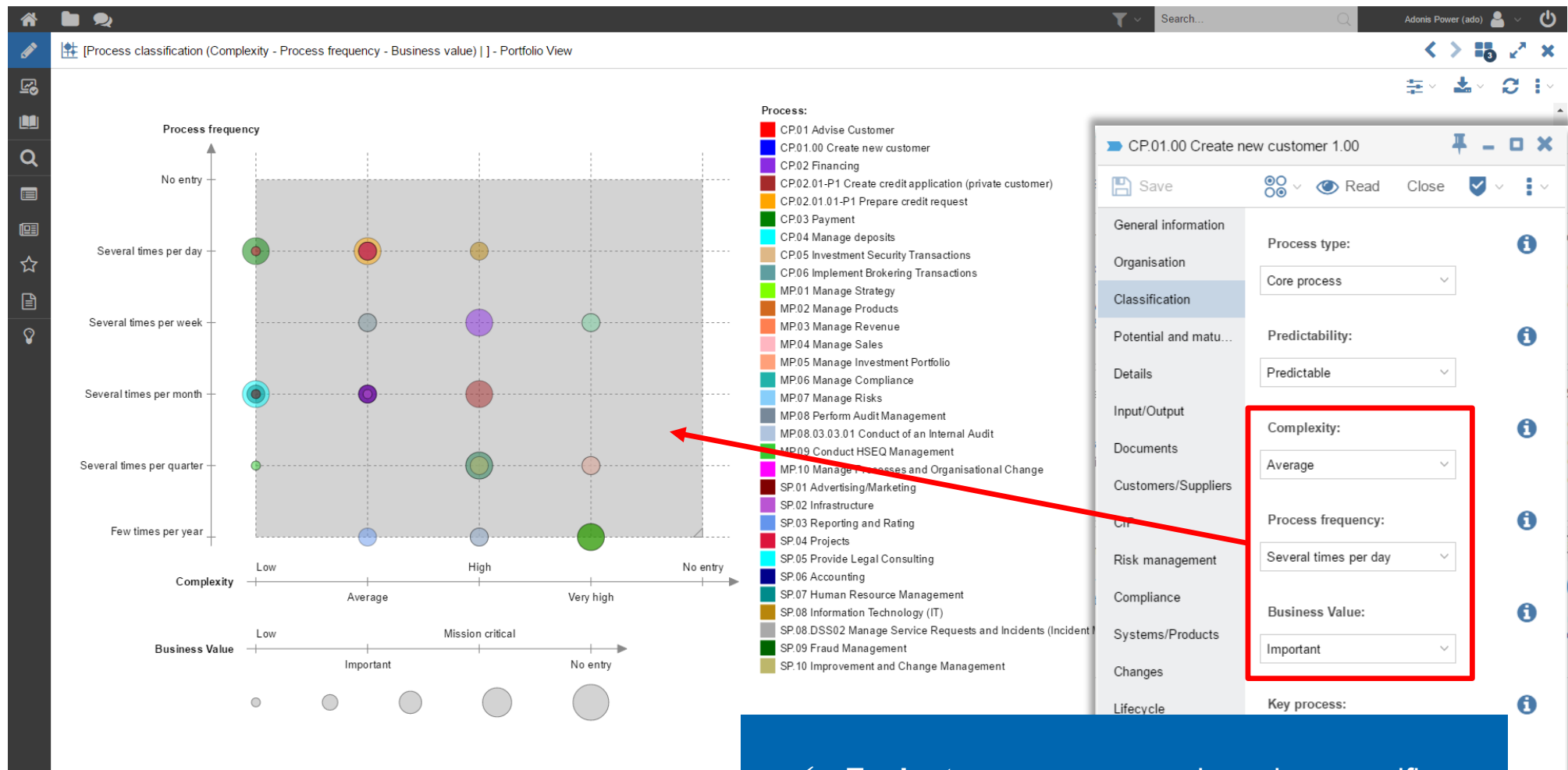
## Metamodel Overview



# 4. Process Analysis & Optimisation

ADONIS

## 4.1 – How can I perform a qualitative analysis and evaluation of my company map processes and compare them with each other?



✓ Evaluate your processes based on specific criteria and compare them to each other

# 4. Process Analysis & Optimisation

ADONIS

## 4.2 – Which process steps are carried out manually and which (semi-) automatically?

The screenshot displays the ADONIS Search & Analysis interface. The top navigation bar includes a search icon and a search bar. Below the search bar, there are filters for 'Search automatically' and 'Search in documents'. The main content area shows a list of process flows, each with a 'Type' (represented by a blue square icon), a 'Name' (with an upward arrow), and a 'Classification' (highlighted in yellow). The list is sorted by 'Name'.

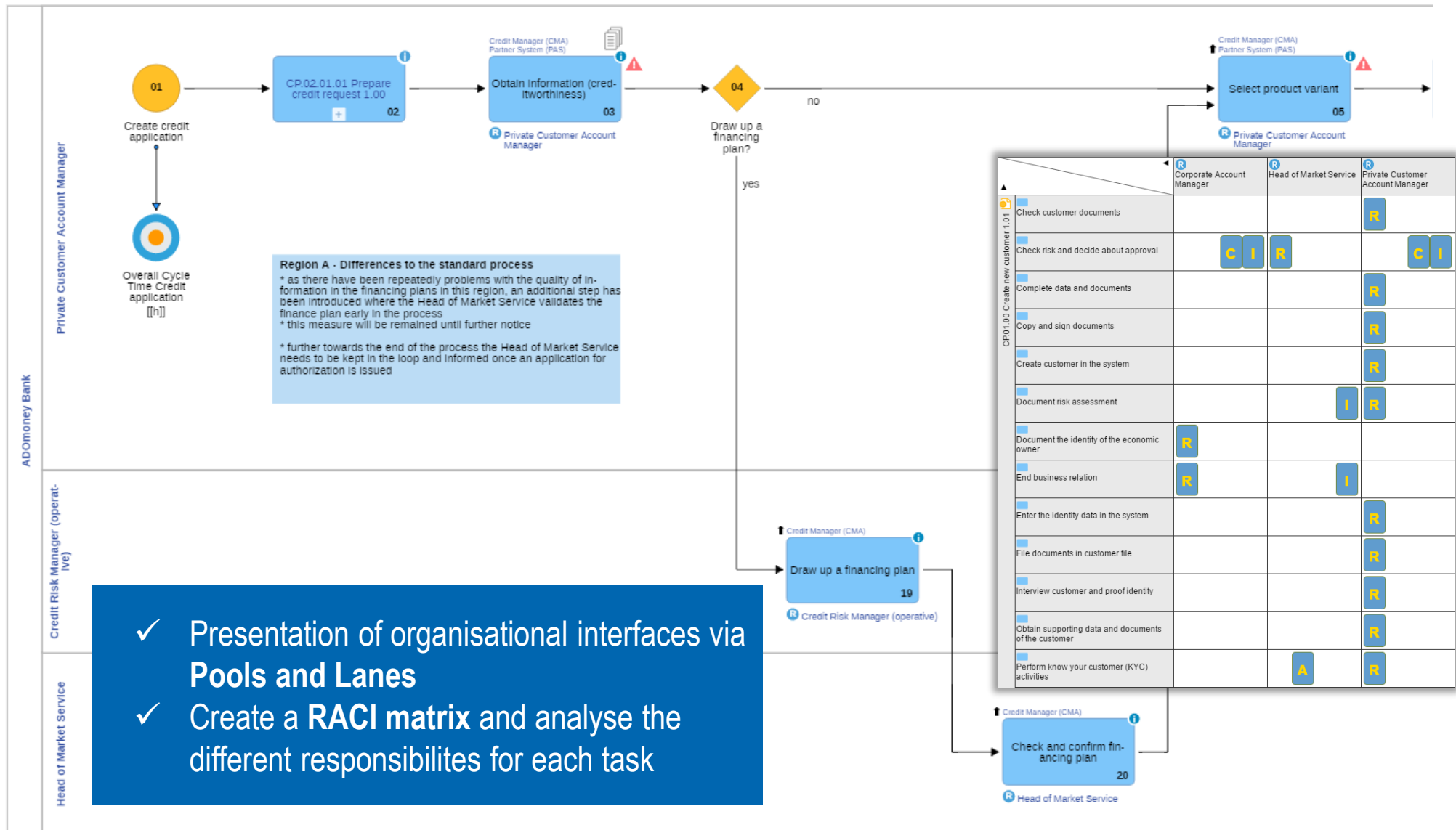
| Type | Name ↑                                      | Classification |
|------|---|----------------|
| 1    | Check customer documents                    | manual         |
| 2    | Check customer documents                    | manual         |
| 3    | Check if group of connected clients exists  | semi-automatic |
| 4    | Check risk and decide about approval        | manual         |
| 5    | Check risk and decide about approval        | manual         |
| 6    | Complete data and documents                 | manual         |
| 7    | Complete data and documents                 | manual         |
| 8    | Copy and sign documents                     | manual         |
| 9    | Copy and sign documents                     | manual         |
| 10   | Create customer in the system               |                |
| 11   | Create customer in the system               |                |
| 12   | Document risk assessment                    |                |
| 13   | Document risk assessment                    |                |
| 14   | Document the identity of the economic owner |                |
| 15   | Document the identity of the economic owner |                |
| 16   | End business relation                       |                |
| 17   | End business relation                       |                |
| 18   | Enter the identity data in the system       | manual         |

Various queries possible via integrated Search & Analysis

For example, analyse which activities in a process create value and which do not

# 4. Process Analysis & Optimisation

## 4.3 – What roles are involved in the different process steps and where do organisational interfaces exist?



# 4. Process Analysis & Optimisation

ADONIS

## 4.4 – Which documents are required in the respective process steps? How can I determine if there are "loose" ends in the document flow?

[Input/Output analysis (Process) | Process Input/Output analysis matrix (Analysis Model) ] - Matrix view

|   | CP01.00 Create new customer  | CP02.01-P1 Create credit application (pr... | CP02.01.01-P1 Prepare credit request | CP02.02-P1 Perform credit decision | MP08.03.03.01 Conduct of an Internal... | No references   |
|---|--|---|--------------------------------------|------------------------------------|---|---|
| CP01.00 Create new customer                             | Excerpt from the Commercial Register<br>Passport<br>Personal ID Card |   |                                      |                                    |   |   |
| CP02.01-P1 Create credit application (private customer) |  | Application for Authorisation               |                                      | Credit Application                 |   | Financing Plan<br>Insurance Data<br>Raport ryzyk<br>Repayment Plan<br>Security Paper Data |
| CP02.01.01-P1 Prepare credit request                    |  |   |                                      | Credit Application                 |   |   |
| CP02.02-P1 Perform credit decision                      |  |   |                                      |                                    |   |   |
| MP08.03.03.01 Conduct of an Internal Audit              |  |   |                                      |                                    |   | Audit Report  |
| No references   | Economic Documents<br>KYC form                                       | Real Estate Data                            |                                      |                                    | Audit Plan                              |   |

References

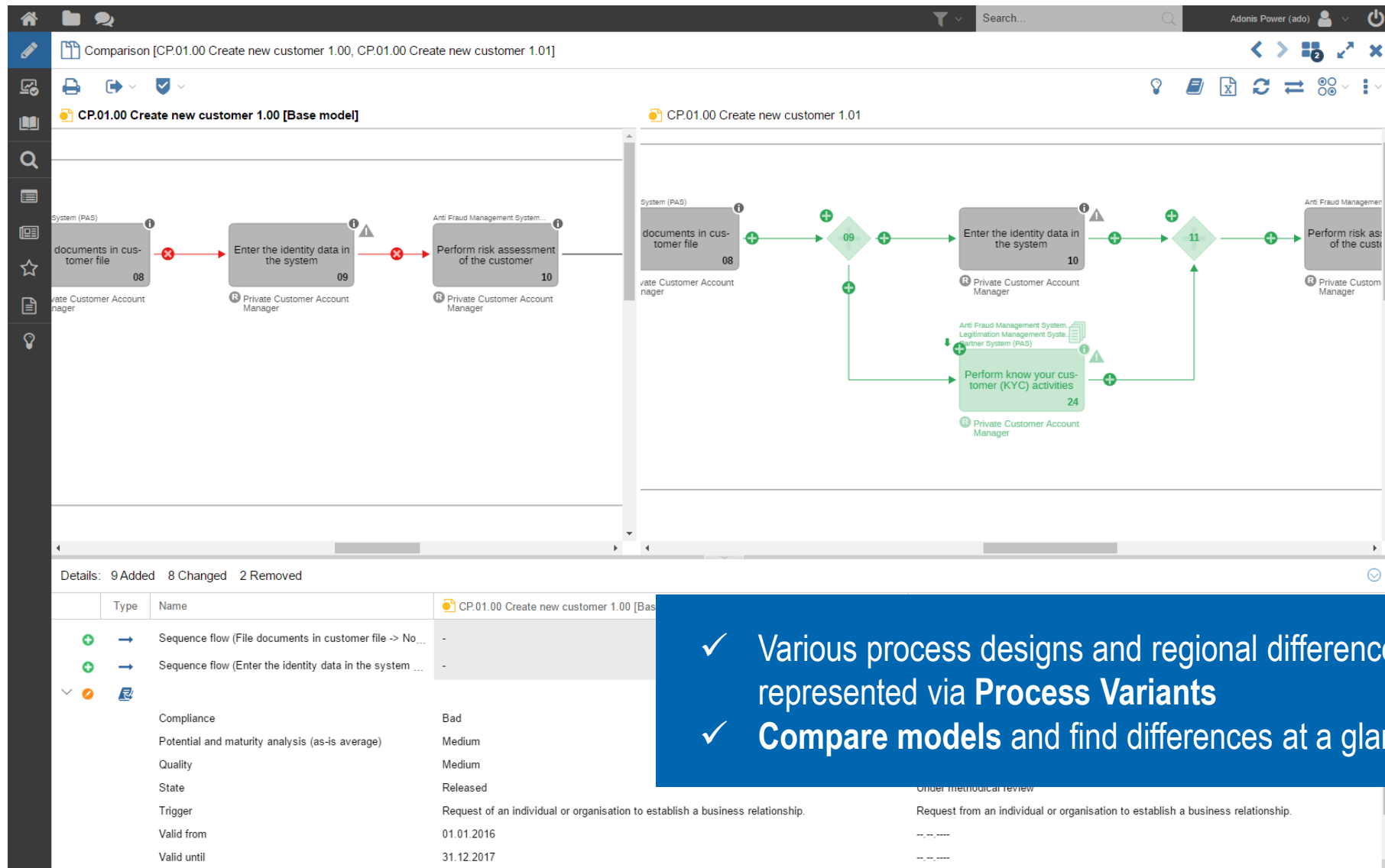
Filters

|  |                  |
|--|------------------|
| Business Process Diagram [4]           |                  |
| (Incoming) Output [2]                  |                  |
| CP.02.01 Create credit application ... | → Financing Plan |
| CP.02.01 Create credit application ... | → Financing Plan |
| (Incoming) Referenced documents [2]    |                  |
| CP.02.01 Create credit application ... | → Financing Plan |
| CP.02.01 Create credit application ... | → Financing Plan |
| Organisational Unit [1]                |                  |
| (Incoming) Referenced documents [1]    |                  |
| Credit Back Office                     | → Financing Plan |
| Process [2]                            |                  |
| (Incoming) Output [1]                  |                  |
| CP.02.01-P1 Create credit applicati... | → Financing Plan |
| (Incoming) Referenced documents [1]    |                  |
| CP.02.01-P1 Create credit applicati... | → Financing Plan |
| Task [7]                               |                  |
| (Incoming) Data input [2]              |                  |

- ✓ Display documents seamlessly and effortlessly via the **Usage Analysis**
- ✓ **Input/Output analysis** of documents and objects according to process activities

# 4. Process Analysis & Optimisation

## 4.5 – How can I compare different process variants?



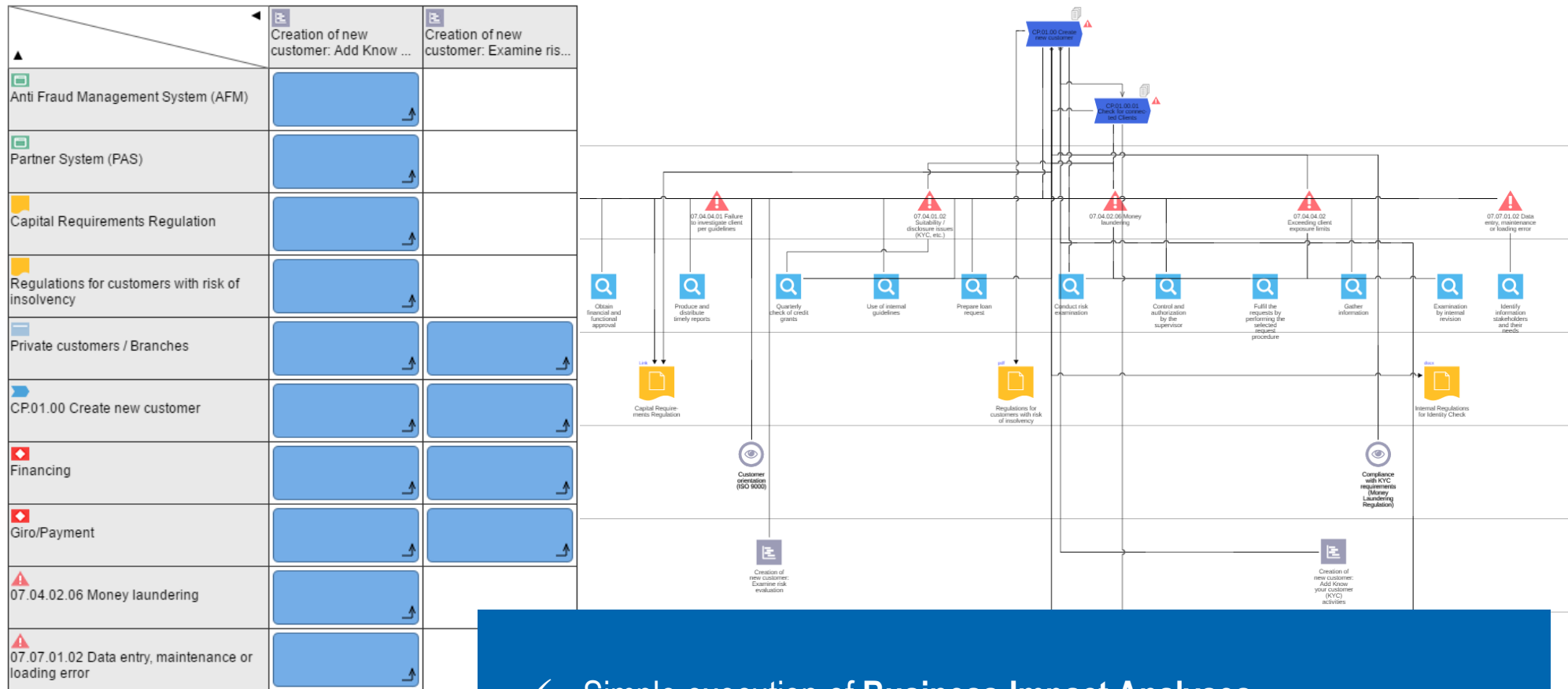
- ✓ Various process designs and regional differences represented via **Process Variants**
- ✓ **Compare models** and find differences at a glance



