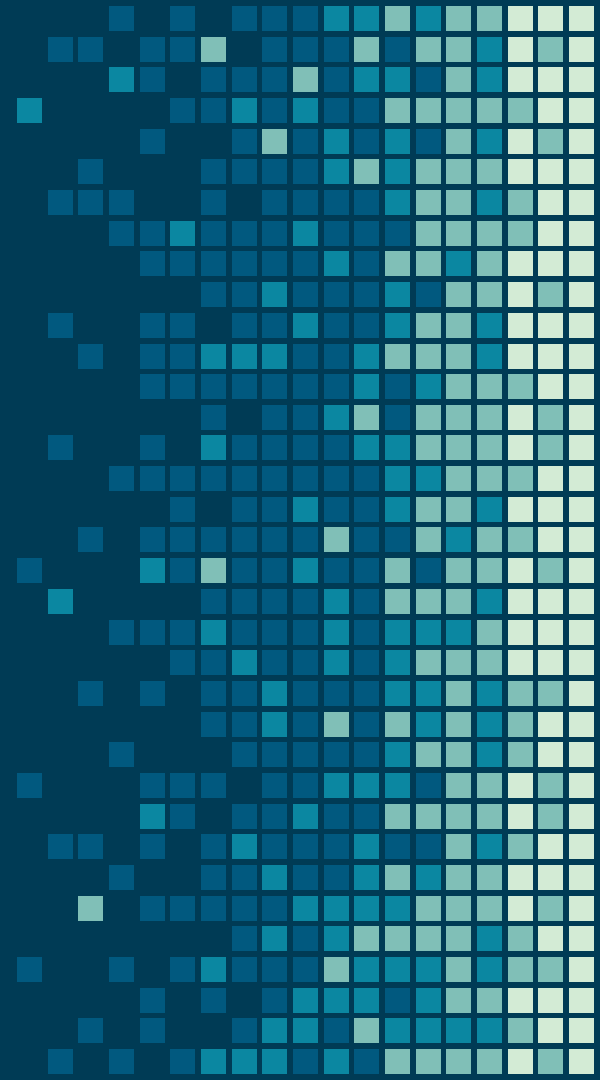


MIS 3506

Digital Design & Innovation Studio

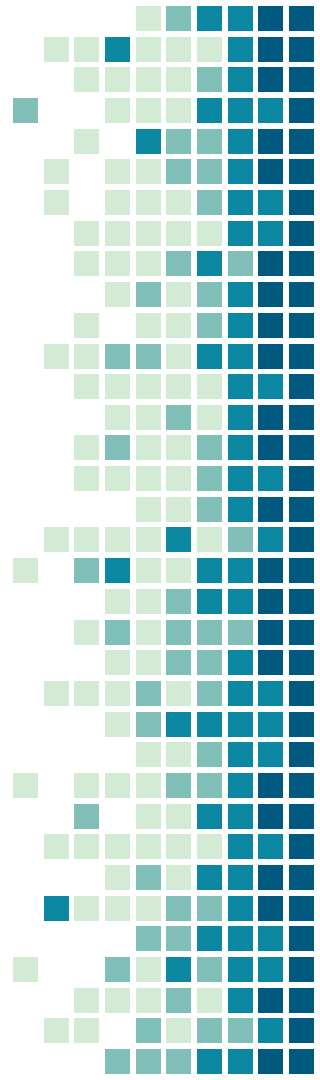
5: Understanding Work Processes

Amy Lavin/Steve Sclarow



SCHEDULE

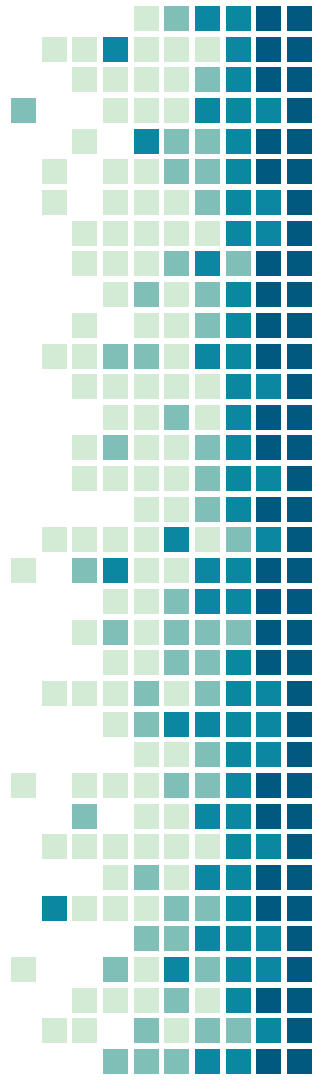
- Team Scope: Week of 9/24 Class 2
- Interview # 2– 9/24 @ 10AM– Walk Auditorium (Ritter Hall)
- Extra Credit #1 Due on 10/07 @ 11:59PM
- Exam 1: Week of 10/1– Class 2
- (Lavin: 10/3, Sclarow 10/4)



Exam #1

Chapters 1-4 & 6 up to page 228!

No Process Diagramming.



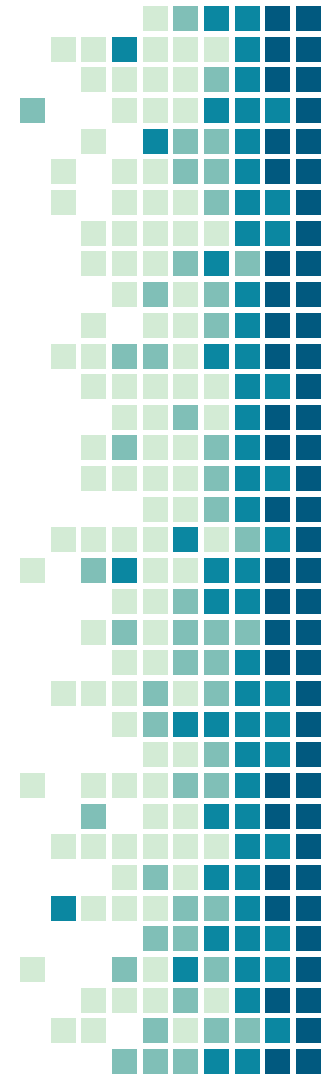
Process **DIAGRAMMING**



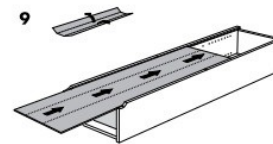
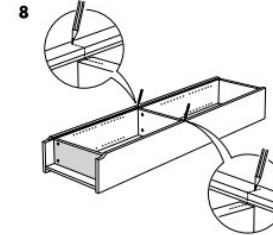
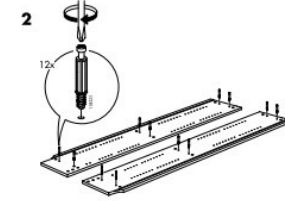
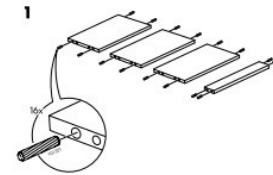
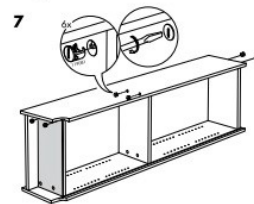
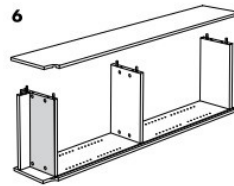
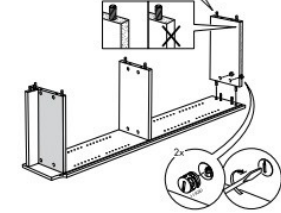
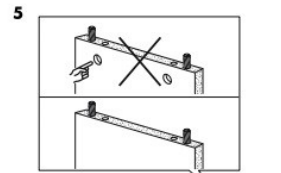
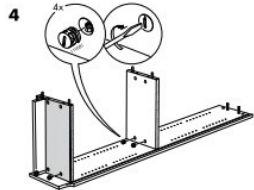
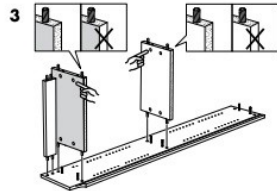
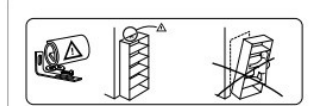
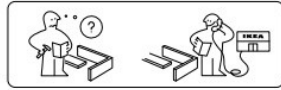
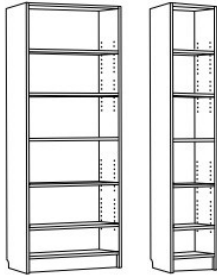
Understanding **HOW**
people do their work



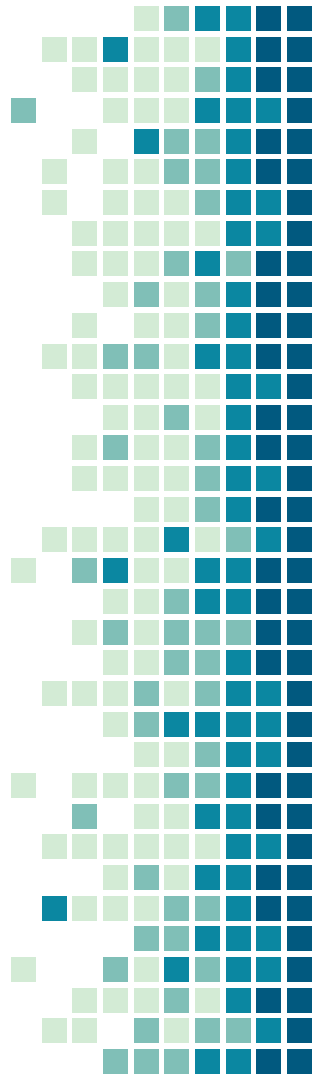
ThinkVISUALLY



BILLY



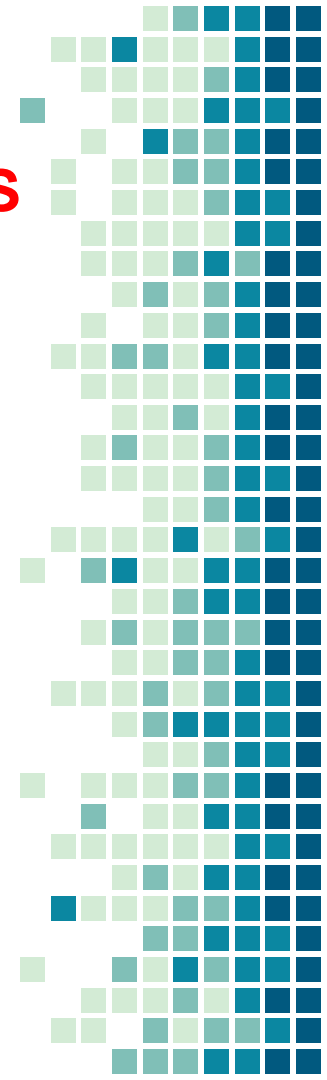
Assembly Process **IKEA**





Workflow Diagrams

- How would you describe a process you routinely use to a friend who wanted to do the same thing?
- Is it easier to use words or draw a picture of the steps you take?
- What would be some uses of this approach?



Workflow Diagrams

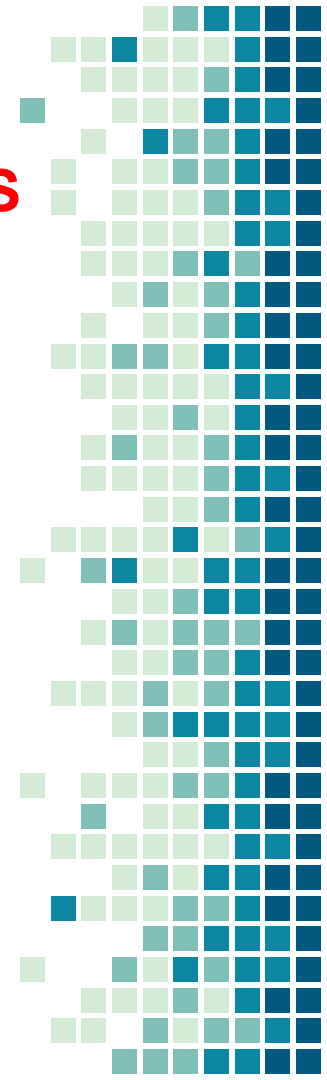
- One of a Business Analyst's key tools, especially for analyzing the asis situation
- Great way to begin to understand process you are dealing with at high level
- Different levels of workflow can be used to explain the process to different audiences
- Can document Standard Operating Procedures (SOP's)
- Revising the flow to facilitate improvements is standard design technique





Workflow Diagrams

- What would we want to include in a workflow diagram?
- There are many different types of workflow diagrams, we will focus on one:
 - **Swim Lane Flowcharting**
 - ANSI Flowcharting
 - UML Activity Diagrams
 - SIPOC
 - etc.