# 4. Process Analysis & Optimisation

ADONIS

## 4.6 – How can I determine which enterprise assets are affected by planned optimisations?

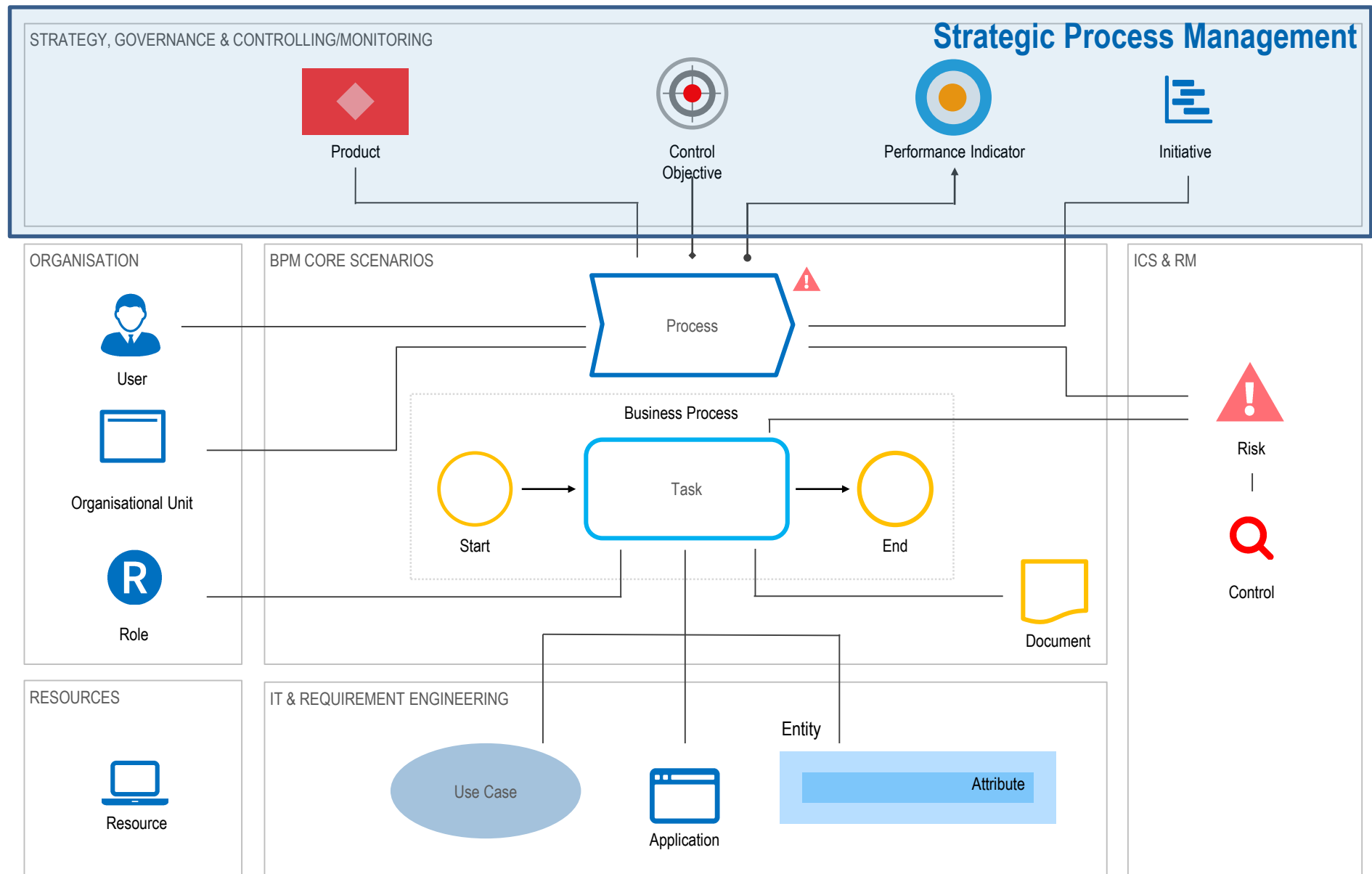


- ✓ Simple execution of **Business Impact Analyses**
- ✓ Quick capture of enterprise artefacts (Processes, Organisational Units, Documents, IT Systems) that are affected by changes

# 5. Strategic Process Management

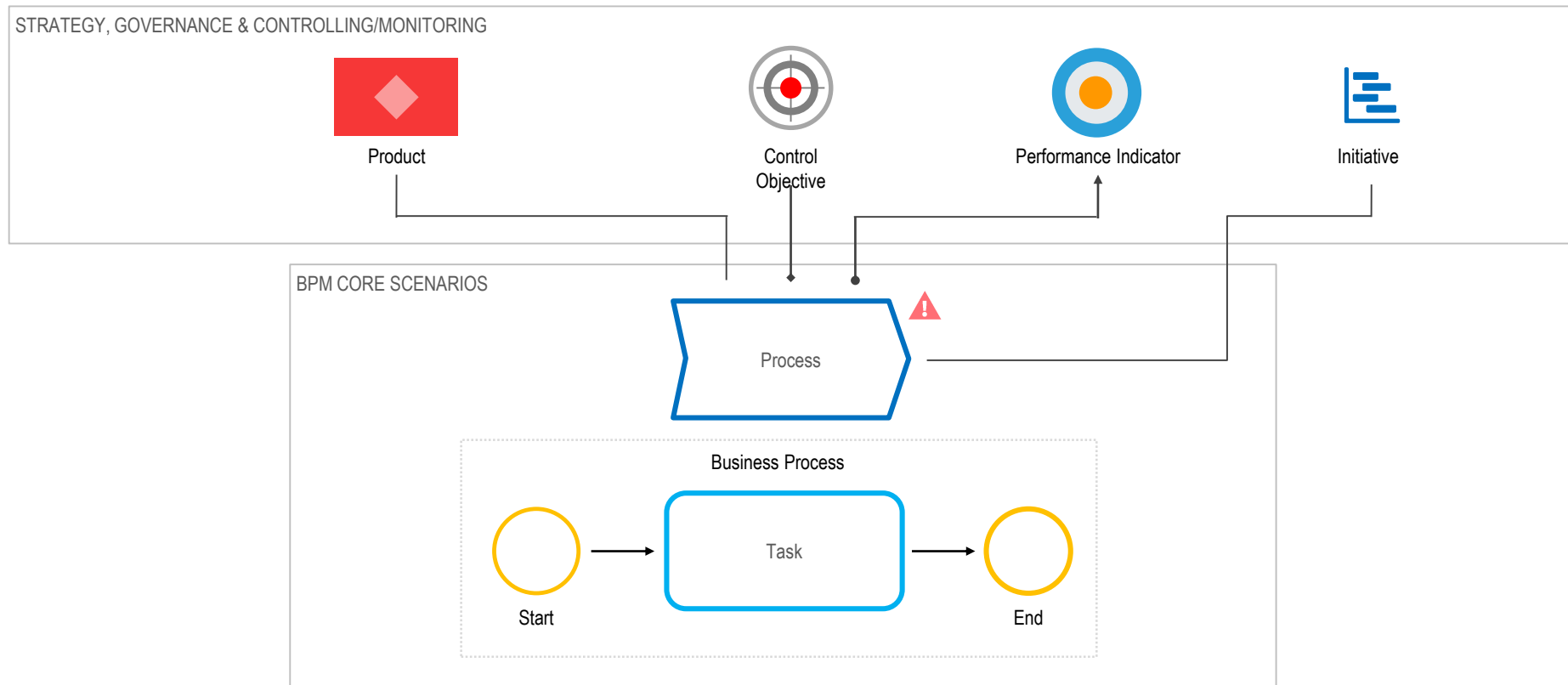
ADONIS

## Metamodel Overview



# 5. Strategic Process Management

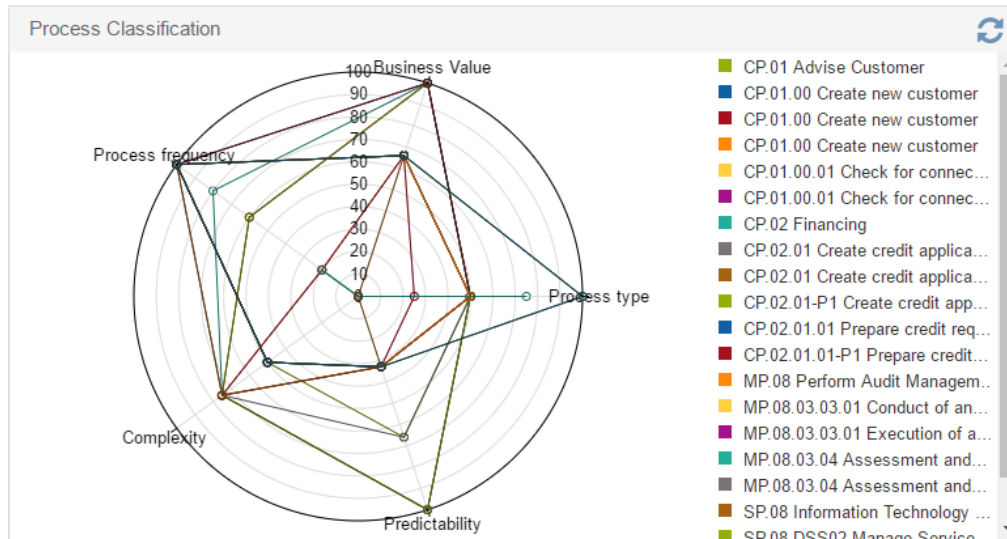
## 5.1 – How can process goals be defined and performance indicators and initiatives derived and documented based on those definitions?



- ✓ Set **company goals** and check if your processes support them
- ✓ Evaluate your business processes using **Key Performance Indicators** and implement specific **initiatives** and projects for your organisation based on your analysis

# 5. Strategic Process Management

## 5.2 – How can a benchmarking of processes from different business areas be carried out and visualised?



CP.01.00 Create new customer 1.00

General information

Organisation

Classification

Potential and matu...

Details

Input/Output

Documents

**Process type:**  
Core process

**Predictability:**  
Predictable

**Complexity:**  
Average

**Process frequency:**  
Several times per day

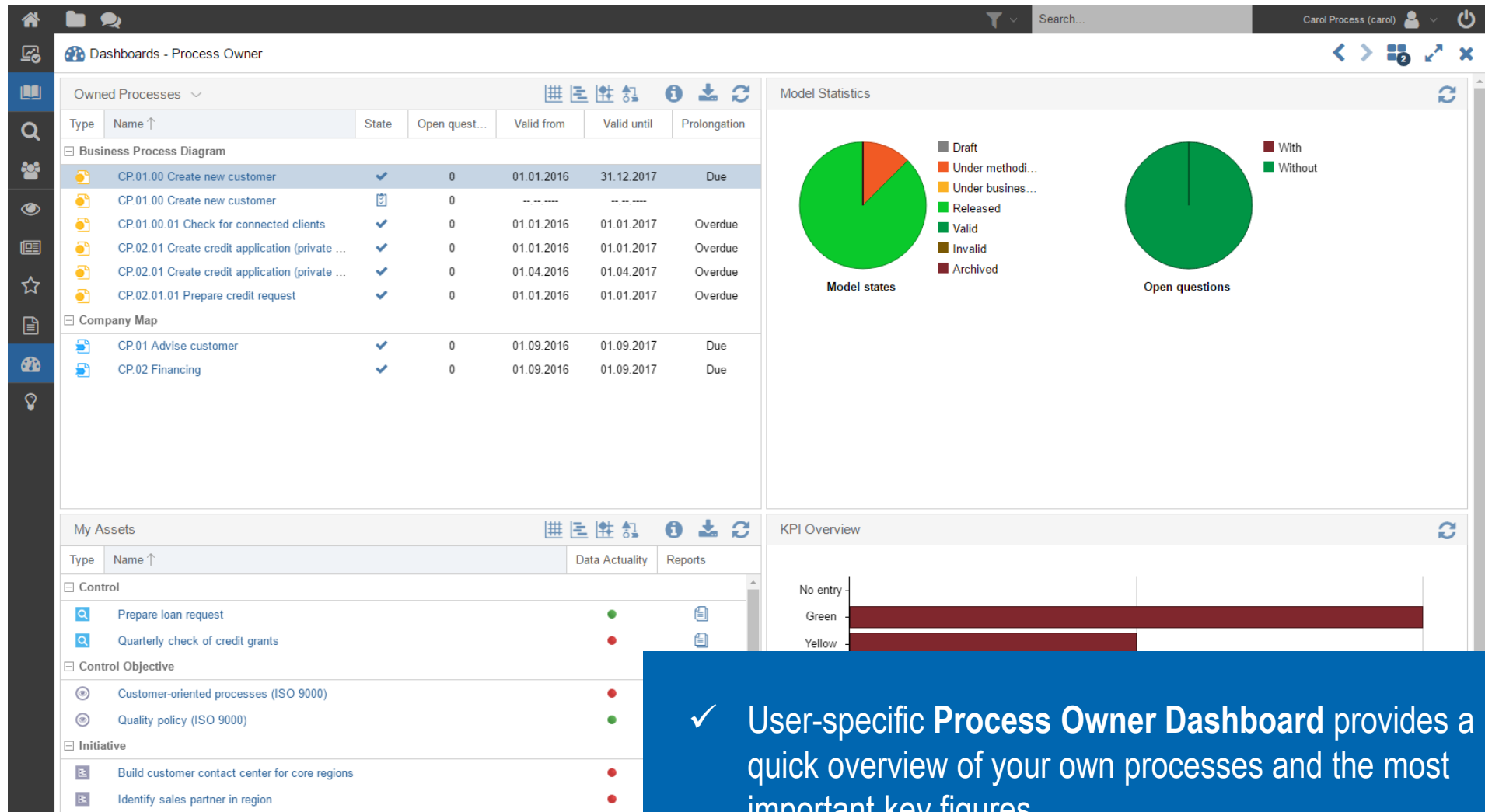
**Business Value:**  
Important

**Key process:**  
Yes

- ✓ Classify your processes according to process type, predictability, complexity, process frequency and business value
- ✓ Compare your processes with each other in the **Management Dashboards**

# 5. Strategic Process Management

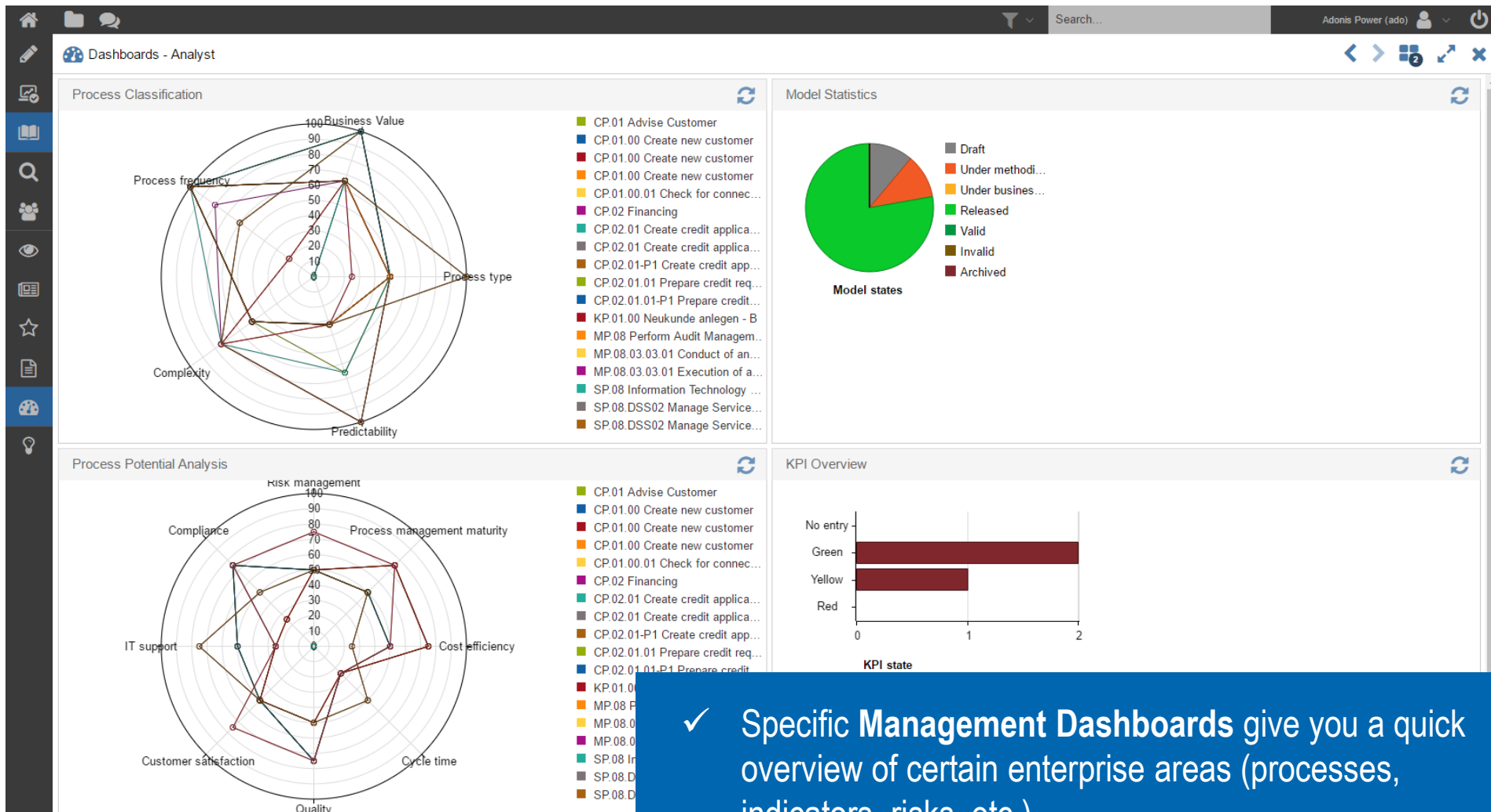
## 5.3 – How do process owners get an overview of the qualitative and quantitative assessment of the processes for which they are responsible?



✓ User-specific **Process Owner Dashboard** provides a quick overview of your own processes and the most important key figures

# 5. Strategic Process Management

## 5.4 – How does the management get a quick overview of the overall state of the relevant business processes?

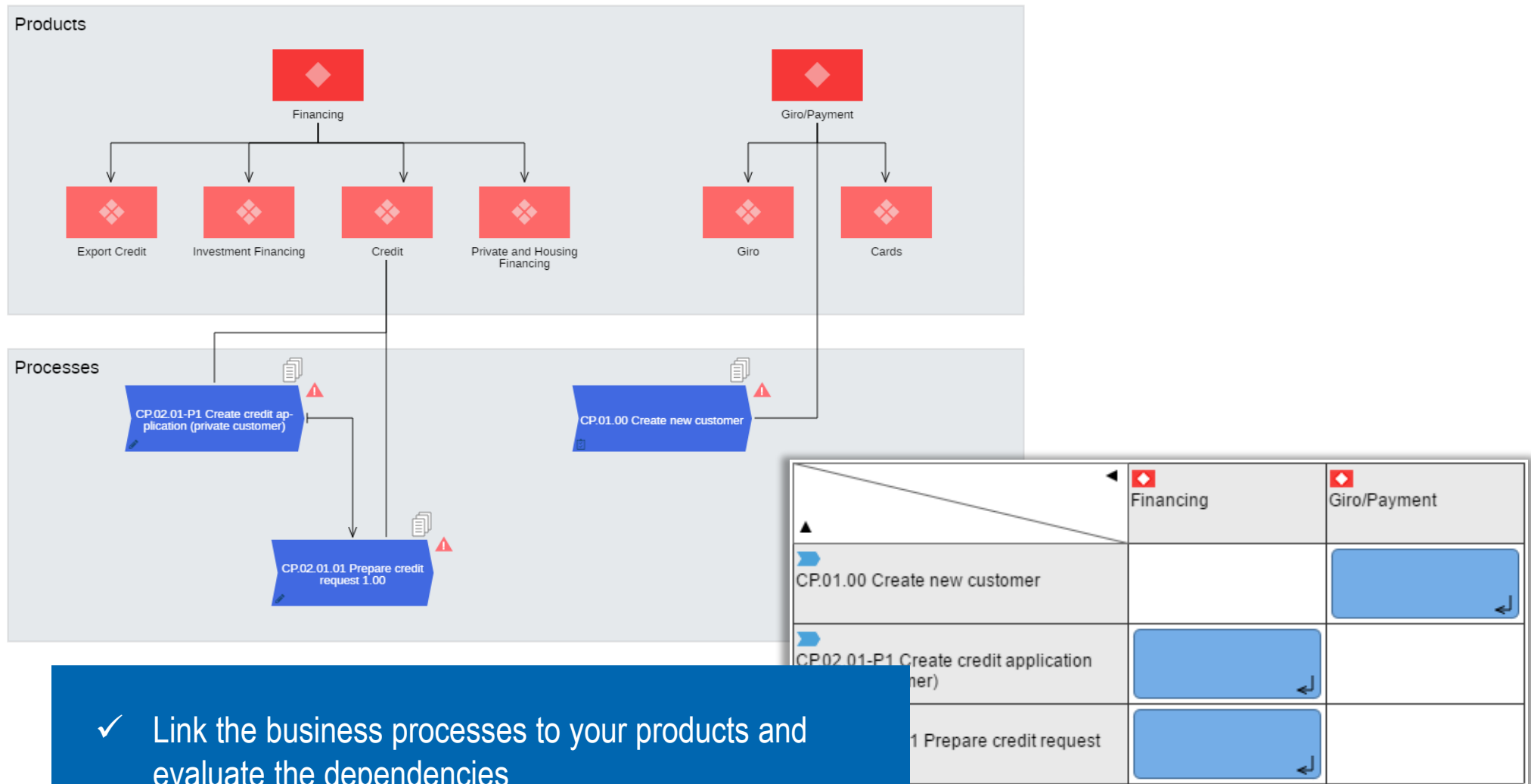


✓ Specific **Management Dashboards** give you a quick overview of certain enterprise areas (processes, indicators, risks, etc.)

# 5. Strategic Process Management

ADONIS

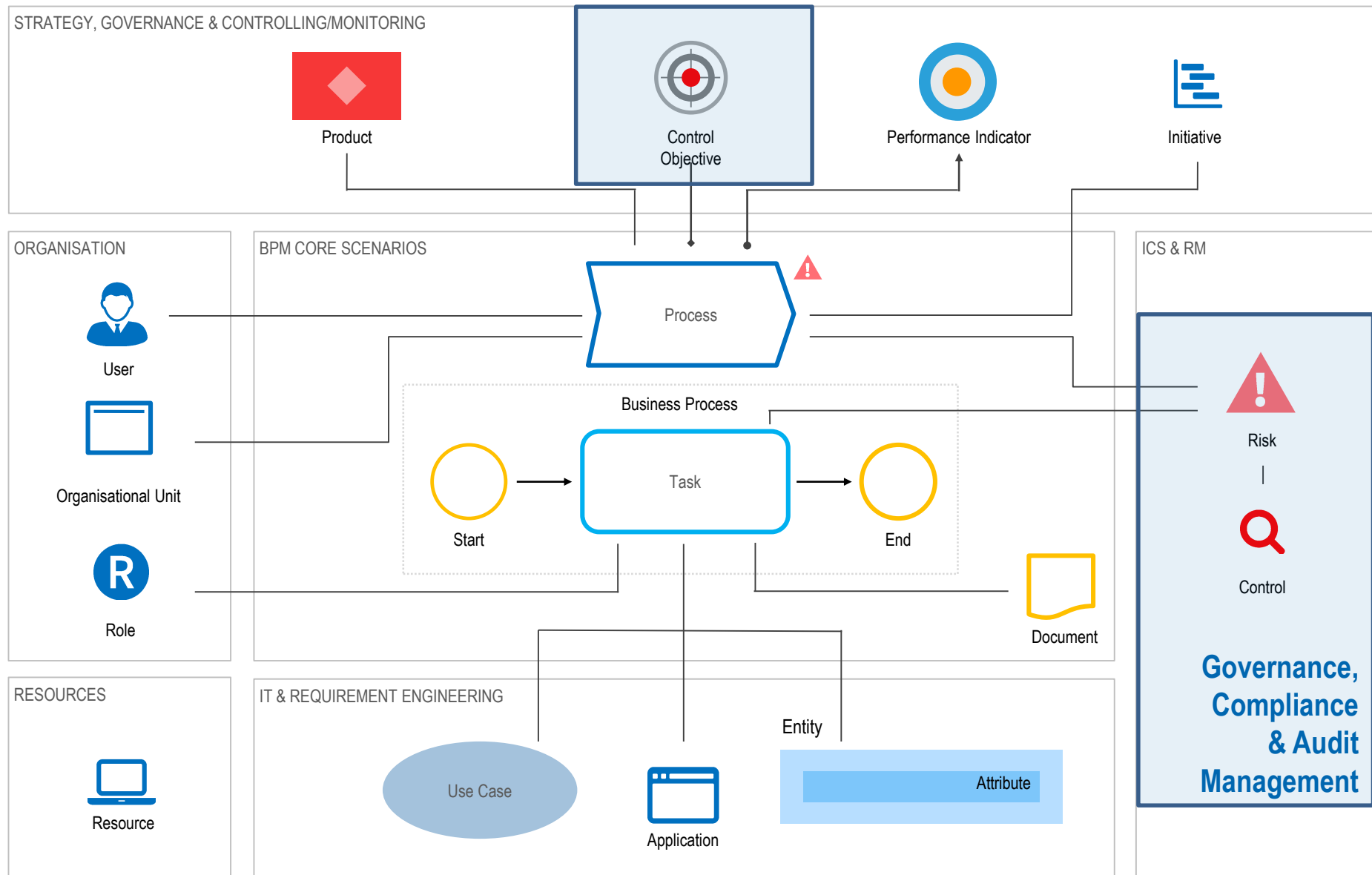
5.5 – How can I visualise product and service catalogs, connect them to critical processes in my organisation and evaluate them in the form of product/process matrices?



# 6. Governance, Compliance & Audit Management

ADONIS

## Metamodel Overview

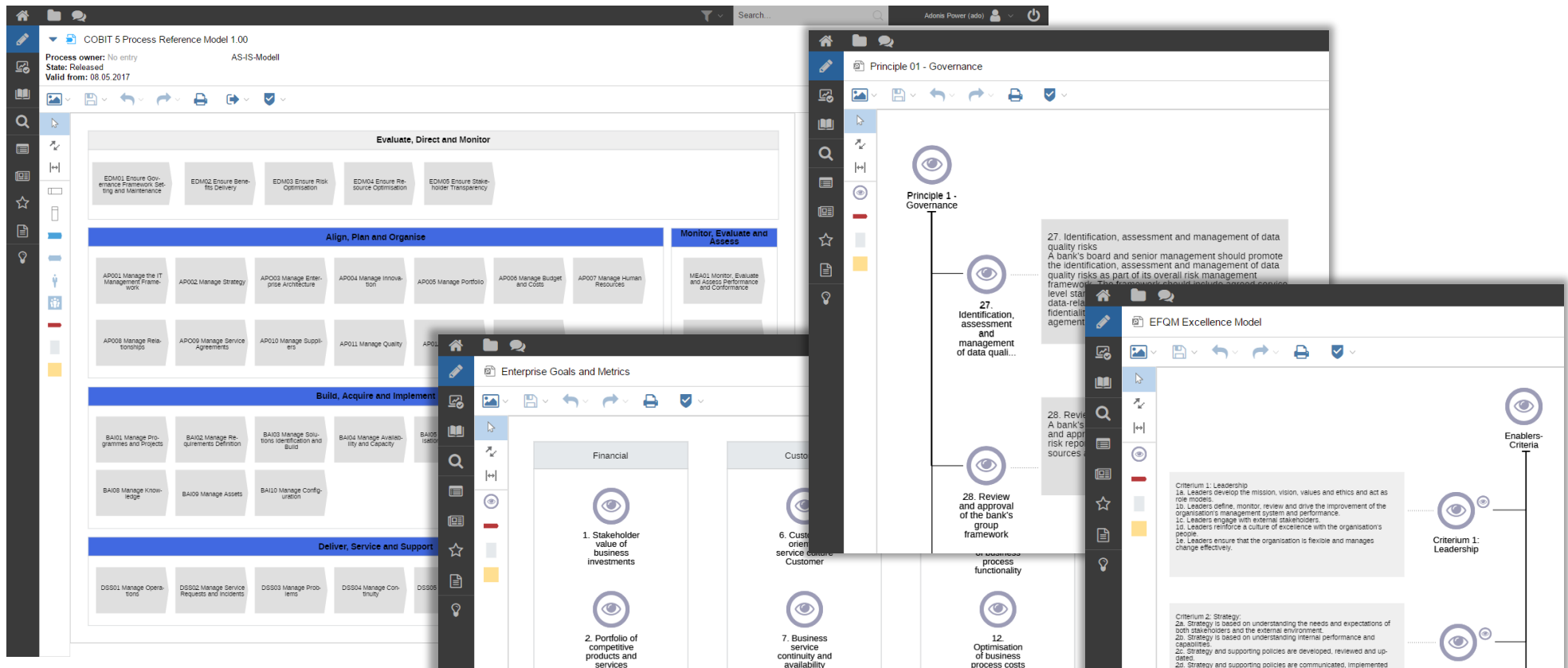




# 6. Governance, Compliance & Audit Management

ADONIS

## 6.1 – How can I create control objective catalogs based on compliance requirements and assign them to my processes?

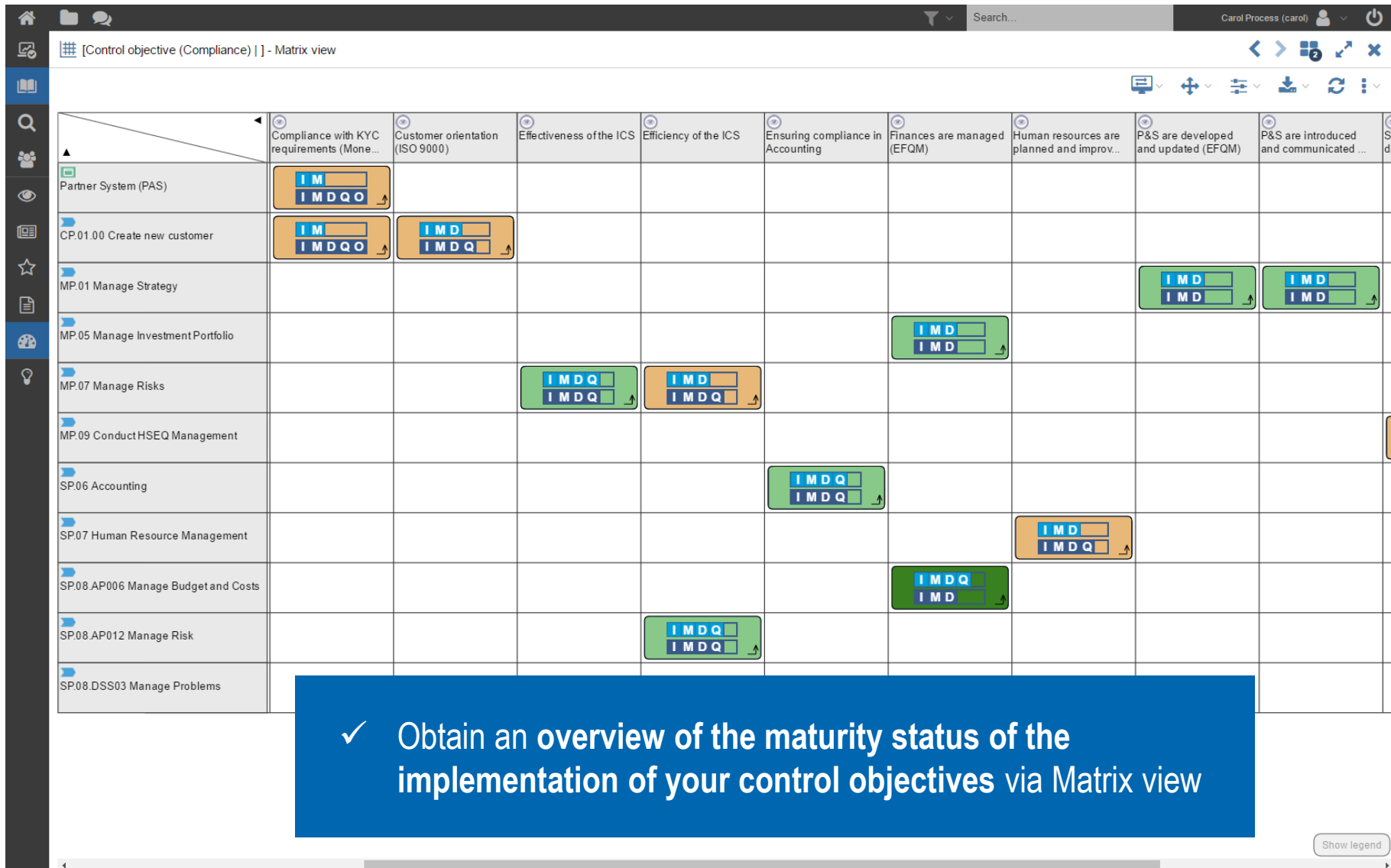


- ✓ Pre-defined control objective catalogues such as ISO 9001-2015, EFQM, COBIT, ISO 27001, etc.
- ✓ Enabling fast and structured compliance

# 6. Governance, Compliance & Audit Management

ADONIS

## 6.2 – How can I carry out a maturity analysis (IS/TO-BE) of my processes and the relevant compliance requirements?



# 6. Governance, Compliance & Audit Management

## 6.3 – How can I plan audits and identify the relevant enterprise artefacts?

|  | ISO Audit Q2-2018 Preparation | ISO Audit Q4-2017 Preparation |
|--|-------------------------------|-------------------------------|
| Anti Fraud Management System (AFM)                   |                               |                               |
| Partner System (PAS)                                 |                               |                               |
| Capital Requirements Regulation                      |                               |                               |
| Private customers / Branches                         |                               |                               |
| CP.01.00 Create new customer                         |                               |                               |
| Based Investments                                    |                               |                               |
| Financing  |                               |                               |
| 07.04.02.06 Money laundering                         |                               |                               |
| 07.07.01.02 Data entry, maintenance or loading error |                               |                               |

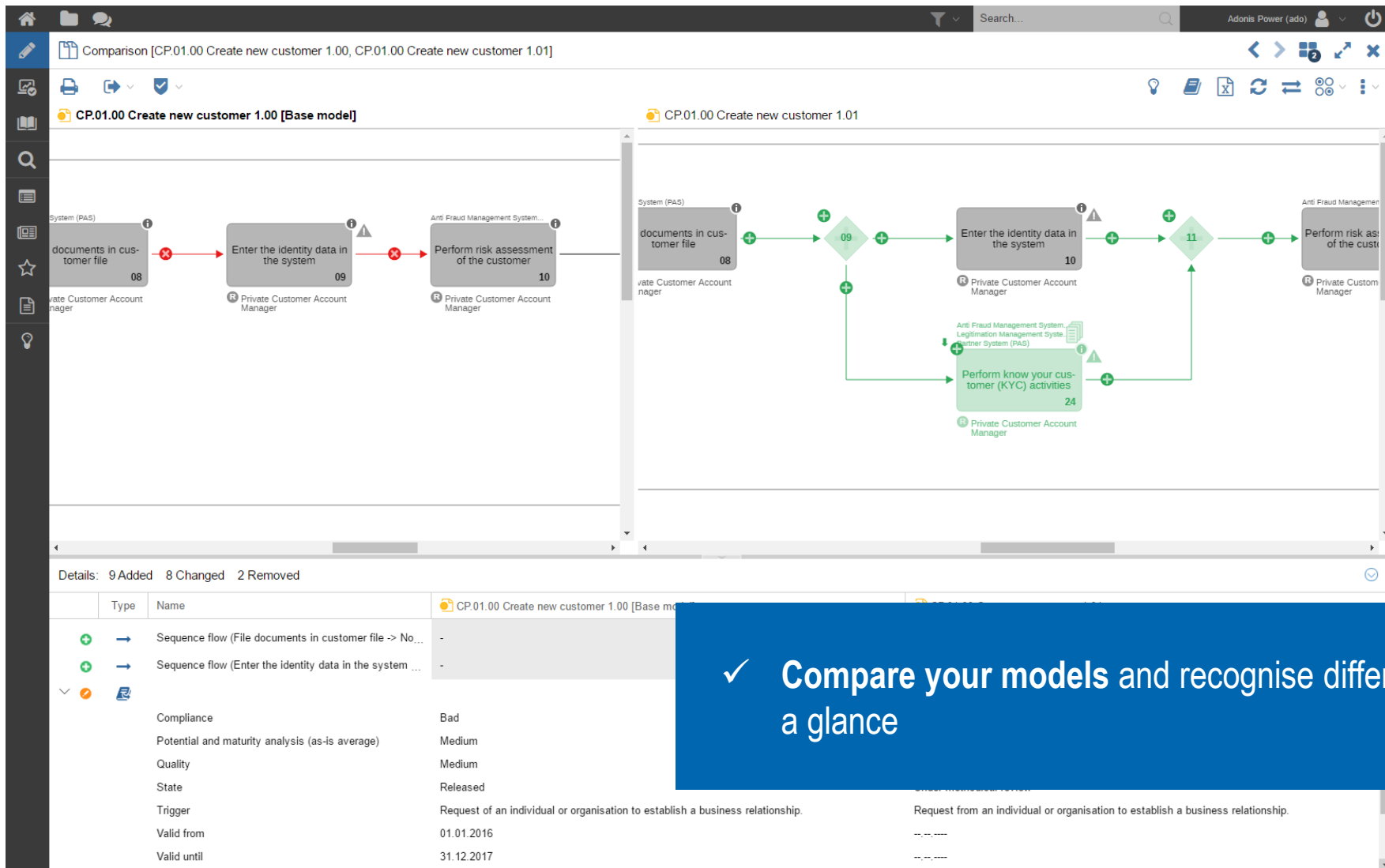
Assigned assets (Object catalogue):

|   | Type | Name   | Version | State |  |
|---|------|--|---------|-------|--|
| 1 | ⚠    | 07.04.02.06 Money laundering                         |         |       |  |
| 2 | ⚠    | 07.07.01.02 Data entry, maintenance or loading error |         |       |  |
| 3 | 📁    | Anti Fraud Management System (AFM)                   |         |       |  |
| 4 | 📁    | Capital Requirements Regulation                      |         |       |  |
| 5 | ➡    | CP.01.00 Create new customer                         | 1.00    | ✓     |  |
| 6 | 🚧    | Financing  |         |       |  |
| 7 | 📁    | Partner System (PAS)                                 |         |       |  |
| 8 | 📁    | Private customers / Branches                         |         |       |  |

- ✓ Plan audits by creating **Initiatives** and referencing all affected company artefacts
- ✓ Get an overview of all affected company artefacts with a **Business Impact Analysis** or a **Matrix**

# 6. Governance, Compliance & Audit Management

## 6.4 – How can I compare different versions of my processes (valid vs. archived)?

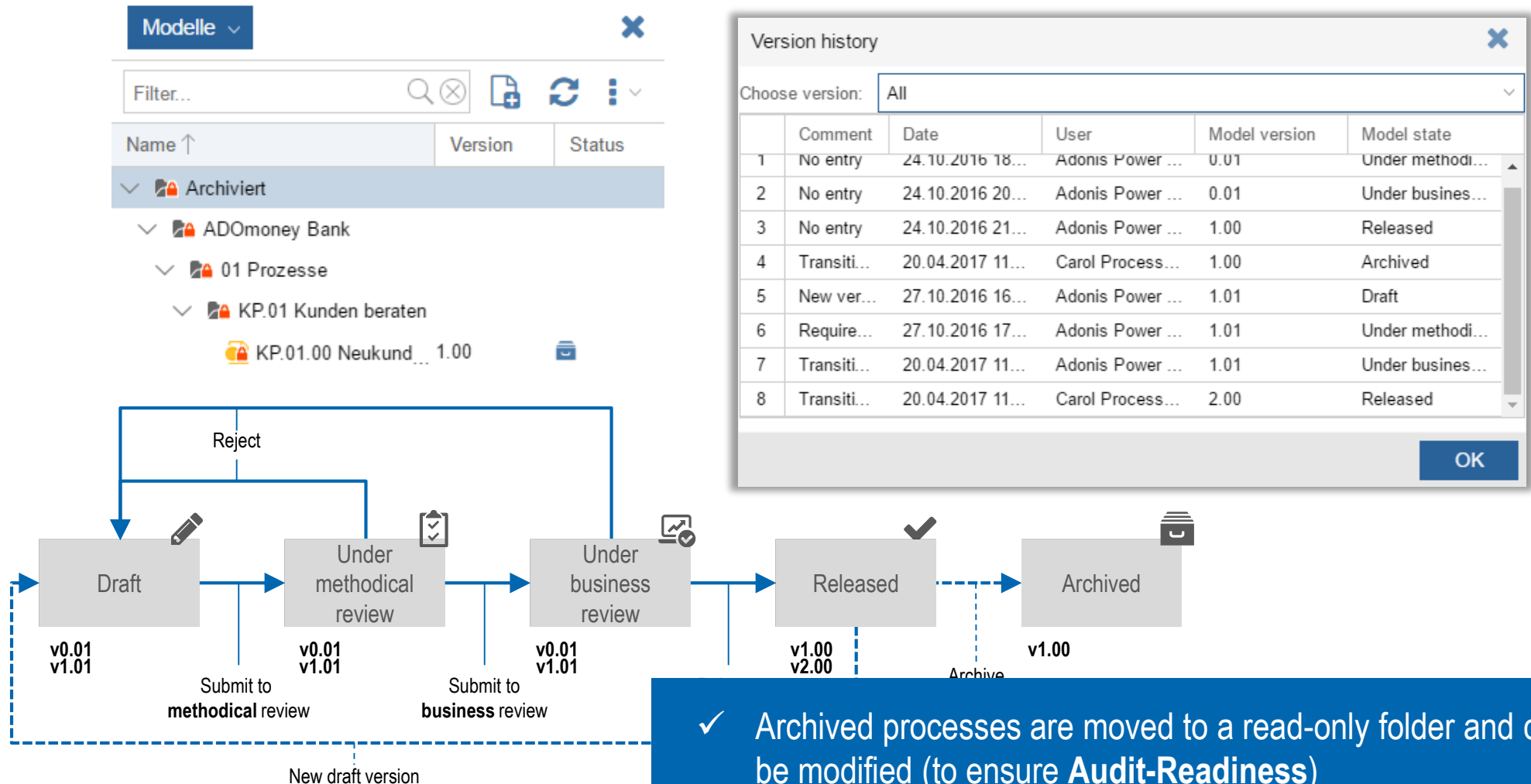


✓ Compare your models and recognise differences at a glance

## 6. Governance, Compliance & Audit Management

ADONIS

## 6.5 – How do I ensure secure archiving and historisation of my processes?

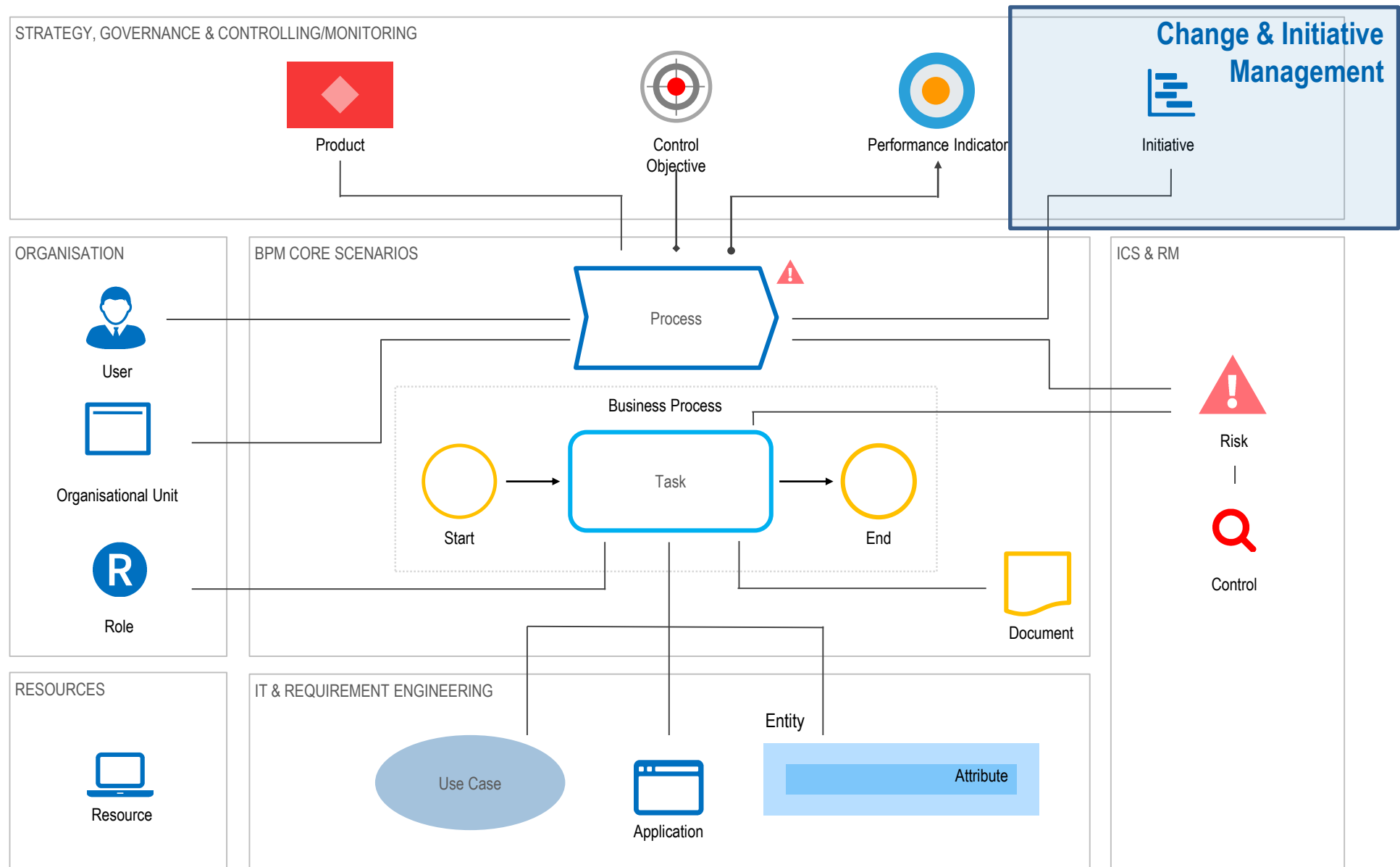


- ✓ Archived processes are moved to a read-only folder and can not be modified (to ensure **Audit-Readiness**)
- ✓ The change history records the user and the date changes have been made