Think:

Actors

[who]

Actions

[what]

Decisions

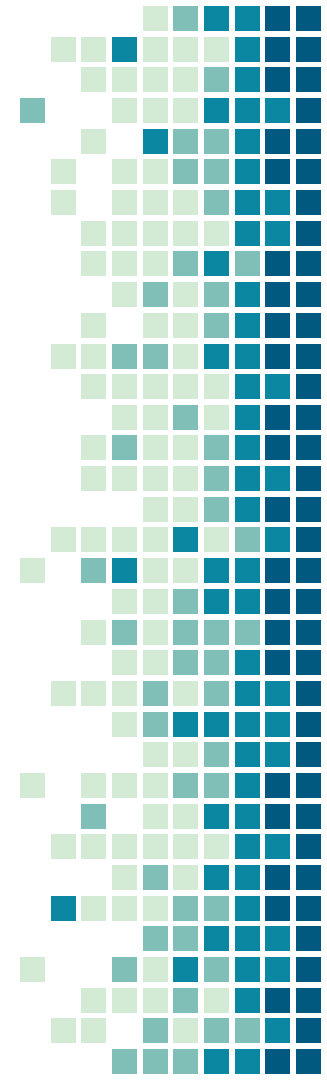
Sequence

[when]

Space

[where]

RELATIONSHIPS



Swim Lane Process Mapping

1. Name the process– subject + verb + object
2. What's the business event that initiates the process?
3. What's the outcome of the process?



Swim Lane Process Mapping

1. Name the process— subject + verb + object

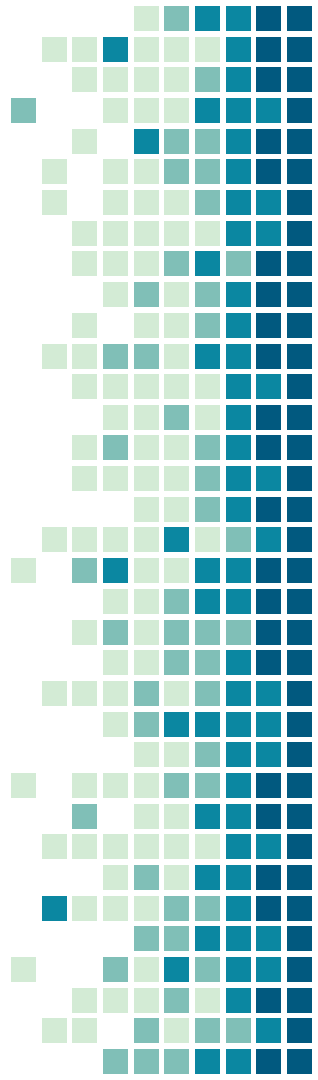
Warehouse Receives
Materials

2. What's the business event that initiates the process?

Receive Materials

3. What's the outcome of the process?

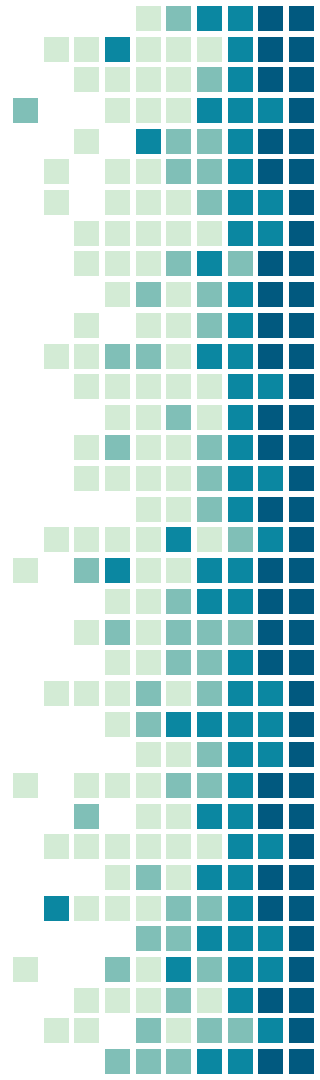
Materials are Stored



Swim Lane Workflow Exercise

With your teammates. (Warehouse Stakeholder Case)

- Take 5 minutes to imagine the steps a warehouse goes through when it receives material from its suppliers.
- Sketch it out if you can.
- Be ready to share your ideas.



Swim Lane Process Mapping

Receiving
Dock

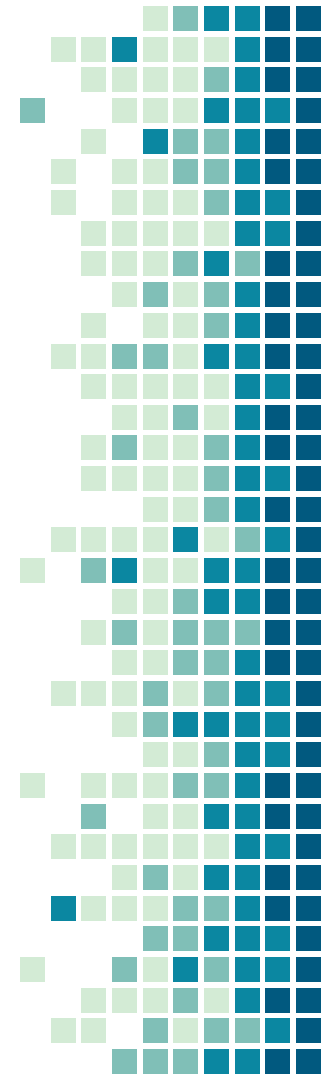
Receiving
Clerk

Forklift
Driver

Warehouse
Foreman

Data
Processing

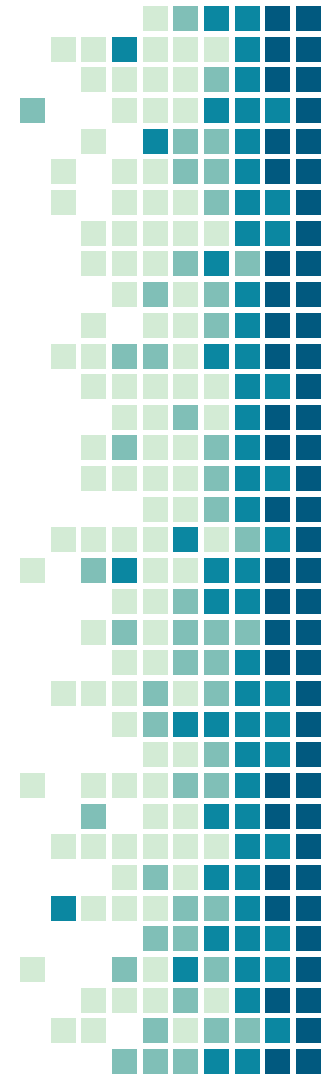
List all people and
departments that
may be involved in
the process