# 7. Change & Initiative Management

ADONIS

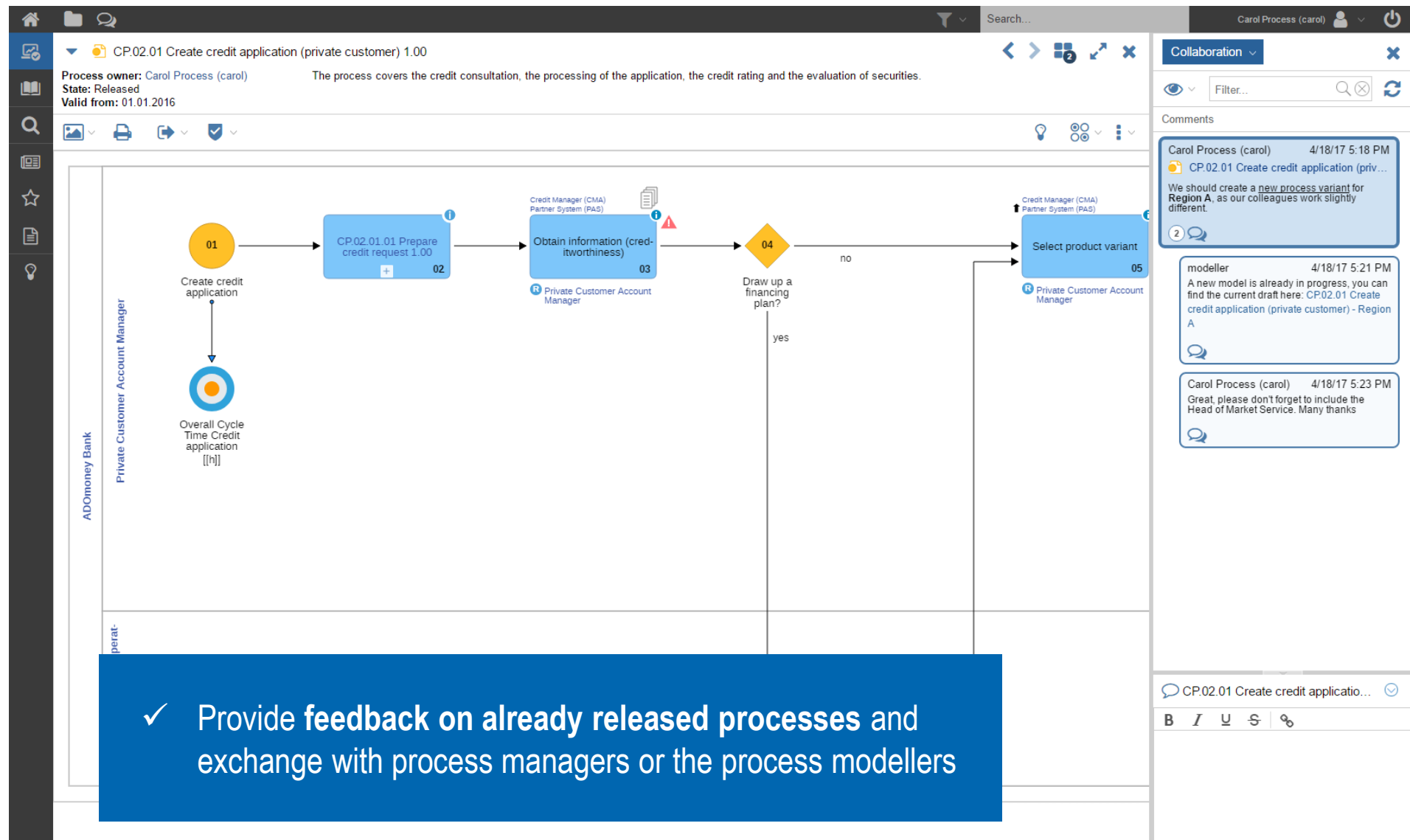
## Metamodel Overview



# 7. Change & Initiative Management

ADONIS

## 7.1 – How can employees of my company make comments and/or suggestions for improvements to the valid processes and organisational structures?



# 7. Change & Initiative Management

## 7.2 – How can I define initiatives for improving my processes and assign them to the relevant people in the company?

Creation of new customer: Add Know your customer (KYC) activities

General information

Organisation

Controlling - Initiative

Changes

Lifecycle

Attachments

Name:  
Creation of new customer: Add Know your customer (KYC) activities

Order:  
No entry

Description:  
**Know your customer (KYC)** is the process of a business verifying the identity of its clients. The term is also used to refer to the bank regulation which governs these activities. Know your customer processes are also employed by companies of all sizes for the purpose of ensuring their proposed agents, consultants, or distributors are anti-bribery compliant. Banks, insurers and export creditors are increasingly demanding that customers provide detailed anti-corruption due diligence information, to verify their probity and integrity, in particular before creating a new customer account.  
Know your customer policies are becoming much more important globally to prevent identity theft, financial fraud, money laundering and terrorist financing.  
**Laws by country:**

- India: The Reserve Bank of India introduced KYC guidelines for all banks in 2002. In 2004, RBI directed all banks to ensure that they are fully compliant with the KYC provisions before December 31, 2005.
- New Zealand: Updated KYC laws were enacted in late 2009 and entered into force in 2010. KYC is mandatory for all registered banks and financial institutions (the latter has an extremely wide meaning).
- South Africa: The Financial Intelligence Centre Act 38 of 2001 (FICA)
- United Kingdom: The Money Laundering Regulations 2007 are the underlying rules that govern KYC in the UK. Many UK businesses use the guidance provided by the **European Joint Money Laundering Steering Group** as a guide to compliance.
- United States: Pursuant to the USA Patriot Act of 2001, the Secretary of the Treasury was

### Assigned assets (Object catalogue):

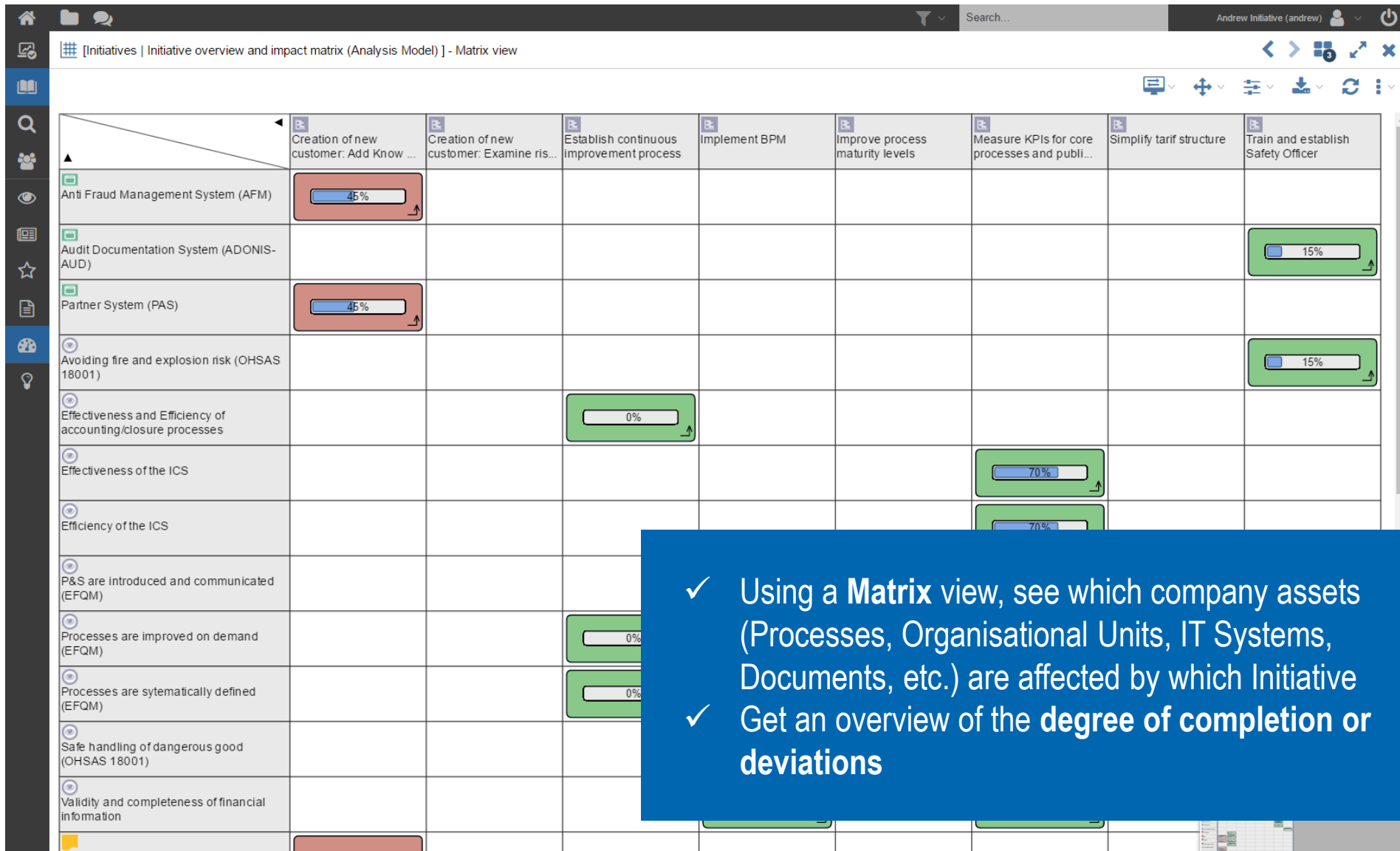
|   | Type | Name   | Version | State |   |
|---|------|--|---------|-------|---|
| 1 | ⚠    | 07.04.02.06 Money laundering                         |         |       | 📄 |
| 2 | ⚠    | 07.07.01.02 Data entry, maintenance or loading error |         |       | 📄 |
| 3 | 📁    | Anti Fraud Management System (AFM)                   |         |       | 📄 |
| 4 | 📁    | Capital Requirements Regulation                      |         |       | 📄 |
| 5 | ➡    | CP.01.00 Create new customer                         | 1.00    | ✓     | 📄 |
| 6 | 🚫    | Financing  |         |       | 📄 |
| 7 | 📁    | Partner System (PAS)                                 |         |       | 📄 |
| 8 | 📁    | Private customers / Branches                         |         |       | 📄 |

- ✓ Create Initiatives for emerging requirements in the company
- ✓ Link a variety of corporate artefacts affected by these initiatives
- ✓ See who is responsible for the individual company assets



# 7. Change & Initiative Management

## 7.3 – How do I see to which assets initiatives are linked and what their degree of completion is?

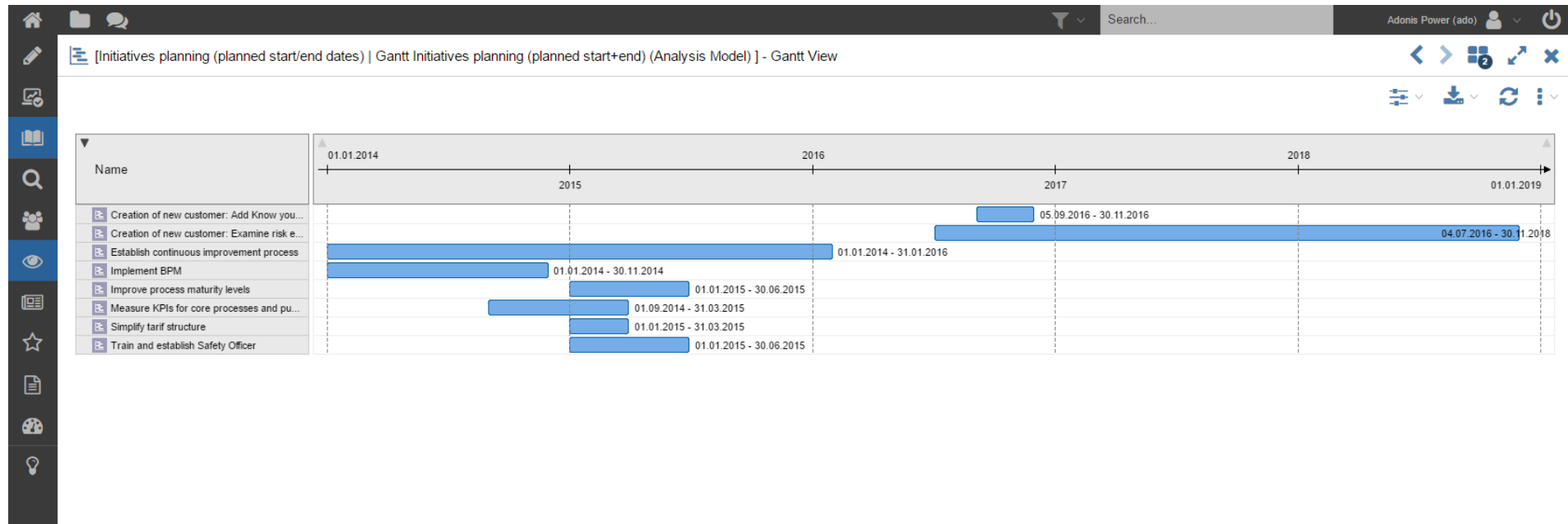


- ✓ Using a **Matrix** view, see which company assets (Processes, Organisational Units, IT Systems, Documents, etc.) are affected by which Initiative
- ✓ Get an overview of the **degree of completion or deviations**

# 7. Change & Initiative Management

ADONIS

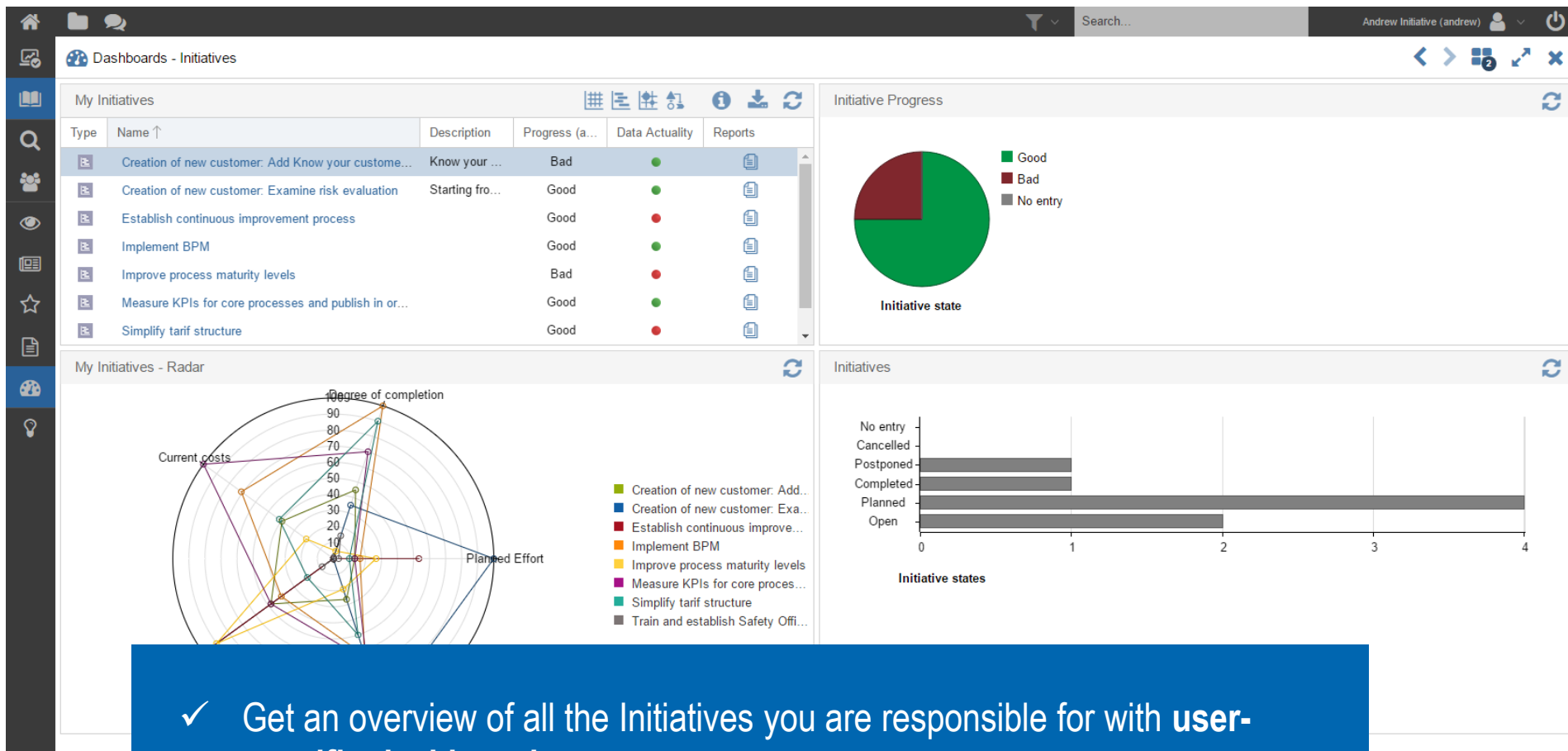
## 7.4 – How can I create a Gantt chart analysing my initiatives?



✓ Get a quick overview of the duration of your Initiatives with a **Gantt Chart**

# 7. Change & Initiative Management

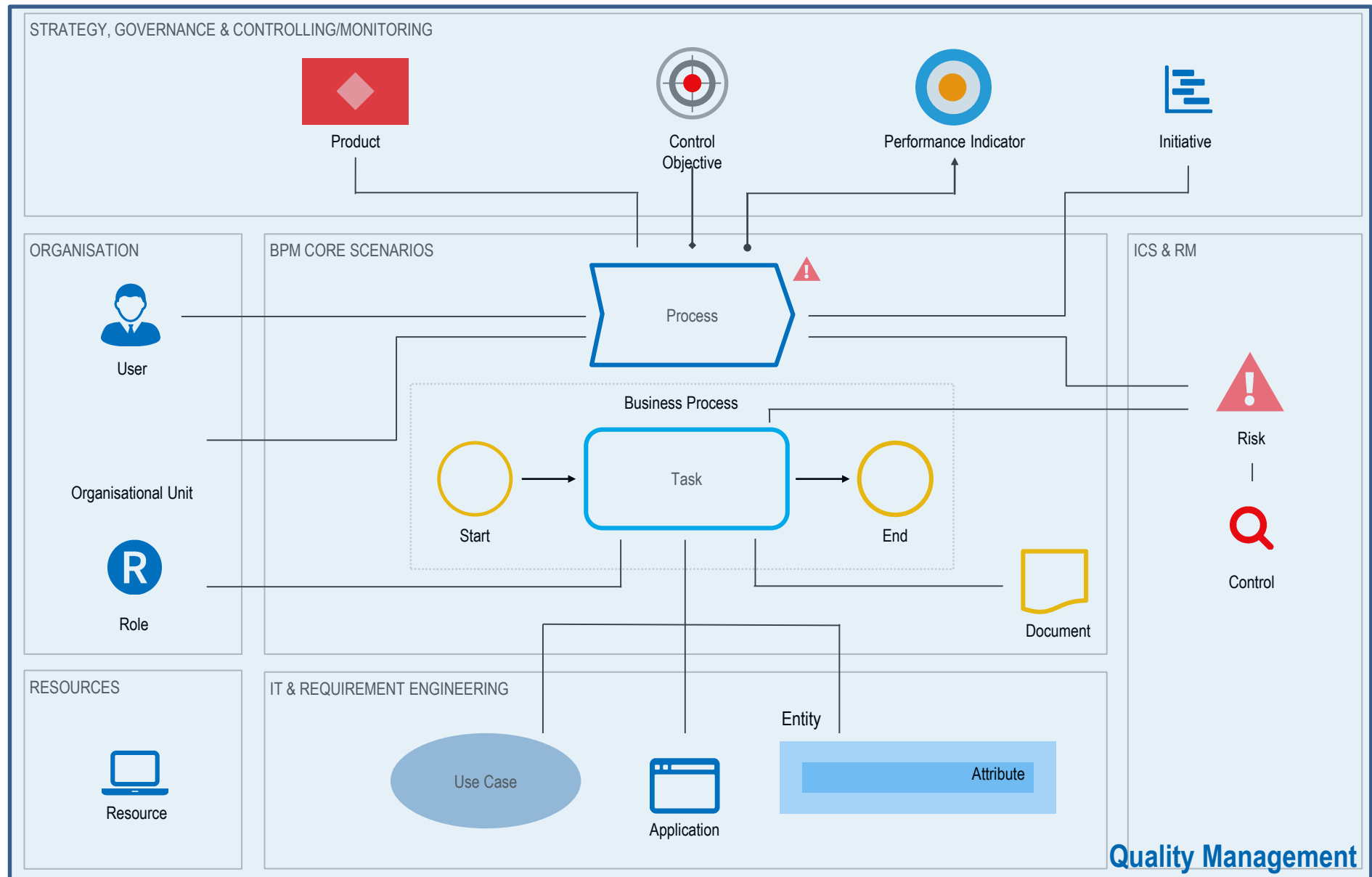
## 7.5 – How can I create a personalised overview of all the initiatives assigned to me?



# 8. Quality Management

ADONIS

## Metamodel Overview



# 8. Quality Management

## 8.1 – How can ADONIS help me ensure compliance with the standards and at the same time reduce the workload for obtaining a certification?

The screenshot displays the ADONIS Validation interface. On the left, a sidebar shows a list of checks under the heading 'Validation'. The main area displays the results of these checks, categorized by type: Error, Warning, and ToDo. The 'BPM Best practice' section shows a 'Warning [2]' for 'Functional and/or management escalation?' and a 'ToDo [4/4]' for 'Service Desk Agent'. The 'BPMN syntax' section shows an 'Error [1]' for 'Incident received' and a 'Warning [2]' for 'Layout'. The 'Layout' section shows a 'Warning [1]' for 'SP.08.DSS02 Manage Service Requests and Incidents (Incident Management) 1.01'. The 'ToDo [1/1]' section shows a 'ToDo [1/1]' for 'SP.08.DSS02 Manage Service Requests and Incidents (Incident Management) 1.01'. A blue callout box in the bottom right corner contains three checkmarks and text: 'Define your own validation checks', 'Differentiate between To-Do's, Warnings, Errors or simple information', and 'Let ADONIS fix certain errors by its own'.

Validation

Run checks

SP.08.DSS02 Manage Service Requests and Inciden..

BPM Best practice

Warning [2]

Functional and/or management escalation?

A Gateway should have either a) one incoming and at least 2 outgoing sequence flows or b) one outgoing and at least 2

For clarity and to avoid possible deadlocks or multi-merges change your process model accordingly.

Service Desk Agent

The following Tasks do not have the matching Responsible for execution with the Role of a Lane. Send reminder regarding the

Change the Responsible for execution of Tasks to match the Role of a Lane.

Fix automatically

ToDo [4/4]

SP.08.DSS02 Manage Service Requests and Incidents (Incident Management) 1.01

Confirm that all transition conditions (after Gateways) reflect the question posed at the Gateway. Also check logical

Last changed by: Adonis Power (ado)

SP.08.DSS02 Manage Service Requests and Incidents (Incident Management) 1.01

Naming guidelines (Exclusive Gateways): Confirm that the question as name for exclusive Gateways is phrased in a way

Last changed by: Adonis Power (ado)

BPMN syntax

Error [1]

Incident received

A start event with an incoming message flow must have "Message" as a trigger.

Set the trigger in chapter "Event type" to "Message".

Automatisch beheben

Warning [2]

Layout

Warning [1]

SP.08.DSS02 Manage Service Requests and Incidents (Incident Management) 1.01

The model contains diagonal graphical relations: Sequence flow (Customer is being informed -> Functional and/or management

Design relations with vertical and horizontal lines in order to improve the readability of the model. Where necessary use 90

ToDo [1/1]

- ✓ Define your own validation checks
- ✓ Differentiate between To-Do's, Warnings, Errors or simple information
- ✓ Let ADONIS fix certain errors by its own

# 8. Quality Management

## 8.2 – How can I electronically generate the relevant documentation for a certification with ADONIS?

Standard\_report\_(2017-05-15\_11-07-10).pdf - Adobe Acrobat Reader DC

Start Werkzeuge Standard\_report\_(2... x

15 (15 von 32) 116%

**12 Perform risk assessment of the customer (Task)**  
On the basis of KYC activities and the system evaluation, a risk profile is created for the customer.

**12.2 RACI**

|                           |                                  |
|---------------------------|----------------------------------|
| Responsible for execution | Private Customer Account Manager |
|---------------------------|----------------------------------|

**12.3 Input/Output**

|                              |    |
|------------------------------|----|
| Collection datatype (input)  | No |
| Collection datatype (output) | No |

**12.4 CIP**

|                 |    |
|-----------------|----|
| Action required | No |
|-----------------|----|

**12.6 Systems/Products**

|                               |                                    |
|-------------------------------|------------------------------------|
| Referenced IT system elements | Anti Fraud Management System (AFM) |
|-------------------------------|------------------------------------|

**12.7 Object properties**

|                  |               |
|------------------|---------------|
| Task type        | Not specified |
| Global task      | No            |
| Auditing         | No            |
| Monitoring       | No            |
| For compensation | No            |
| Loop type        | Not specified |
| Start number     | 1             |
| End number       | 1             |
| Object type      | No entry      |
| Collection       | No            |

**12.8 Standard (loop)**

PDF-Datei exportieren  
PDF-Datei erstellen  
PDF-Datei bearbeiten

**Adobe Acrobat Pro DC**  
Bearbeiten Sie ganz einfach Text und Bilder in PDF-Dokumenten  
Weitere Informationen

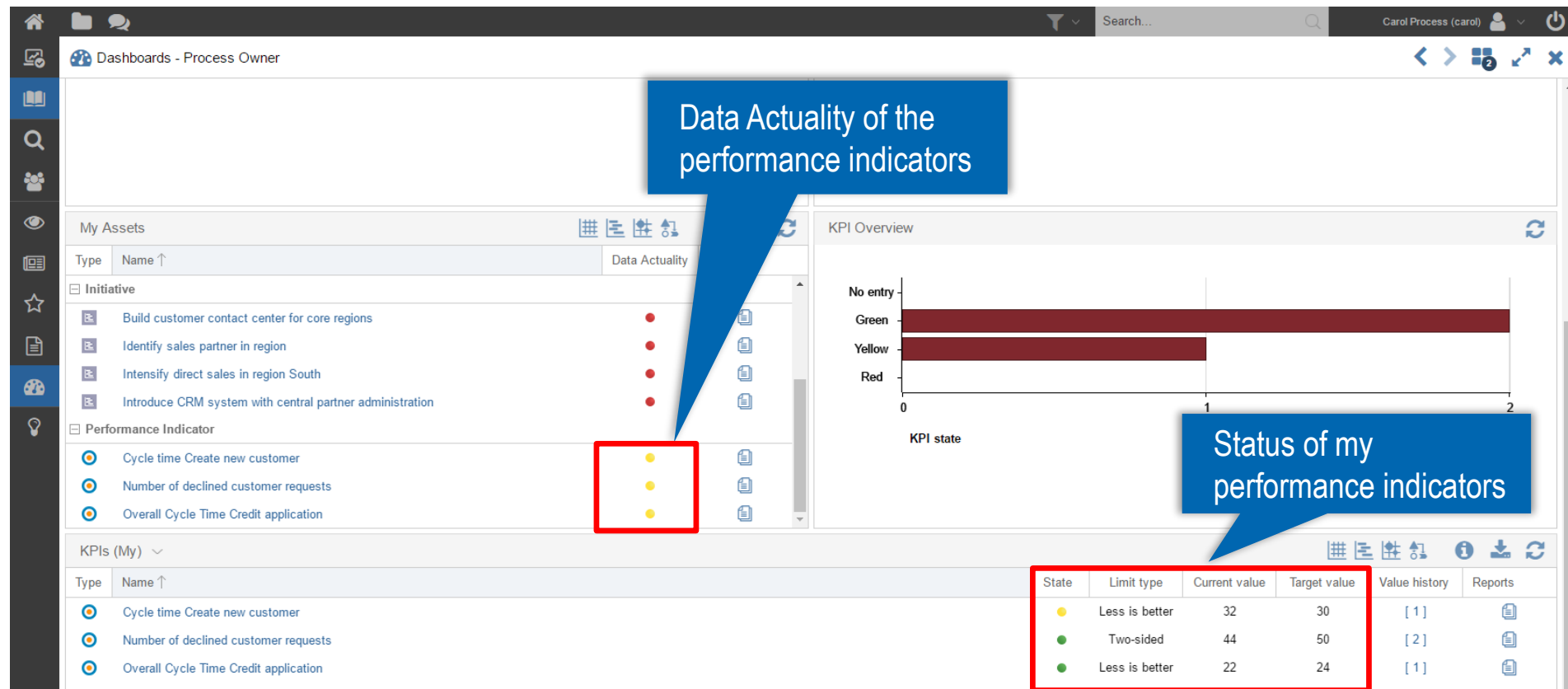
Kommentar  
Dateien zusammenführen  
Seiten organisieren  
Ausfüllen und unterschreiben  
Zum Unterschr. senden

Dateien in der Document Cloud speichern und freigeben  
Weitere Infos

✓ With model reports in PDF format, details of each process step can be clearly displayed and distributed to company outsiders

# 8. Quality Management

## 8.3 –How can I ensure the effective execution and control of processes, including performance indicators?



### Value history:

|   | Current value | Target value | State    | Date                |
|---|---------------|--------------|----------|---------------------|
| 1 | 35            | 50           | No entry | 22.09.2016 16:31:23 |
| 2 | 44            | 50           | Green    | 22.09.2016 16:31:48 |

- ✓ Overview of the most important **Performance Indicators** of my processes
- ✓ Create analysis views directly from the dashboard
- ✓ **Historisation** of the values

# 8. Quality Management

## 8.4 – How can I assign the responsibilities to my processes and determine the resources needed?

| [12] SP.08 Information Technology (IT) 1.00, SP.08.DSS02 Manage Service Requests and Incidents (Incident Management) 1.00, CP.01 Advise Customer 1.00, CP.01.00 Create new customer 1.00, CP.01.00.01 Ch... |      |   |                                 |                                 |                          |                          |                              |                                 |
|---|------|---|---------------------------------|---------------------------------|--------------------------|--------------------------|------------------------------|---------------------------------|
| *   | Type | Name  | Process owner                   | Process manager                 | Process analyst/designer | Scope                    | Assigned risks               | Assigned control objectives     |
| 1   | ➔    | CP.01 Advise Customer 1.00                                    | [1] Carol Process (carol)       | [1] Head of Organisational Unit | [1] Adonis Power (ado)   | [4] Business custom...   | No entry                     | [1] Customer orientation (IS... |
| 2   | ➔    | CP.01.00 Create new customer 1.00                             | [1] Carol Process (carol)       | [1] Head of Organisational Unit | [1] Adonis Power (ado)   | [4] Business custom...   | [6] 07.02.01.02 Forgery, ... | [2] Compliance with KYC req...  |
| 3   | ➔    | CP.01.00.01 Check for connected Clients 1.00                  | [1] Carol Process (carol)       | [1] Head of Organisational Unit | [1] Adonis Power (ado)   | [2] Private customer...  | [1] 07.04.04.02 Exceedin...  | No entry                        |
| 4   | ➔    | CP.02 Financing 1.00  | [1] Carol Process (carol)       | [1] Head of Organisational Unit | [1] Adonis Power (ado)   | [2] Mid-Office, Rece...  | No entry                     | No entry                        |
| 5   | ➔    | CP.02.01.01-P1 Prepare credit request 1.00                    | [1] Carol Process (carol)       | [1] Head of Organisational Unit | [1] Adonis Power (ado)   | [2] Credit Back Offic... | [6] 07.02.01.02 Forgery, ... | [1] Customer orientation (IS... |
| 6   | ➔    | CP.02.01-P1 Create credit application (private customer) 1.00 | [1] Carol Process (carol)       | [1] Head of Organisational Unit | [1] Adonis Power (ado)   | [3] Credit Back Offic... | [10] 07.01.01.04 Positive... | No entry                        |
| 7   | ➔    | MP.08 Perform Audit Management 1.00                           | [1] Susan Compliance (susan)    | [1] Audit Manager               | [1] Adonis Power (ado)   | [1] Internal revision    | No entry                     | No entry                        |
| 8   | ➔    | MP.08.03.03.01 Conduct of an Internal Audit 1.00              | [1] Susan Compliance (susan)    | [1] Audit Manager               | [1] Adonis Power (ado)   | [2] Business Organi...   | [4] 07.07.01.03 Missed d...  | No entry                        |
| 9   | ➔    | MP.08.03.04 Assessment and improvement of the Audit pro...    | [1] Head of Group Auditing      | [1] Audit Manager               | [1] Adonis Power (ado)   | [2] Business Organi...   | No entry                     | No entry                        |
| 10  | ➔    | MP.08.03.04 Assessment and improvement of the Audit pro...    | [1] Head of Organisational Unit | [1] Audit Manager               | [1] Adonis Power (ado)   | [2] Business Organi...   | No entry                     | No entry                        |
| 11  | ➔    | SP.08 Information Technology (IT) 1.00                        | [1] Andrew Initiative (andrew)  | [1] Incident Manager            | [1] Adonis Power (ado)   | [2] IT_Mid-Office        | No entry                     | No entry                        |
| 12  | ➔    | SP.08.DSS02 Manage Service Requests and Incidents (Inc...     | [1] Andrew Initiative (andrew)  | [1] Inci...                     | [1] Adonis Power (ado)   | [2] IT_Mid-Office        | No entry                     | No entry                        |

|  | Customer | Incident Manager | IT Operator | Major Incident Team | Request Management Team | Service Desk Agent | Service Desk Analyst |
|--|----------|------------------|-------------|---------------------|-------------------------|--------------------|----------------------|
| SP.08.DSS02 Manage Service Requests and Incidents (Incident Management) 1.00 |          |                  |             |                     |                         |                    |                      |
| • Categorise incident  |          | A                |             |                     |                         | R                  |                      |
| • Close incident   |          | A                |             |                     |                         | R                  |                      |
| • Conduct Management Escalation  |          | R                | A           |                     |                         |                    | C                    |
| • Identify incident  | C        | A                |             |                     |                         | R                  |                      |
| • Invoke major incident procedure  |          | A                | C           | I                   |                         | R                  |                      |
| • Log incident   |          | A                |             |                     |                         | R                  |                      |
| • Pass on service request  |          | A                |             |                     | I                       | R                  |                      |
| • Perform functional escalation (2nd/3rd level)                              |          | A                |             |                     |                         |                    | R                    |
| • Perform initial diagnose   |          | A                |             |                     |                         | R                  |                      |
| • Perform investigation and diagnosis  |          | A                |             |                     |                         | R                  | C                    |
| • Perform resolution and recovery  |          | A                |             |                     |                         | R                  | C                    |
| • Prioritise incident  |          | A                |             |                     |                         | R                  |                      |
| • Send reminder regarding the incident                                       |          |                  |             |                     |                         | R                  |                      |

- ✓ Quick and easy capture of master data
- ✓ Assignment of responsibilities and corporate artefacts to individual processes or process steps



# 8. Quality Management

## 8.5 – How can the employees of my company access the relevant information?

The screenshot displays the Adonis Power (ado) dashboard for a user with roles: Corporate Account Manager, Management Board, and Private Customer Account Manager. The interface is organized into several sections:

- Read & Explore:** Read processes, explore work instructions and process handbooks.
- News:** A summary of news items with counts: 0 Changed models, 0 New models, 0 Changed objects, 0 New objects, and 3 New comments.
- My Tasks:** A summary of tasks with counts: 0 Unread, 0 System, and 8 Done.
- My Processes:** A list of processes with checkboxes and icons. The first two items are highlighted: CP.01.00 Create new customer (checked) and CP.01.00.01 Check for connected clients (checked).
- My Favourites:** A list of favourites including Business Process Diagram, Company Map, Process Map ADOMoney Bank 1.00, Working Environment Model, and Organizational Chart ADOMoney Bank.
- My Company Maps:** A list of company maps including CP.01 Advise customer, CP.02 Financing, MP.08 Revision and Audit Management, and SP.08 Information Technology (IT).
- Documents in my Processes:** A list of documents including Action Plan, Application for Authorisation, and Assessment Guidelines (Finance).

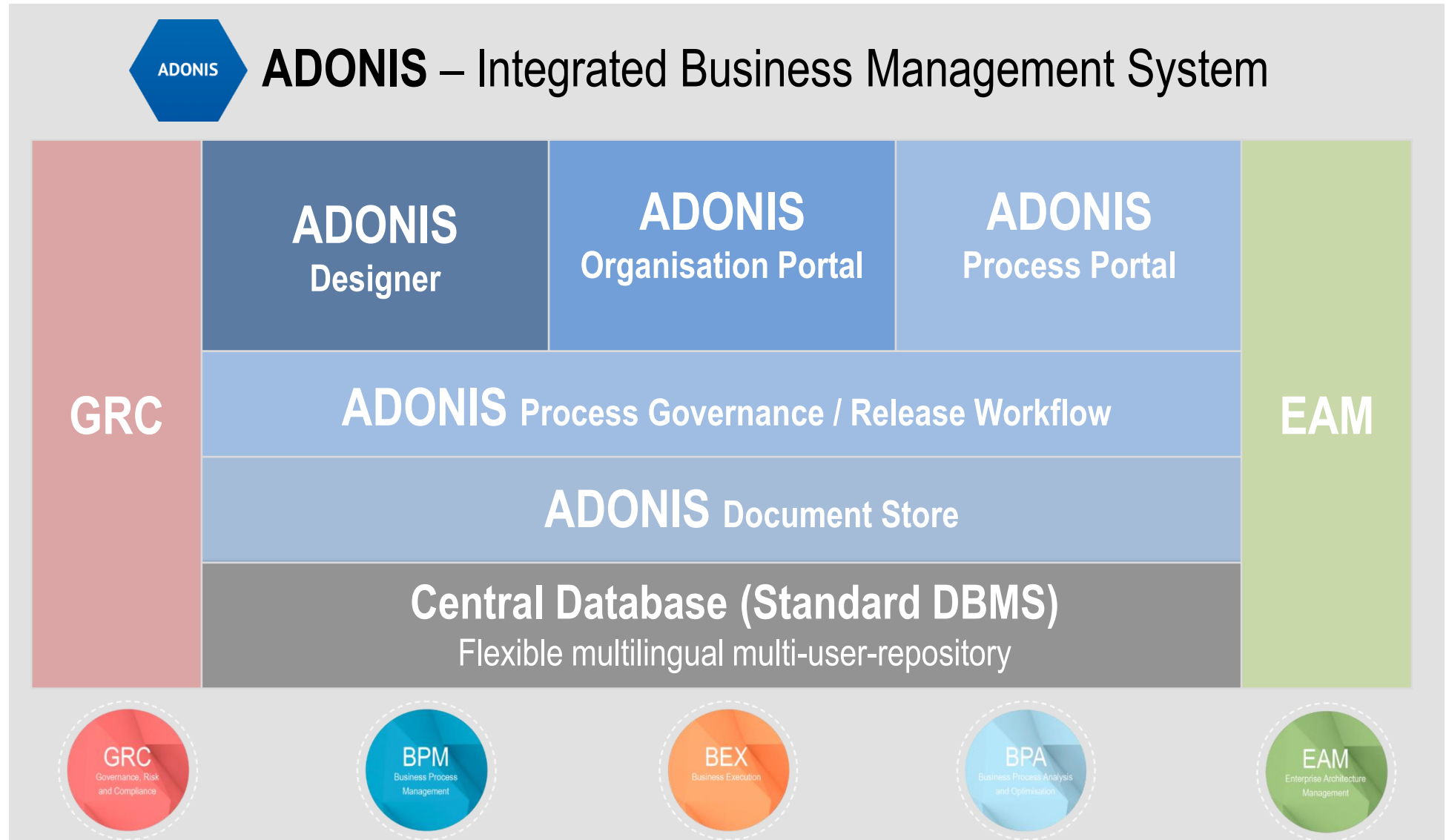
A blue overlay box in the bottom right corner contains the following text:

- ✓ Role-specific Dashboards
- ✓ Overview of all processes, company maps and documents you are responsible for
- ✓ News & Tasks Dashboard