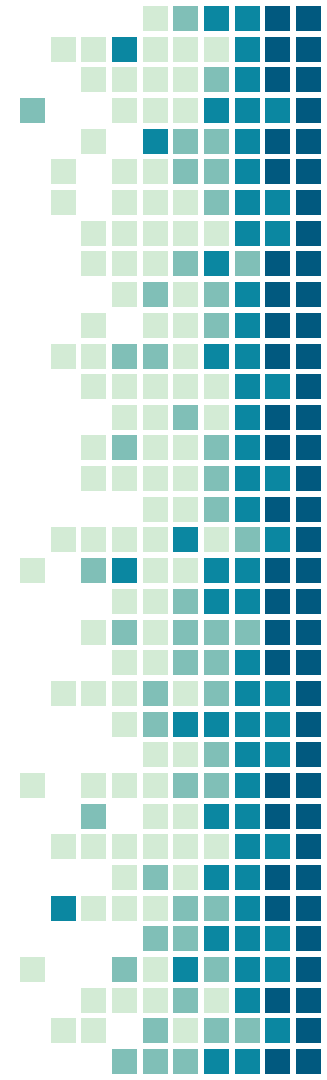
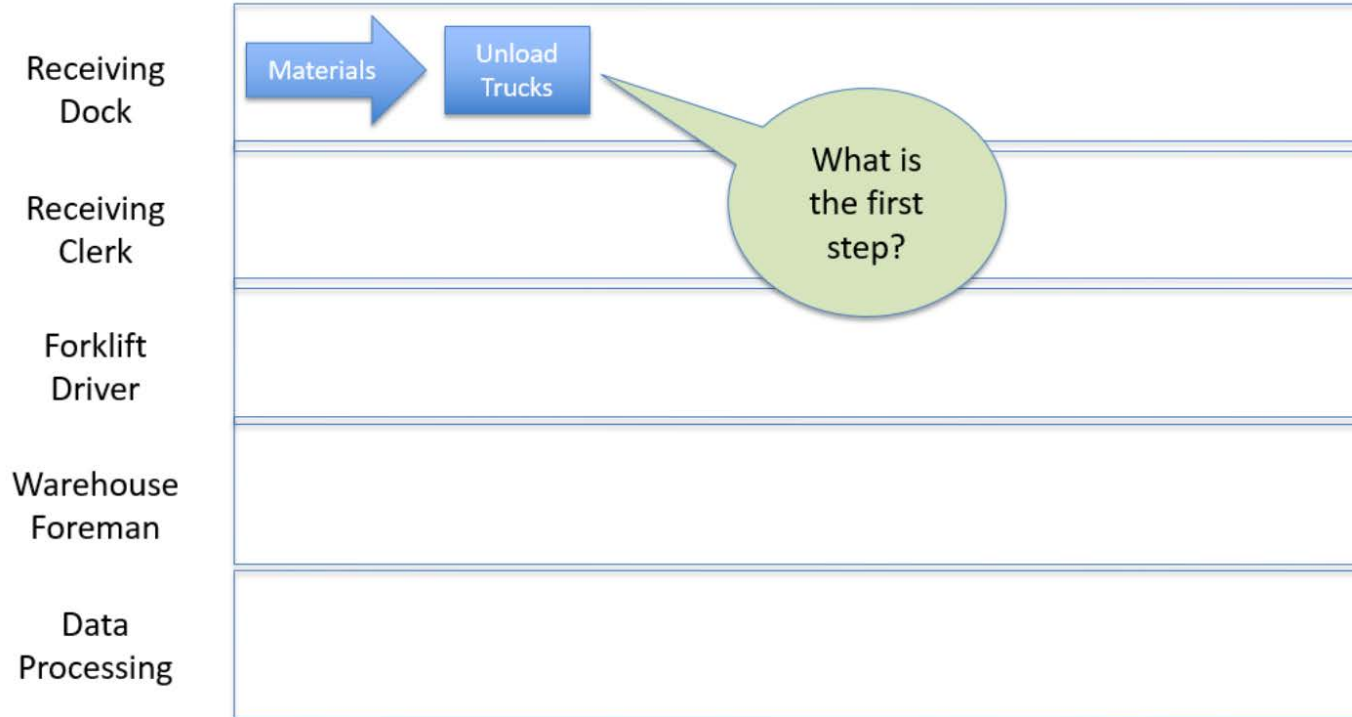
Swim Lane Process Mapping



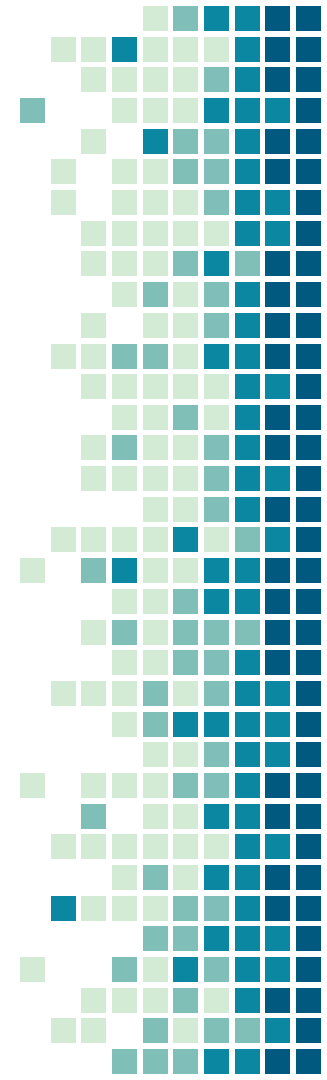
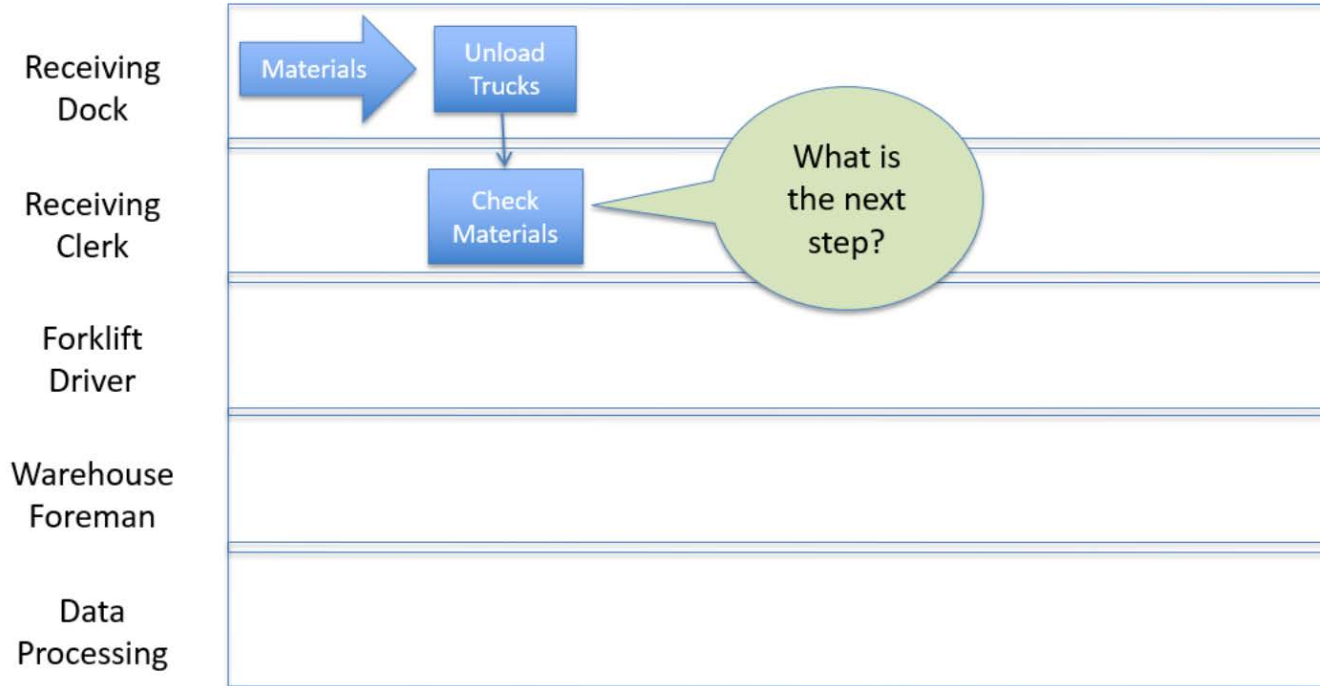
Draw a lane next to each person