## 8. Quality Management

ADONIS

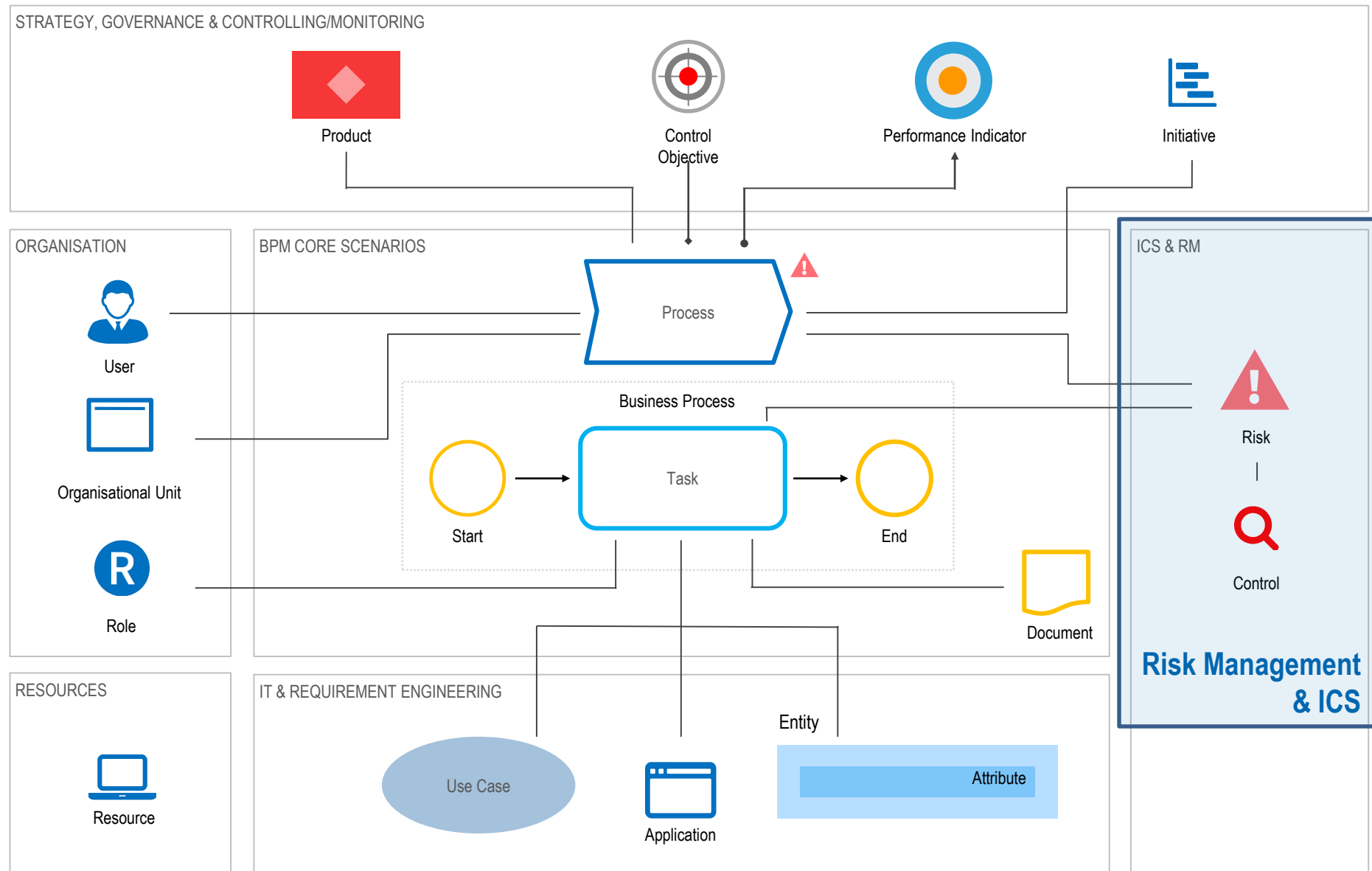
### 8.6 – How does ADONIS support me in developing my quality management system into an integrated management system?



# 9. Risk Management & ICS

ADONIS

## Metamodel Overview



# 9. Risk Management & ICS

ADONIS

## 9.1 – How can I collect, capture and structure the relevant risks to my company artefacts?

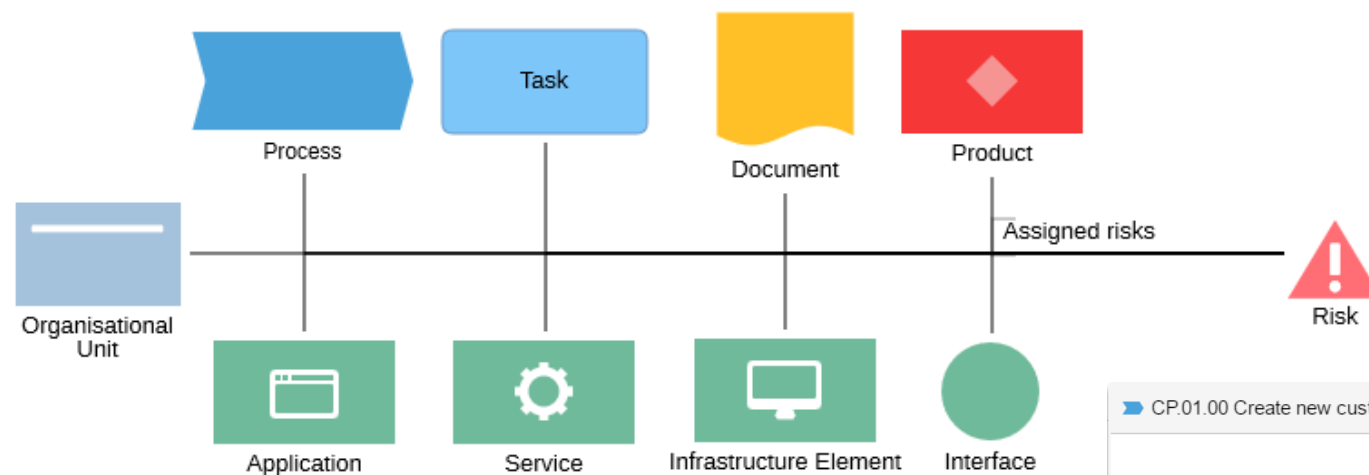
| [17] 07.01.01.04 Positive credit decision against internal regulations , 07.02.01.02 Forgery , 07.04.01.01 Fiduciary breaches / guideline violations , 07.04.01.02 Suitability / disclosure issues (KYC, etc.) , 07.04.01.03... |      |  |                                     |   |   |                        |
|---|------|--|-------------------------------------|---|---|------------------------|
| *   | Type | Name   | Risk responsibility                 | Required controls   | Risk Group                                  | Responsible person     |
| 1   | ▲    | 07.01.01.04 Positive credit decision against internal regulations        | [1] Fraud Manager                   | [2] Examination of an employee with the same role , Quart...      | No entry                                    | [1] Peter Risk (peter) |
| 2   | ▲    | 07.02.01.02 Forgery  | [1] Fraud Manager                   | [1] Instruct experts opinion                                      | [1] 07.02.01 Theft and Fraud                | [1] Peter Risk (peter) |
| 3   | ▲    | 07.04.01.01 Fiduciary breaches / guideline violations                    | [1] Compliance Officer              | [3] Examination of an employee with the same role , Samp...       | [1] 07.04.01 Suitability, Disclosure & F... | [1] Peter Risk (peter) |
| 4   | ▲    | 07.04.01.02 Suitability / disclosure issues (KYC, etc.)                  | [1] Compliance Officer              | [3] Prepare loan request , Quarterly check of credit grants , ... | [1] 07.04.01 Suitability, Disclosure & F... | [1] Peter Risk (peter) |
| 5   | ▲    | 07.04.01.03 Retail consumer disclosure violations                        | [1] Head of Market Service          | [2] Control and authorization by the supervisor , Use of inte...  | [1] 07.04.01 Suitability, Disclosure & F... | [1] Peter Risk (peter) |
| 6   | ▲    | 07.04.01.04 Breach of privacy  | [1] Compliance Officer              | [2] Control and authorization by the supervisor , Use of inte...  | [1] 07.04.01 Suitability, Disclosure & F... | [1] Peter Risk (peter) |
| 7   | ▲    | 07.04.01.07 Misuse of confidential information                           | [1] Fraud Manager                   | [2] Control and authorization by the supervisor , Examinati...    | [1] 07.04.01 Suitability, Disclosure & F... | [1] Peter Risk (peter) |
| 8   | ▲    | 07.04.02.06 Money laundering   | [1] Anti-money laundering Officer   | [4] Conduct risk examination , Control and authorization by ...   | [1] 07.04.02 Improper Business or Ma...     | [1] Peter Risk (peter) |
| 9   | ▲    | 07.04.04.01 Failure to investigate client per guidelines                 | [1] Compliance Officer              | [2] Obtain financial and functional approval , Produce and d...   | [1] 07.04.04 Selection, Sponsorship & ...   | [1] Peter Risk (peter) |
| 10  | ▲    | 07.04.04.02 Exceeding client exposure limits                             | [1] Head of Market Service          | [4] Conduct risk examination , Examination by internal revi...    | [1] 07.04.04 Selection, Sponsorship & ...   | [1] Peter Risk (peter) |
| 11  | ▲    | 07.04.04.03 Insufficient carefulness at preparing a granting of a credit | [1] Credit Risk Manager (operative) | [2] Instruct experts opinion , Prepare loan request               | No entry                                    | [1] Peter Risk (peter) |
| 12  | ▲    | 07.04.05.02 Lack of knowledge / experience for evaluating guarantees     | [1] Head of Organisational Unit     | [1] Quarterly check of credit grants                              | No entry                                    | [1] Peter Risk (peter) |
| 13  | ▲    | 07.07.01.02 Data entry, maintenance or loading error                     | [1] Head of Market Service          | [1] Identify information stakeholders and their needs             | [1] 07.07.01 Transaction Capture, Exe...    | [1] Peter Risk (peter) |
| 14  | ▲    | 07.07.01.03 Missed deadline or responsibility                            | [1] Branch Manager                  | [2] Conduct risk examination , Control and authorization by ...   | [1] 07.07.01 Transaction Capture, Exe...    | [1] Peter Risk (peter) |
| 15  | ▲    | 07.07.02.01 Failed mandatory reporting obligation                        | [1] Compliance Officer              | [3] Examination by internal revision , Examination of an em...    | [1] 07.07.02 Monitoring and Reporting       | [1] Peter Risk (peter) |
| 16  | ▲    | 07.07.02.02 Inaccurate external report (loss incurred)                   | [1] Audit Manager                   | [3] Conduct risk examination , Control and authorization by ...   | [1] 07.07.02 Monitoring and Reporting       | [1] Peter Risk (peter) |
| 17  | ▲    | 07.07.04.02 Incorrect client records (loss incurred)                     | [1] Head of Market Service          | [3] Control and authorization by the supervisor , Examinati...    | [1] 07.07.04 Customer / Client Accoun...    | [1] Peter Risk (peter) |

- ✓ Documenting risk lists in tables
- ✓ Assignment of risk responsibilities, controls and risk groups from the repository (master data)
- ✓ Establishment of structured risk catalogs

# 9. Risk Management & ICS

ADONIS

## 9.2 – How can I link the identified risks with my processes, organisational structures and IT systems?



CP.01.00 Create new customer 1.00

General information

Organisation

Classification

Potential and matu...

Details

Input/Output

Documents

Customers/Suppliers

CIP

Risk management

Assigned risks:

|   | Type | Name   | Version | State |  |
|---|------|--|---------|-------|--|
| 1 | ▲    | 07.02.01.02 Forgery                                      |         |       |  |
| 2 | ▲    | 07.04.01.02 Suitability / disclosure issues (KYC, etc.)  |         |       |  |
| 3 | ▲    | 07.04.02.06 Money laundering                             |         |       |  |
| 4 | ▲    | 07.04.04.01 Failure to investigate client per guidelines |         |       |  |
| 5 | ▲    | 07.04.04.02 Exceeding client exposure limits             |         |       |  |
| 6 | ▲    | 07.07.01.02 Data entry, maintenance or loading error     |         |       |  |

- ✓ Link the identified risks with your other company artefacts
- ✓ Perform analyses of the associated risks and the additional repository elements

## 9. Risk Management & ICS

### 9.3 – How can I assess the identified risks according to qualitative and quantitative measures?

07.07.01.02 Data entry, maintenance or loading error

Pin - Maximize Close

Grid Edit Close Checkmark Menu

|                        |   |
|------------------------|---|
| General information    |   |
| Organisation           |   |
| Documents              |   |
| <b>Risk assessment</b> | <b>Likelihood:</b><br>Often (4 - 12 times a year) |
| CIP                    | <b>Impact:</b><br>Very high                       |
| Compliance             | <b>Detection:</b><br>Moderate                     |
| Changes                | <b>Value at risk:</b><br>140                      |

- ✓ Evaluate your risks based on **Likelihood, Impact and Detection** and perform evaluations such as a portfolio view
- ✓ Let ADONIS **automatically calculate a Value at Risk**

# 9. Risk Management & ICS

ADONIS

## 9.4 – How can I define controls and assign them to risks and corporate artefacts?



07.06 Business disruption and system failures

General information

Organisation: 07.06 Business disruption and system failures

Documents

Risk assessment

CIP

Compliance

Changes

Lifecycle

Attachments

Representation

Name:

Description:

Losses arising from disruption of business or system failures

Risk responsibility:

|   | Type | Name                            | Version | State |
|---|------|---------------------------------|---------|-------|
| 1 | R    | Credit Risk Manager (operative) |         |       |

Required controls:

|   | Type | Name  | Version | State |
|---|------|---|---------|-------|
| 1 | Q    | Define incident and service request classification and prioritisation schemes |         |       |
| 2 | Q    | Define incident escalation rules and procedures                               |         |       |
| 3 | Q    | Perform recovery actions  |         |       |
| 4 | Q    | Select and apply the most appropriate incident resolutions                    |         |       |

✓ Assign controls to your risks and define corporate artefacts affected by these controls