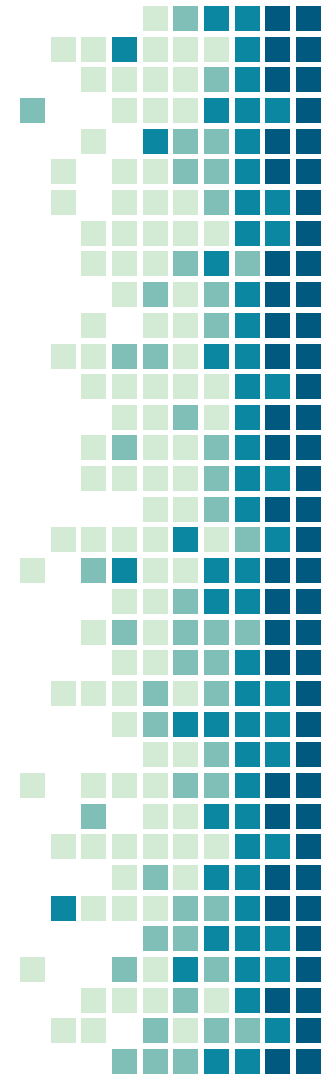
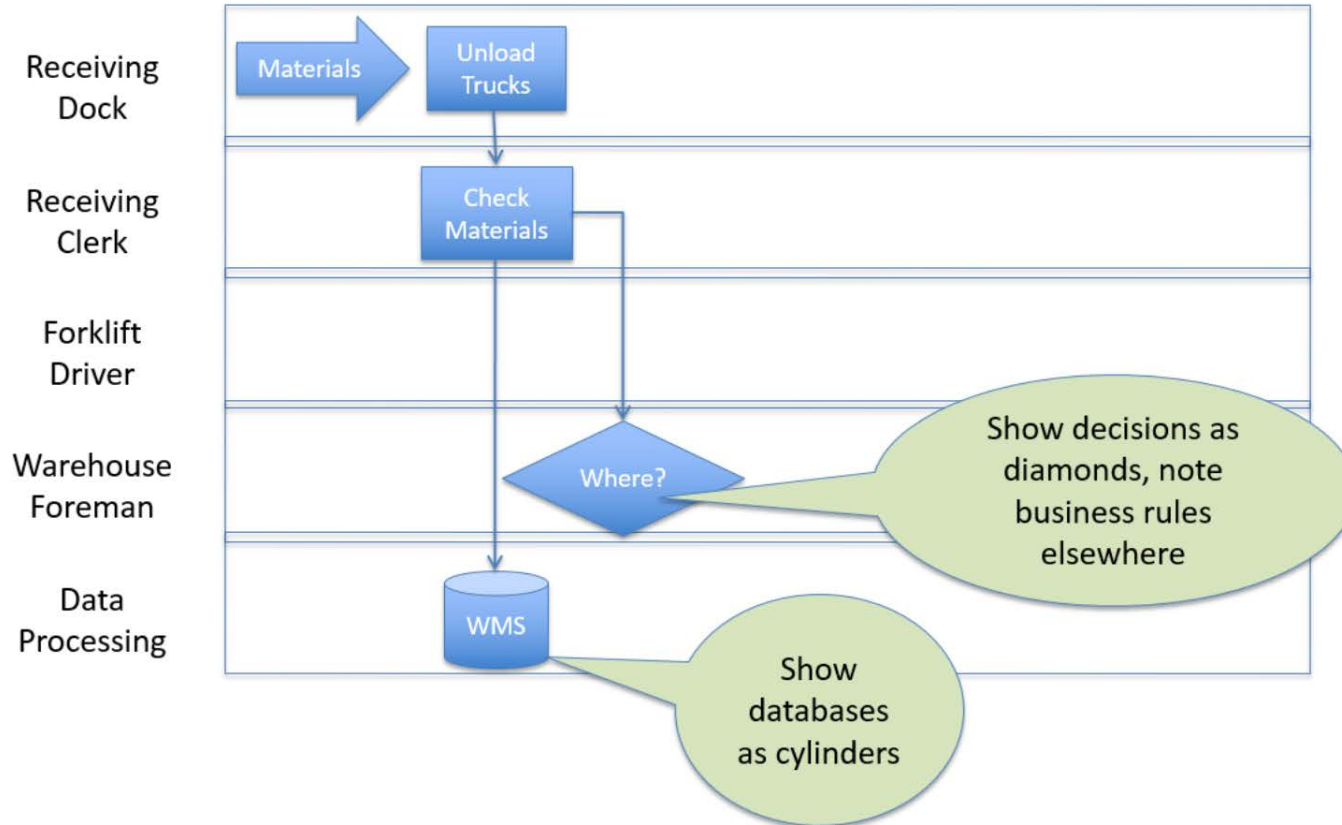
Swim Lane Process Mapping