# 9. Risk Management & ICS

## 9.5 – How can I check the controls on ToD (Test of Design) and ToE (Test of Effectiveness)?

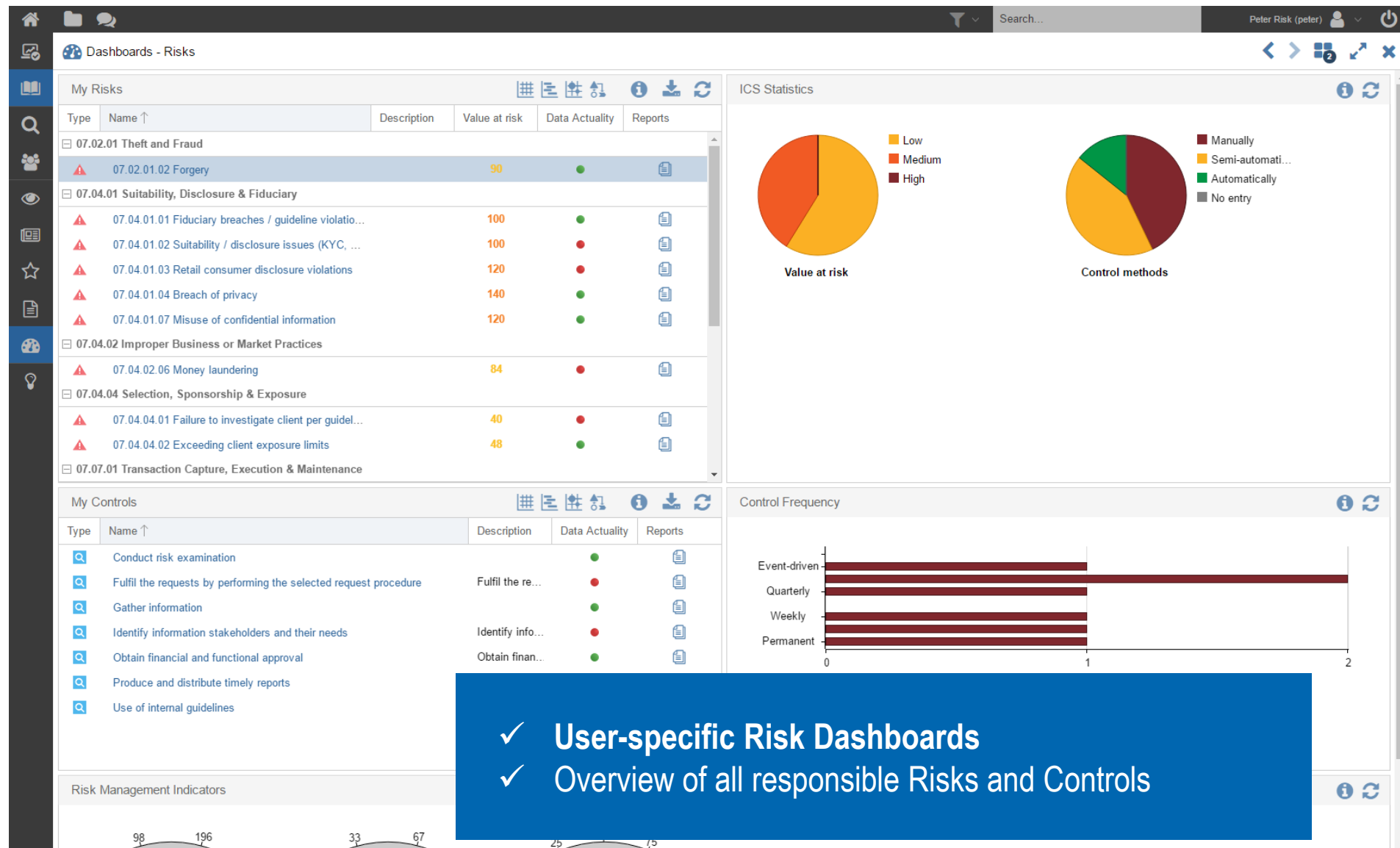




# 9. Risk Management & ICS

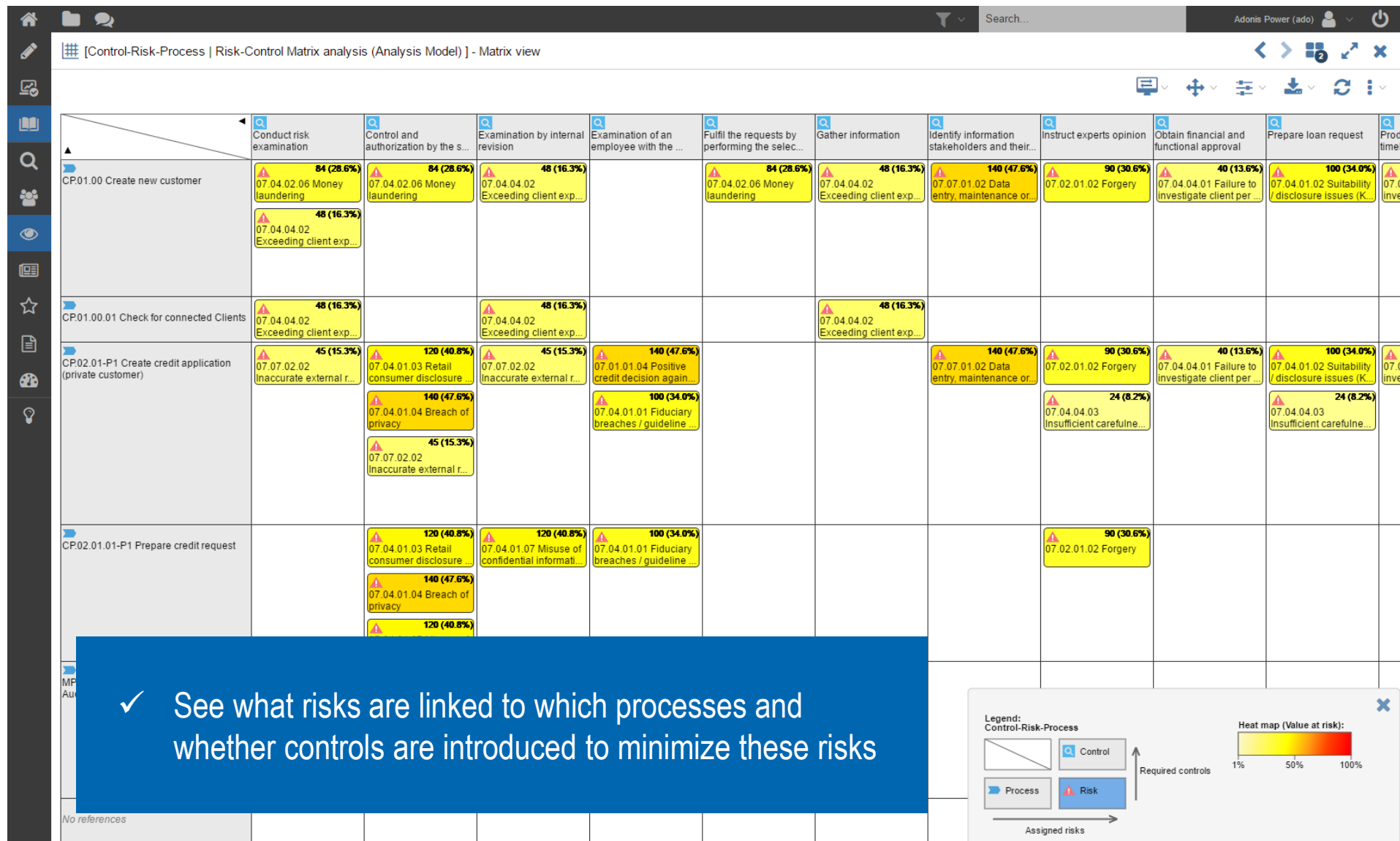
ADONIS

## 9.6 – How can I get an overview of all the risks and controls I am responsible for?



# 9. Risk Management & ICS

## 9.7 – How do I get an up-to-date overview of the dependencies between processes, risks, and controls?



# 9. Risk Management & ICS

ADONIS

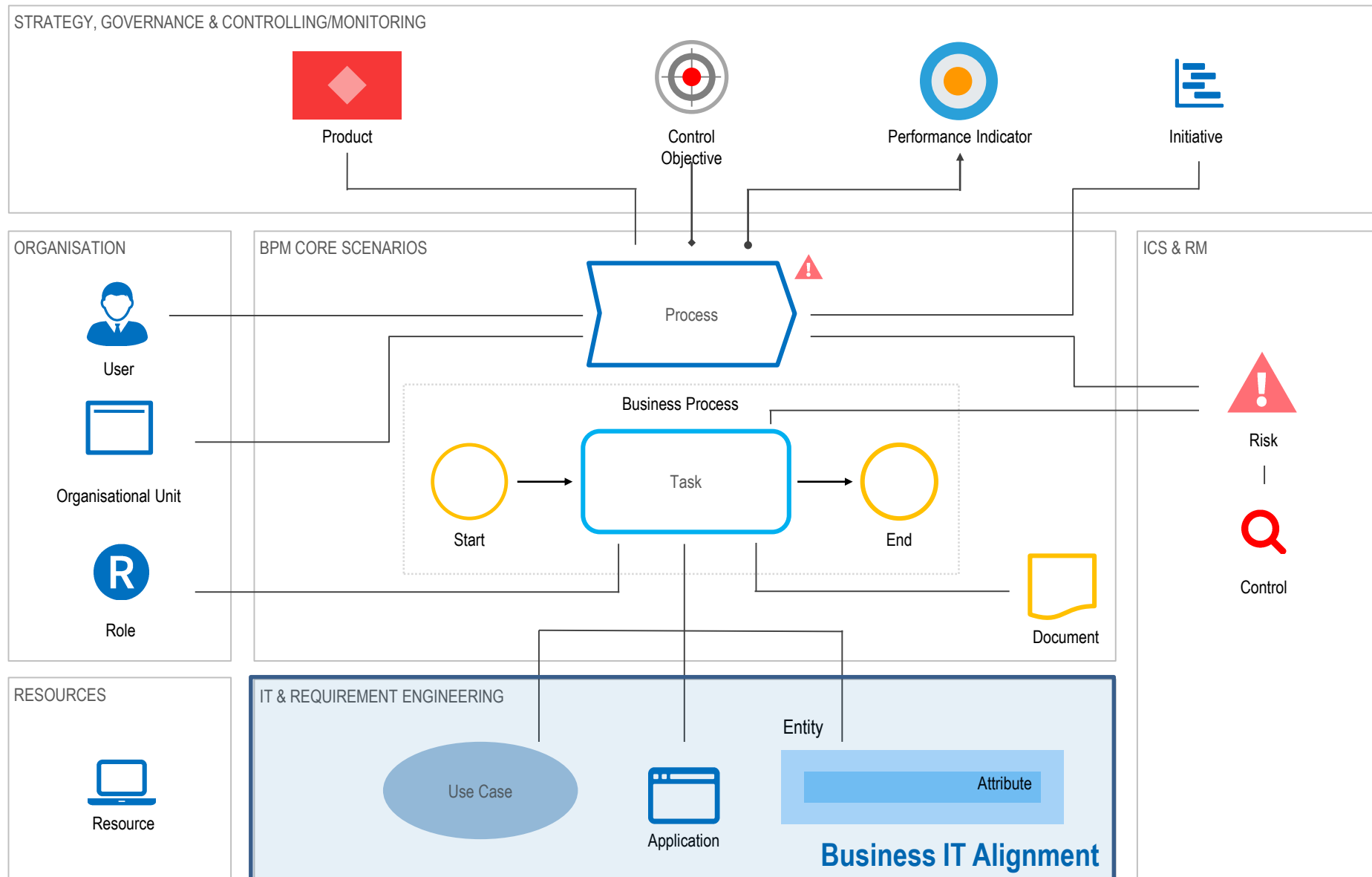
## 9.8 – How can I generate a risk portfolio based on an FMEA analysis and thus analyse and compare my risks in a structured manner?



# 10. Business IT Alignment

ADONIS

## Metamodel Overview



# 10. Business IT Alignment

## 10.1 – Which IT systems will support my business processes today and in the future?

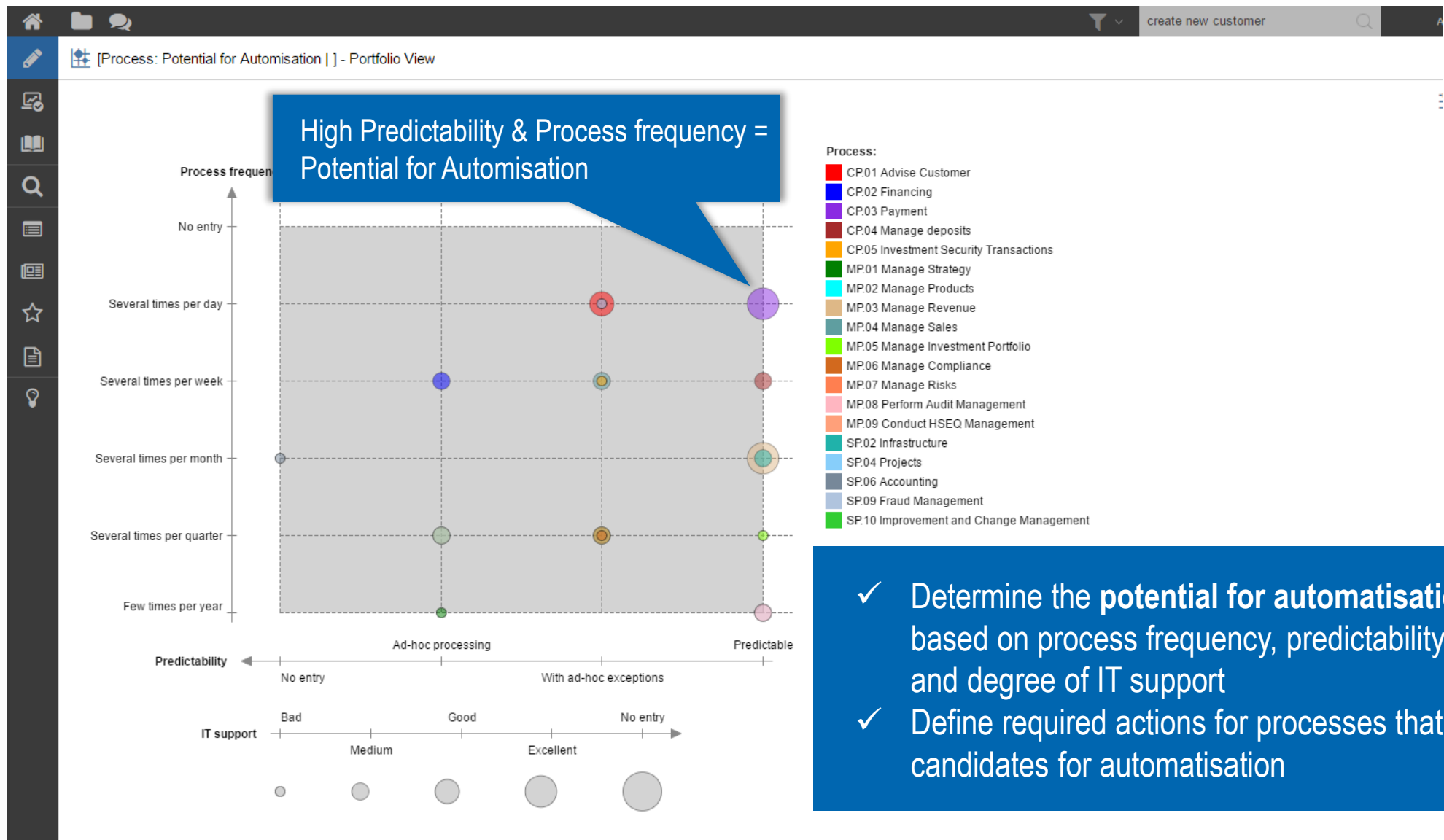
The screenshot shows the Adonis Power tool interface. The top bar includes a search bar with 'create new customer' and a user profile 'Adonis Power (ado)'. The main area is titled '[Process activities resources | ] - Matrix view'. It displays a matrix where rows represent IT systems and columns represent process steps. Blue arrows in the cells indicate which system supports which step.

|                                      | CP01.00 Create new customer 1.01     |                          |   |                                 |   |   | CP01.00.01 Check for connected clients 1.00 |  | CP02.01 Create credit application (private customer) |                  |                      |
|--------------------------------------|--------------------------------------|--------------------------|---|---------------------------------|---|---|---|--|--|------------------|----------------------|
|                                      | Check risk and decide about approval | Document risk assessment | Document the identity of the economic owner | File documents in customer file | Perform know your customer (KYC) activities | Perform risk assessment of the customer | Check if group of connected clients exists  | Document group of connected clients activities | Capture and evaluate property                        | Create insurance | Details distribution |
| Anti Fraud Management System (AFM)   | Supports                             |                          |   |                                 | Supports                                    | Supports                                |   |  |  |                  |                      |
| Credit Manager (CMA)                 |                                      |                          |   |                                 |   |   |   |  | Supports   | Supports         | Supports             |
| Legitimation Management System (LES) |                                      |                          |   |                                 | Supports                                    |   |   |  |  |                  |                      |
| Partner System (PAS)                 | Supports                             | Supports                 | Supports                                    | Supports                        | Supports                                    |   | Supports                                    | Supports                                       | Supports   | Supports         | Supports             |

- ✓ See which process steps are supported by IT systems
- ✓ Define **required actions** in order to automate certain tasks

# 10. Business IT Alignment

## 10.2 – To what extent do my business process have potential for automation?



# 10. Business IT Alignment

ADONIS

## 10.3 – How do I ensure the up-to-dateness of my IT data?



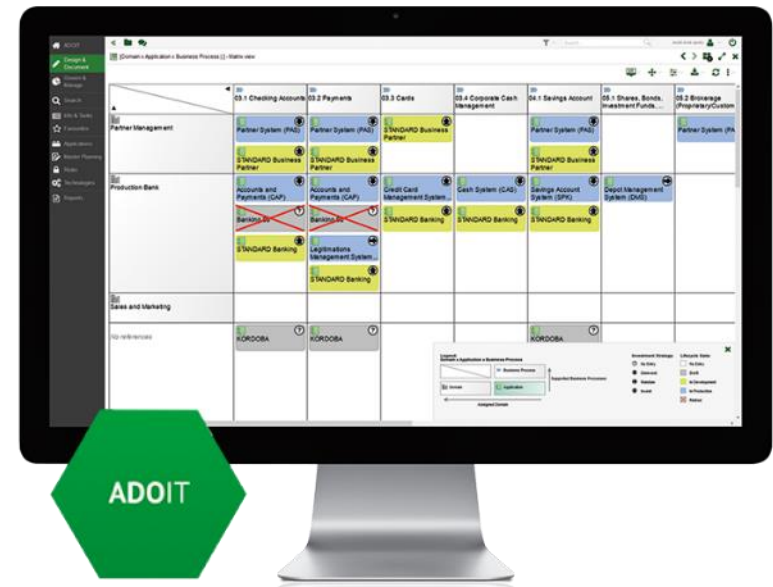
**Business Process Management  
with ADONIS**

**Business  
Processes**

→

**IT Services  
Applications**

←



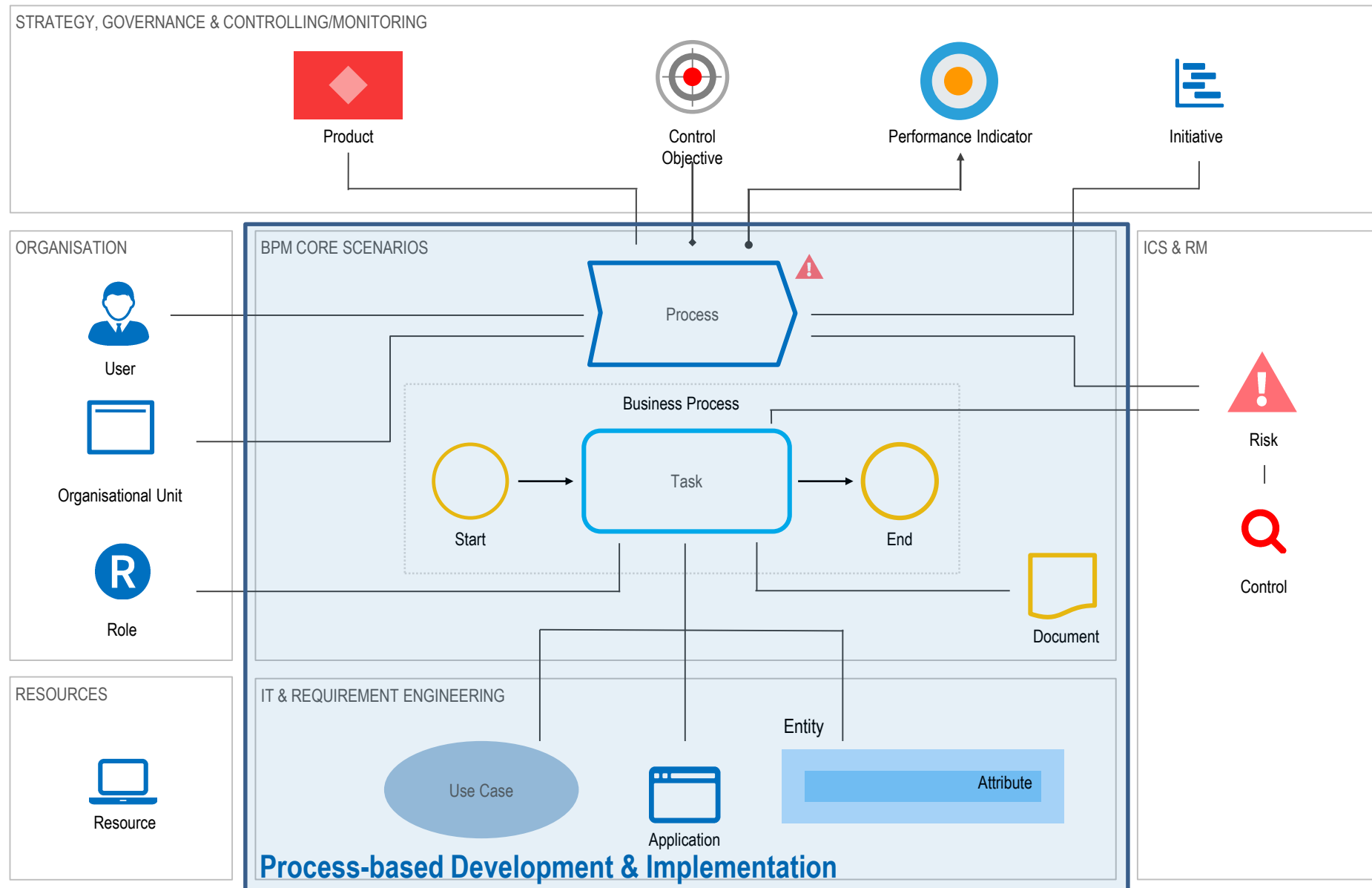
**Enterprise Architecture Management  
with ADOIT**

- ✓ **Integration of ADONIS and ADOIT** for continuous data exchange between both systems
- ✓ **ADONIS** as the leading system for business processes
- ✓ **ADOIT** as the leading system for IT systems and applications

# 11. Process-based Development & Implementation

ADONIS

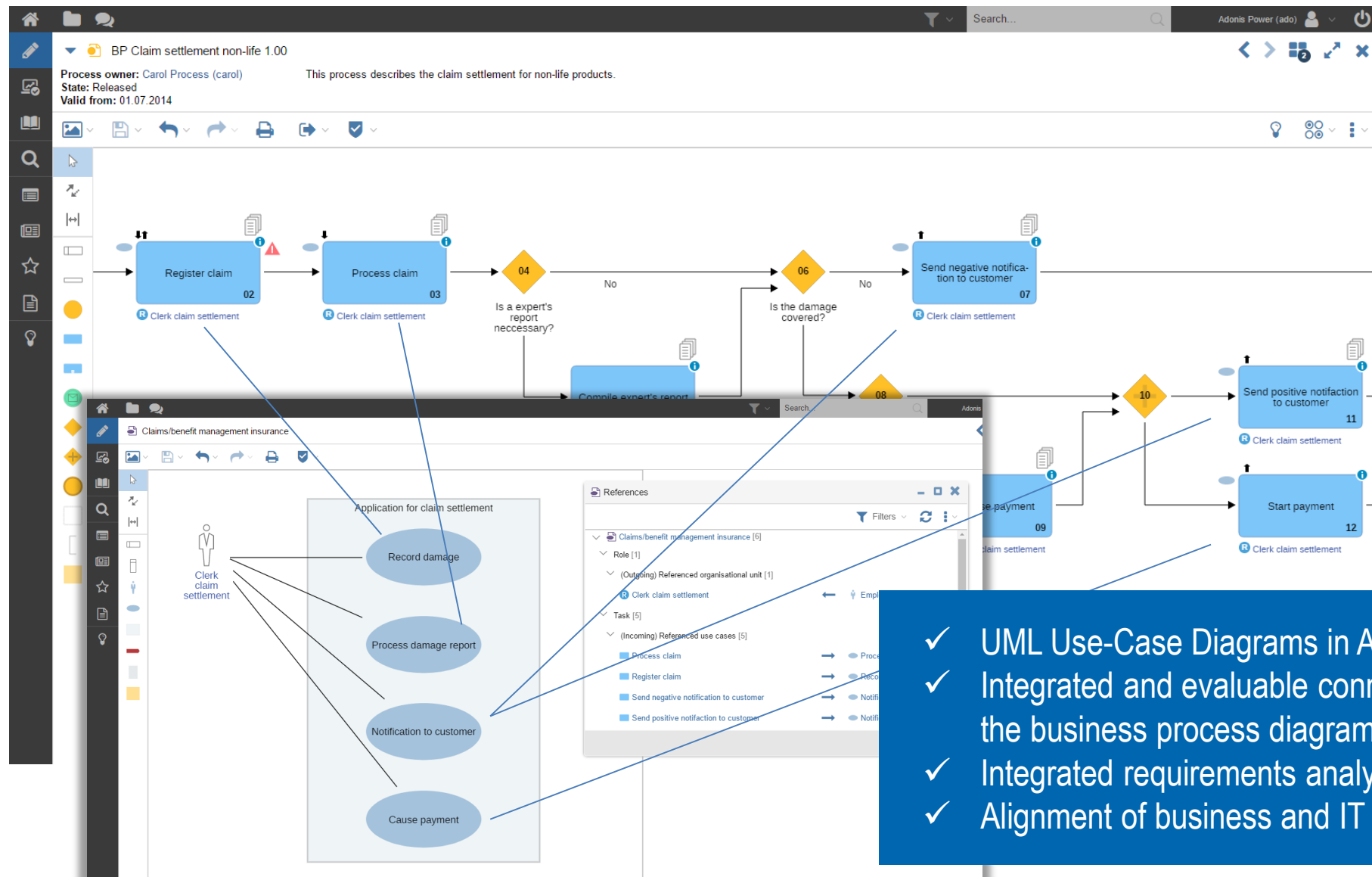
## Metamodel Overview





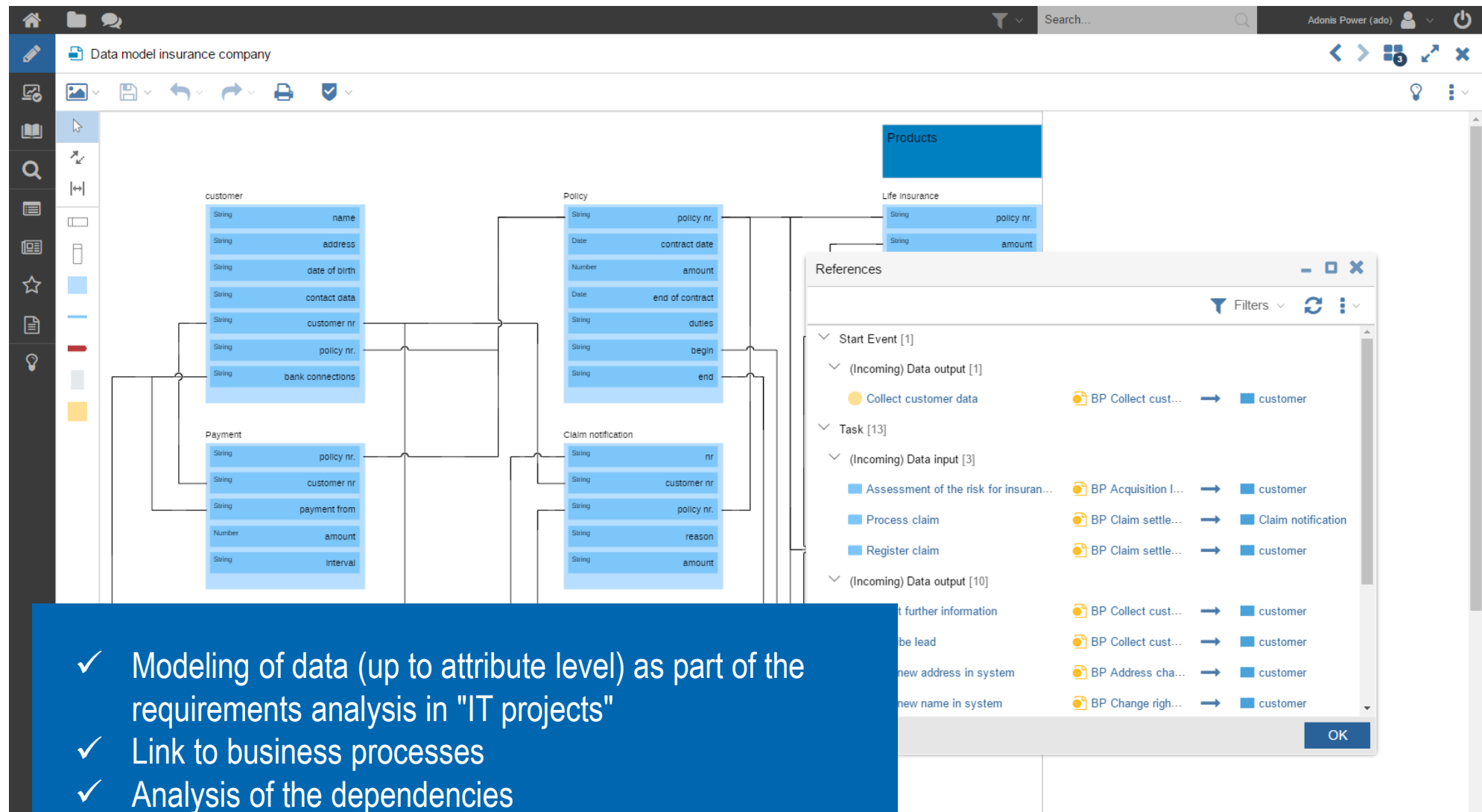
# 11. Process-based Development & Implementation