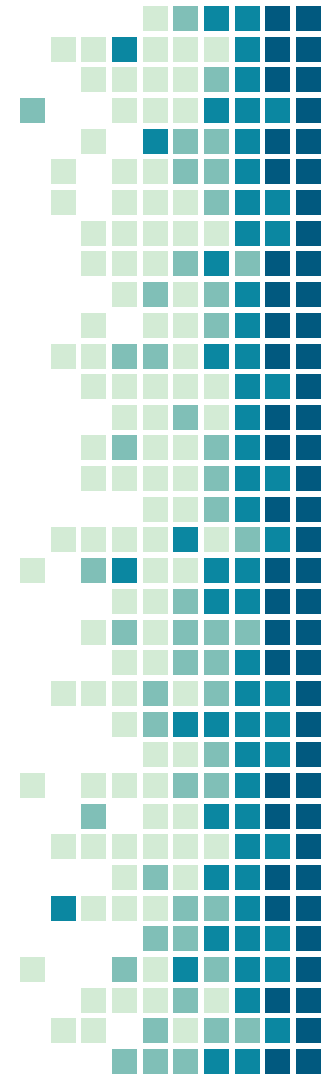
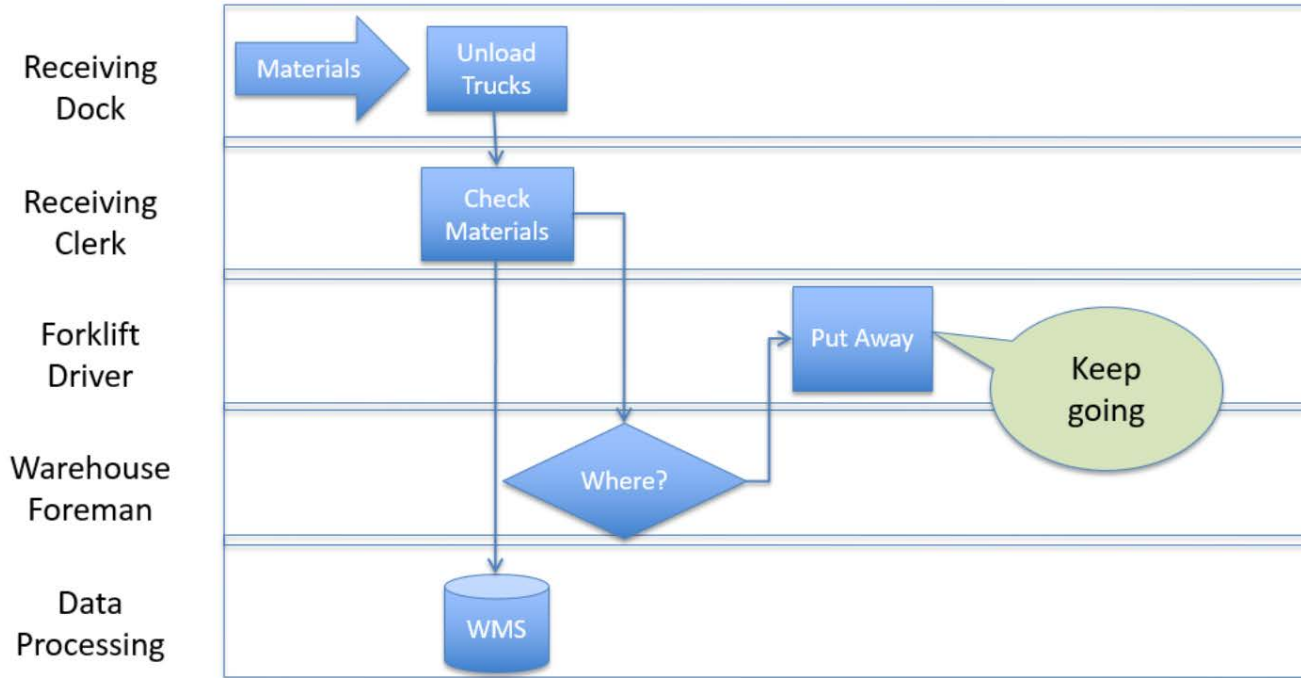
Swim Lane Process Mapping



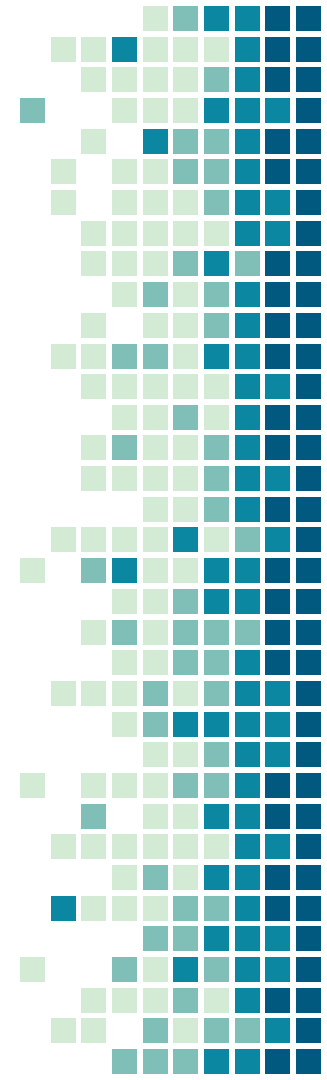
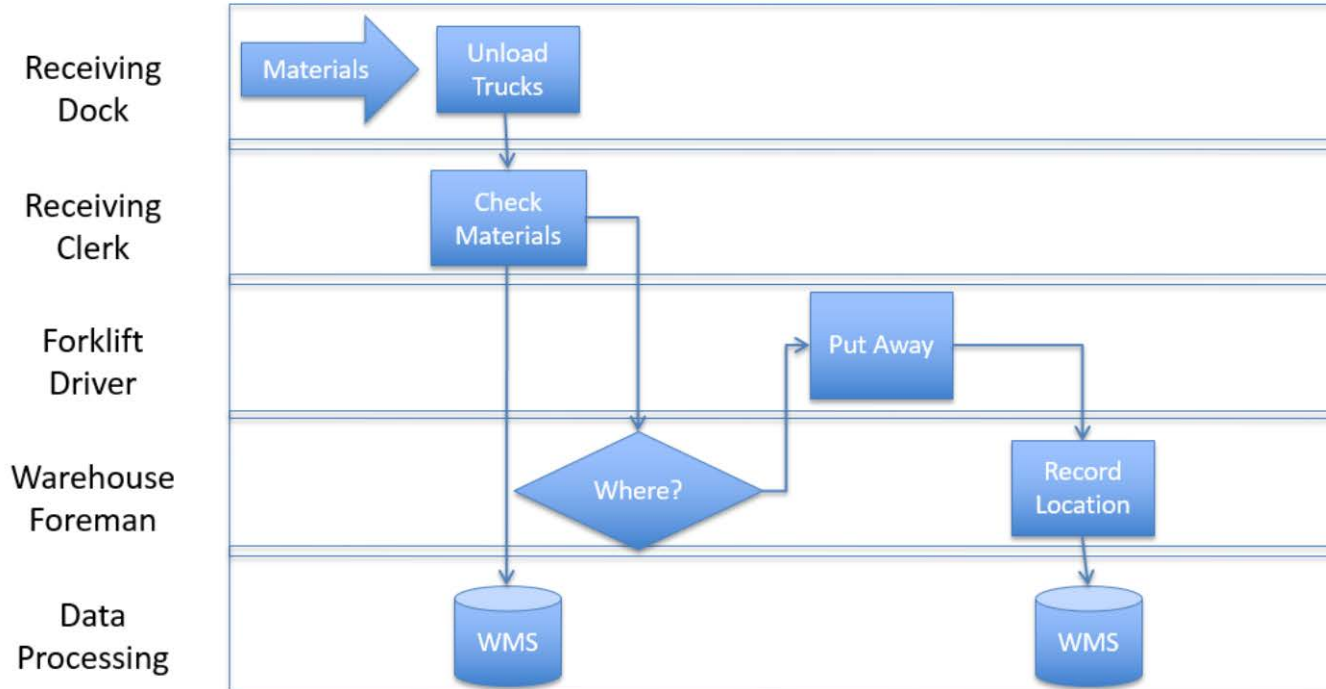
Swim Lane Process Mapping



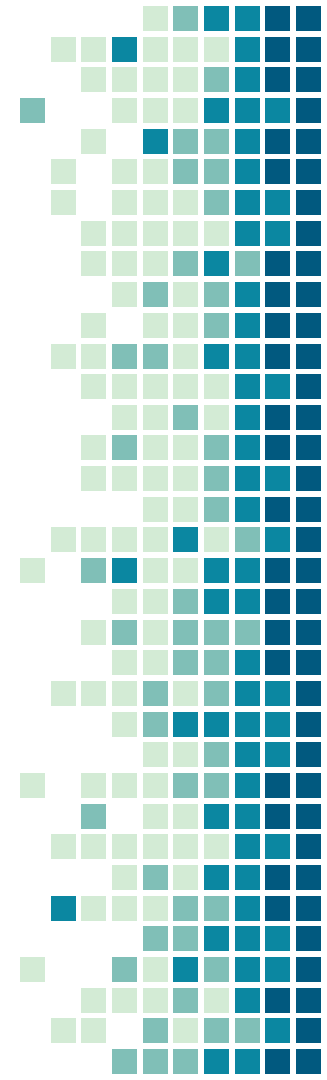
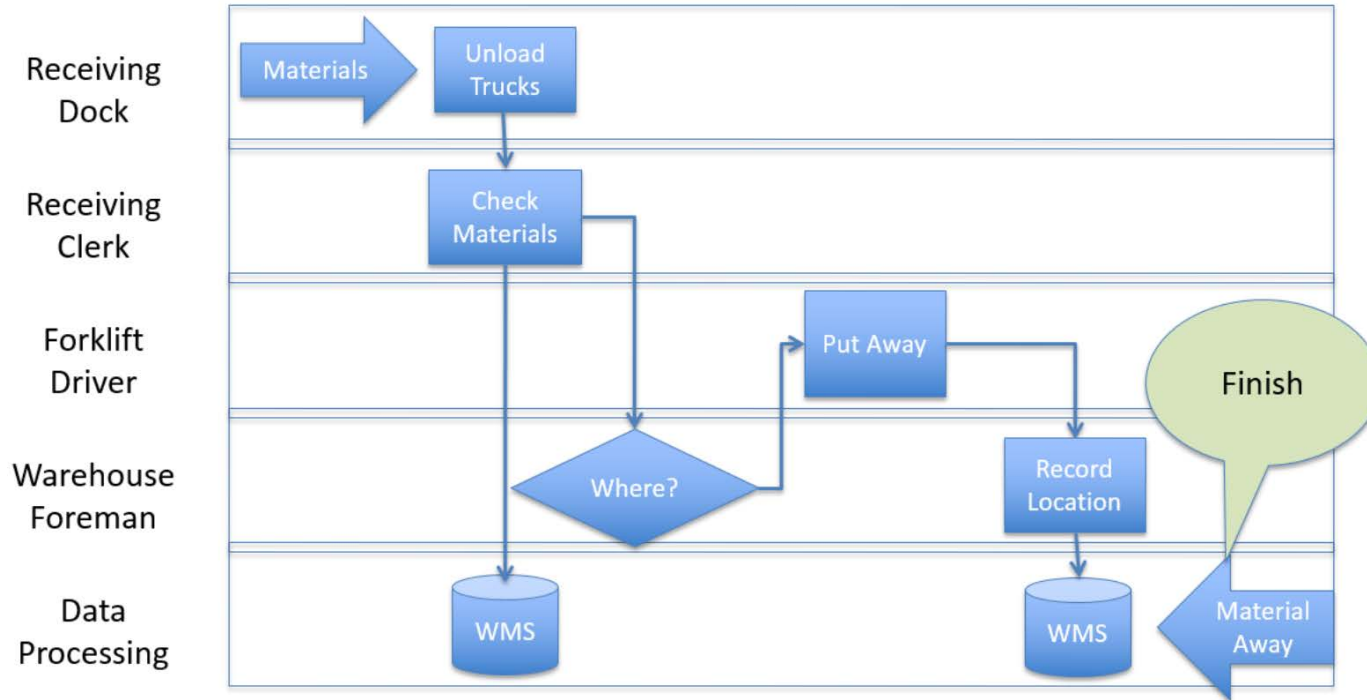
Swim Lane Process Mapping



Swim Lane Process Mapping



Swim Lane Process Mapping



Exercise

Work as a team to draw the **sales process** described in the sales order case.

- Actors– Who are all of the people/departments involved?
- Actions– What are the steps they perform in the process?
- Sequence– Map the process in sequence using the swim lane method.