## 11.1 – How can I document requirements and use cases and assign them to my processes?



# 11. Process-based Development & Implementation

## 11.2 – How can I model data and link it to my processes?

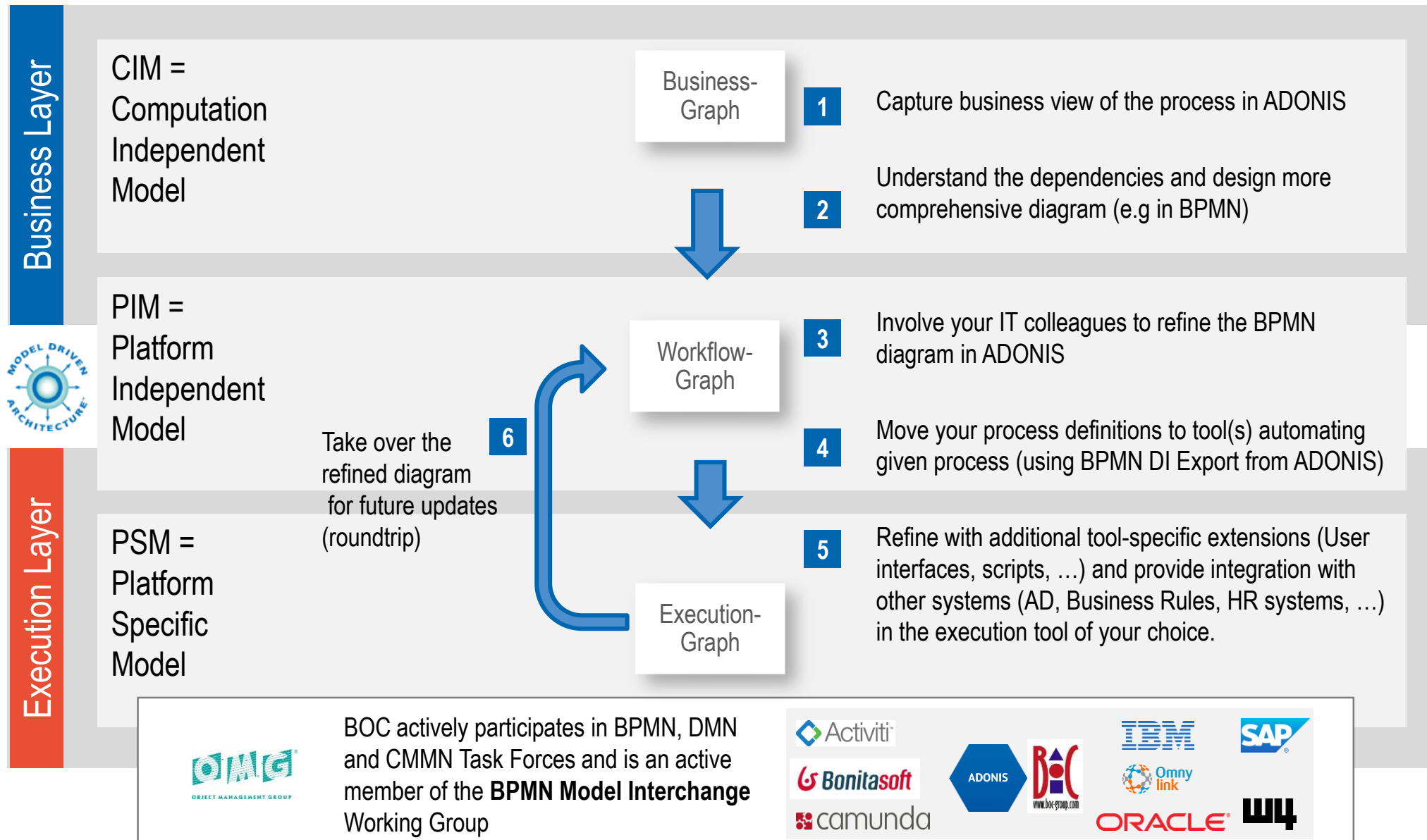


- ✓ Modeling of data (up to attribute level) as part of the requirements analysis in "IT projects"
- ✓ Link to business processes
- ✓ Analysis of the dependencies

# 11. Process-based Development & Implementation

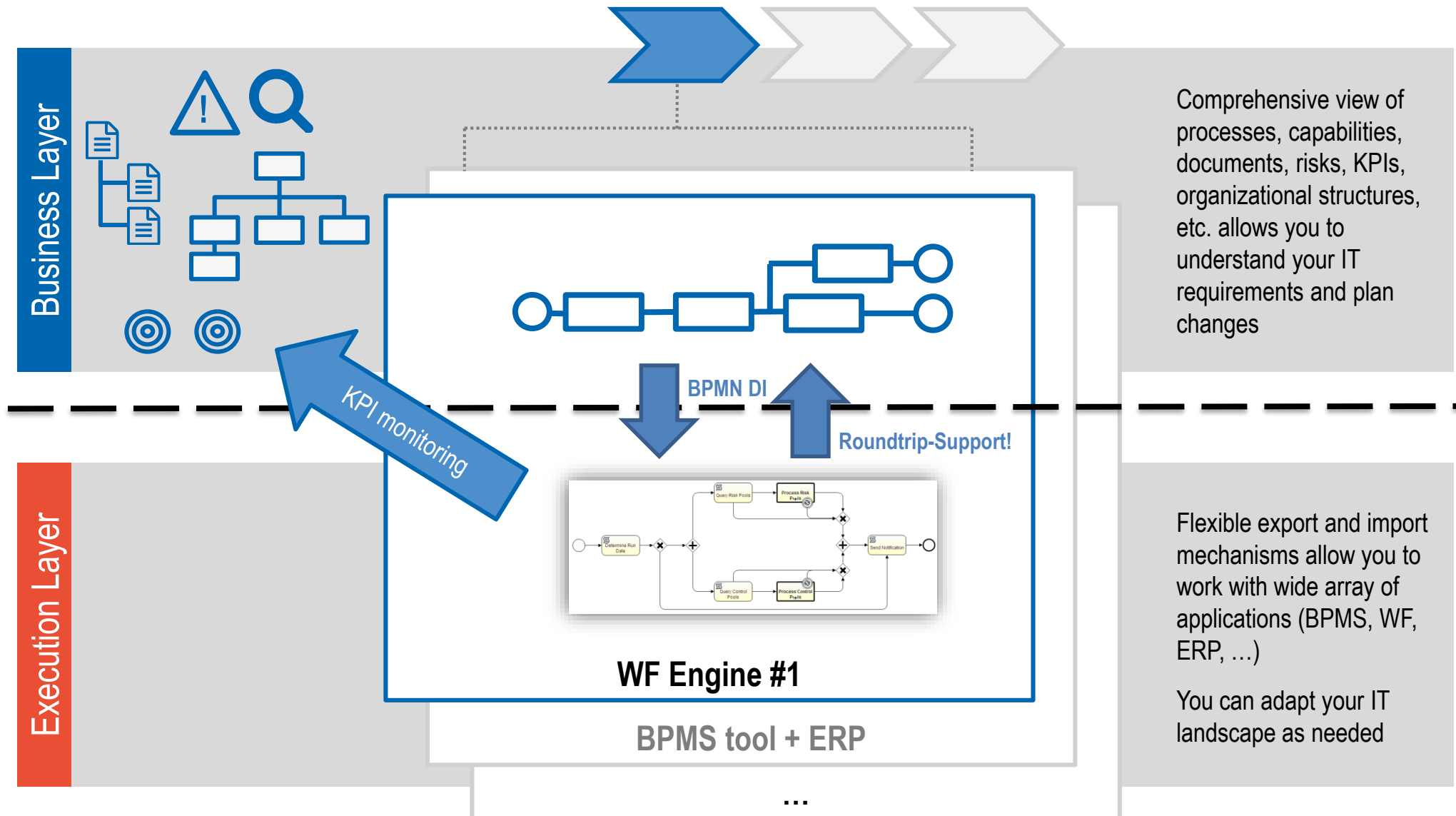
ADONIS

## 11.3 – How do I derive my "IT process" from my business process?



# 11. Process-based Development & Implementation

## 11.4 – How do I exchange my process models with workflow systems?



# Agenda

ADONIS



- I. Successful Business Process Management with ADONIS
- II. Typical Questions in Business Process Management
- III. Summary**

# Seven good reasons for Process Management with ADONIS

ADONIS

## A professional process management platform



### Easy and intuitive handling

- ▶ Clearly structured – “keep it simple”
- ▶ One tool for all roles



### Open and flexible

- ▶ Comprehensive best practice modelling library with integrated BPMN 2.0 support
- ▶ Flexibility through metamodeling
- ▶ Open interfaces for execution



### More than modelling

- ▶ Extensive functionality for process analysis and graphical reporting
- ▶ Integration of business scenarios e.g. ICS/RM, EAM, QM, KVP, etc.



### Well-positioned for all future challenges

- ▶ From simple modelling to extensive management scenarios



### Process management as team work

- ▶ Real-time documentation online
- ▶ Role-specific access to content over the web
- ▶ Role-based release workflow



### All-in-one

- ▶ Technical platform, consulting and far-reaching know-how



### Proven, world-wide

- ▶ In all sectors, on all continents, with more than 30,000 installations

**ADONIS – make processes work**

# Market Presence – Key Figures

ADONIS

98%



of clients on  
Maintenance Contract

1120 ADONIS Customers



from which most are on the latest release version and  
960 of which bought or upgraded last year

Over 75% of clients  
serve as



References



Average  
Deployment Time

2 Days

Installed Base

1,400+

of Customer of BOC Products

Community of 90,000+ users

of the Community and Cloud versions of BOC Products



# The BOC Group in Social Media

ADONIS

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**ADONIS -  
Business Process Management**

Showcase page



**BOC Group**

Company page



**ADOIT –  
Enterprise Architecture**

Showcase page

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# BOC Group Evaluated by Global Market Study Research Firms

ADO.IT



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[View report](#)

## The Forrester Wave

Enterprise Architecture Management  
Suites Q2 2017



**Gartner®**

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## Gartner Magic Quadrant

2017 Magic Quadrant for Enterprise  
Architecture Tools



**Fraunhofer**

[View report](#)

## Fraunhofer Market Study

Metadata Management Tools for  
Enterprise Architecture Management



**Ovum**  
TMT intelligence | informa

[View report](#)

## Ovum On The Radar Report

On The Radar Report, Published  
June 29<sup>th</sup>, 2017

\* The Forrester Wave™, EA Management Suites, Q2 2017, Forrester Research, Inc., June 14, 2017

\* Fraunhofer-Gesellschaft, <https://www.fraunhofer.de/>

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\* Ovum, <https://ovum.informa.com/>

# BOC Group Named a worldwide “Leader” Among EA Suites

ADOIT

BOC Group received the highest score among all vendors in the Strategy category

The screenshot shows the Forrester website header with navigation links: research, data, connect, consulting, events, analysts, and a log in button. Below the header is a search bar. The main content area features the title "The Forrester Wave™: Enterprise Architecture Management Suites, Q2 2017" with a subtitle "Vendor EA Capability Is Increasing, But Stakeholder Experience Is An Issue" and a date "June 14, 2017". A small profile picture of Gordon Barnett is shown next to the byline "By Gordon Barnett with Alex Cullen, Madeline King". There are two sidebars: "Why Read This Report" on the left and "Tools And Templates" on the right. The "Why Read This Report" sidebar contains a paragraph about the 40-criteria evaluation and a list of vendors. The "Tools And Templates" sidebar contains a link to "Vendor Selection Aids" and a small icon of a document and a bar chart.

FORRESTER<sup>®</sup> research data connect consulting events analysts log in

Search

FOR ENTERPRISE ARCHITECTURE PROFESSIONALS

**The Forrester Wave™: Enterprise Architecture Management Suites, Q2 2017**

*Vendor EA Capability Is Increasing, But Stakeholder Experience Is An Issue*

June 14, 2017

By **Gordon Barnett** with Alex Cullen, Madeline King

**Why Read This Report**

In our 40-criteria evaluation of enterprise architecture management suite (EAMS) providers, we identified the 10 most significant ones — Avolution, BiZZdesign, BOC Group, Dragon1, Future Tech Systems, MEGA, Planview, Orbus Software, Software AG, and UNICOM — and researched, analyzed, and scored them. This report shows how each provider measures up and helps enterprise architecture (EA) professionals make the right choice.

**Tags:** EA Management Suites, Enterprise Architecture Domains & Practices

**Tools And Templates**

Vendor Selection Aids

Forrester Wave™: Enterprise Architecture Management Suites, Q2 '17

## Characteristics of the report:

- ✓ Researched, analysed, scored and ...
- ✓ identified the global 10 most significant EA solution providers ...
- ✓ based on a 40-criteria evaluation ...
- ✓ grouped into three high-level categories:
  - Current Offering
  - Strategy
  - Market Presence

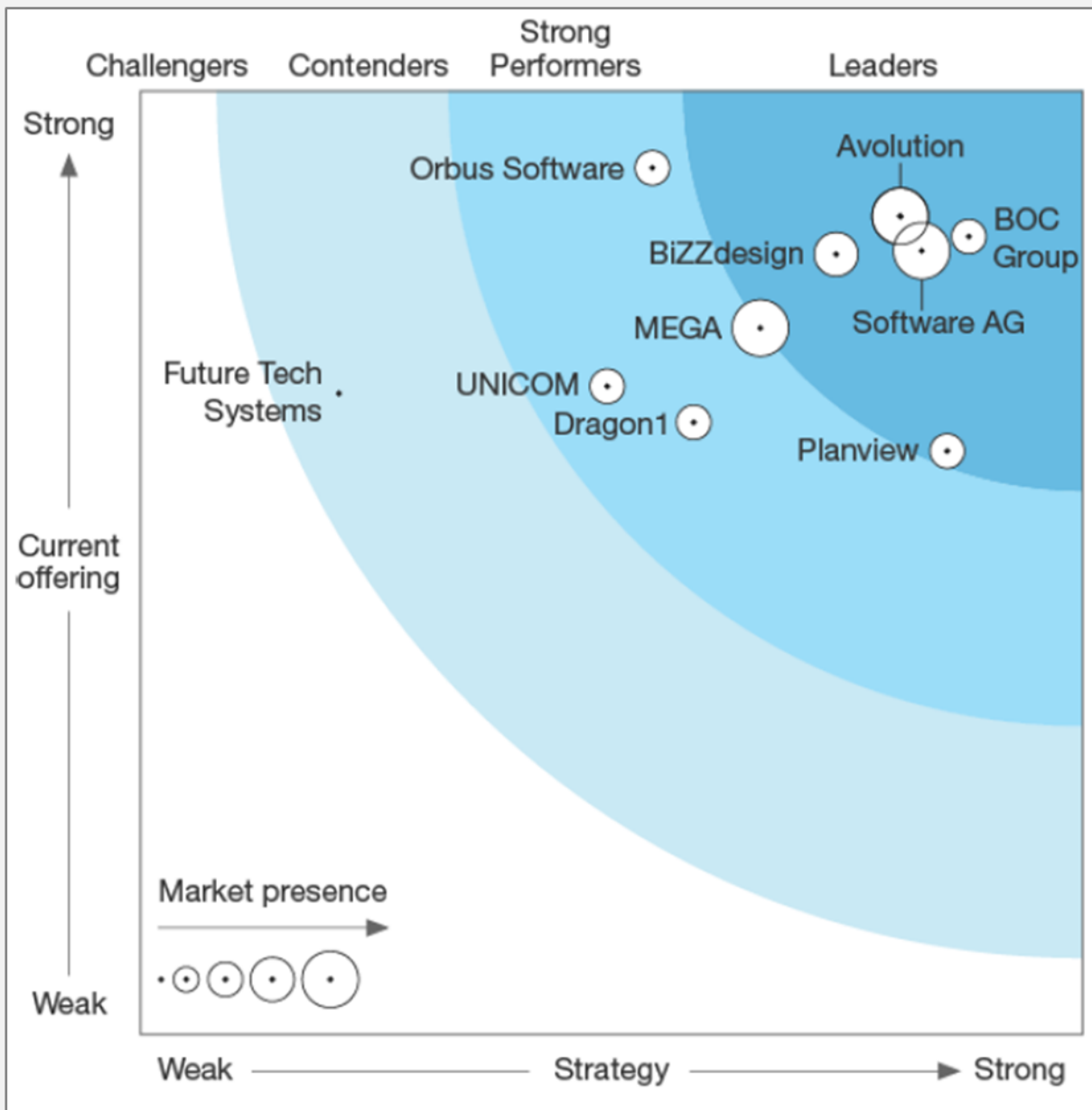
 **BOC Group Ranked 1st in EA Suites in the Strategy category!**

*“BOC Group is competitive in all criteria but is particularly strong in IT asset management and IT portfolio management.”\**

\* The Forrester Wave™, EA Management Suites, Q2 2017, Forrester Research, Inc., June 14, 2017

# BOC Group Ranked 1<sup>st</sup> in EA Suites in Strategy Category

ADOIT



## The Forrester Wave

Enterprise Architecture Management Suites – Q2 2017

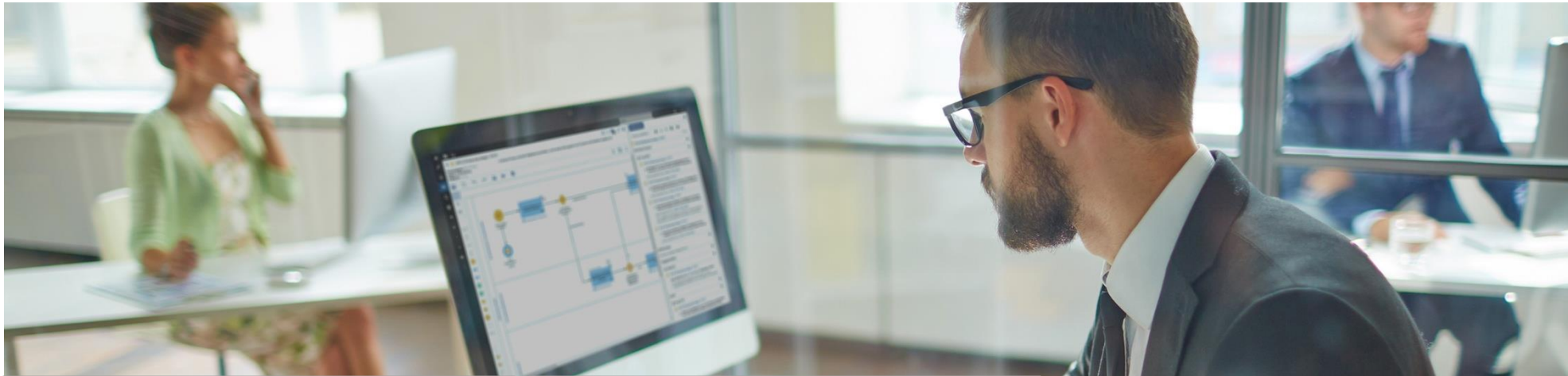
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\* The Forrester Wave™, EA Management Suites, Q2 2017, Forrester Research, Inc., June 14, 2017

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