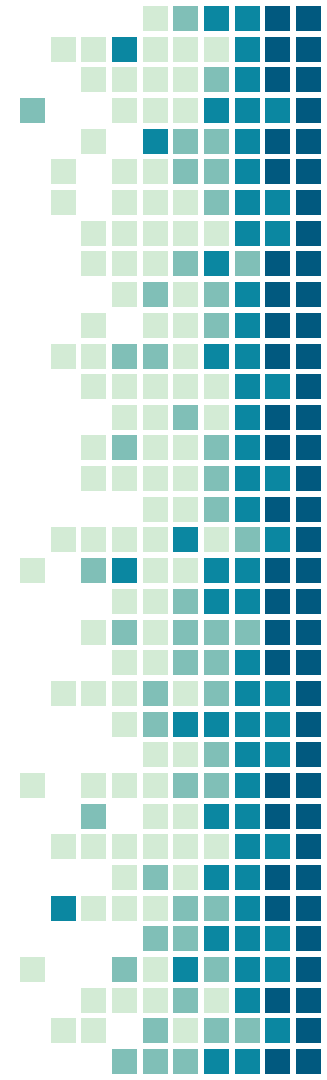
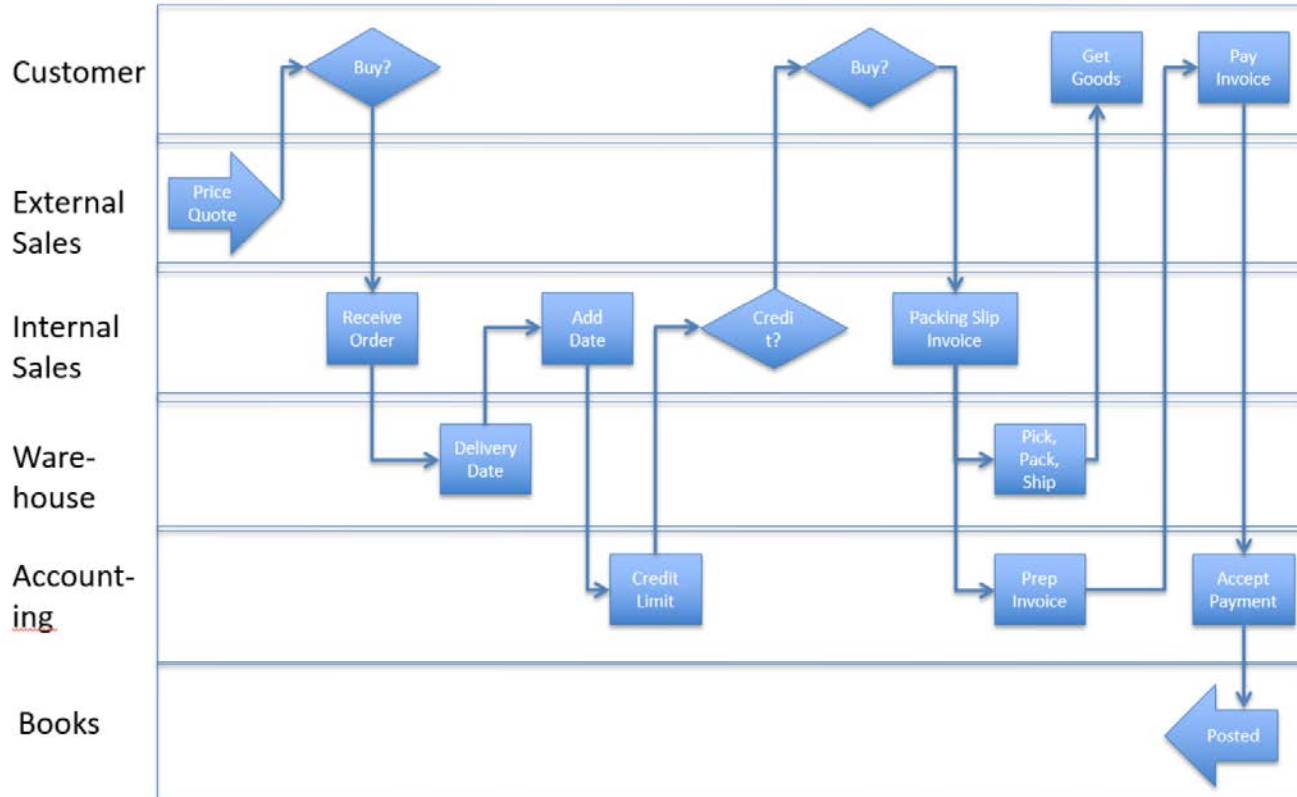


Case Review

1. How did it go?
2. What confused you?
3. What does your diagram look like?

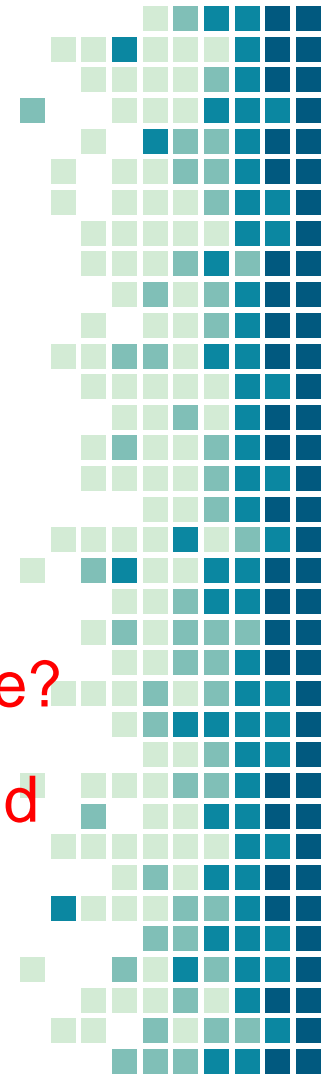


Sales Order Swim Lane

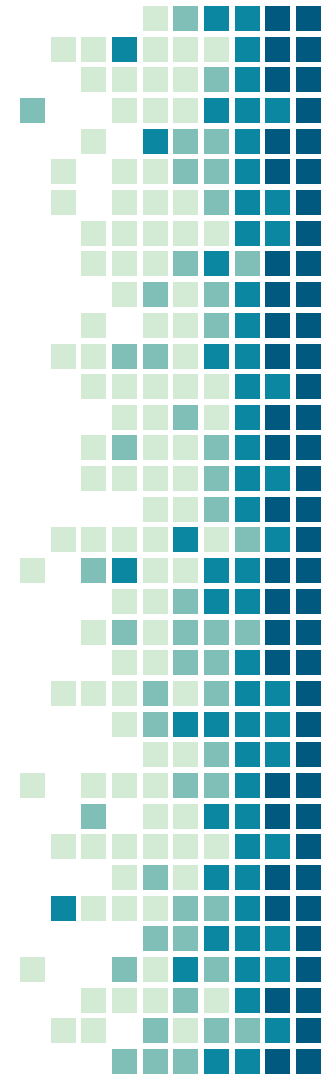
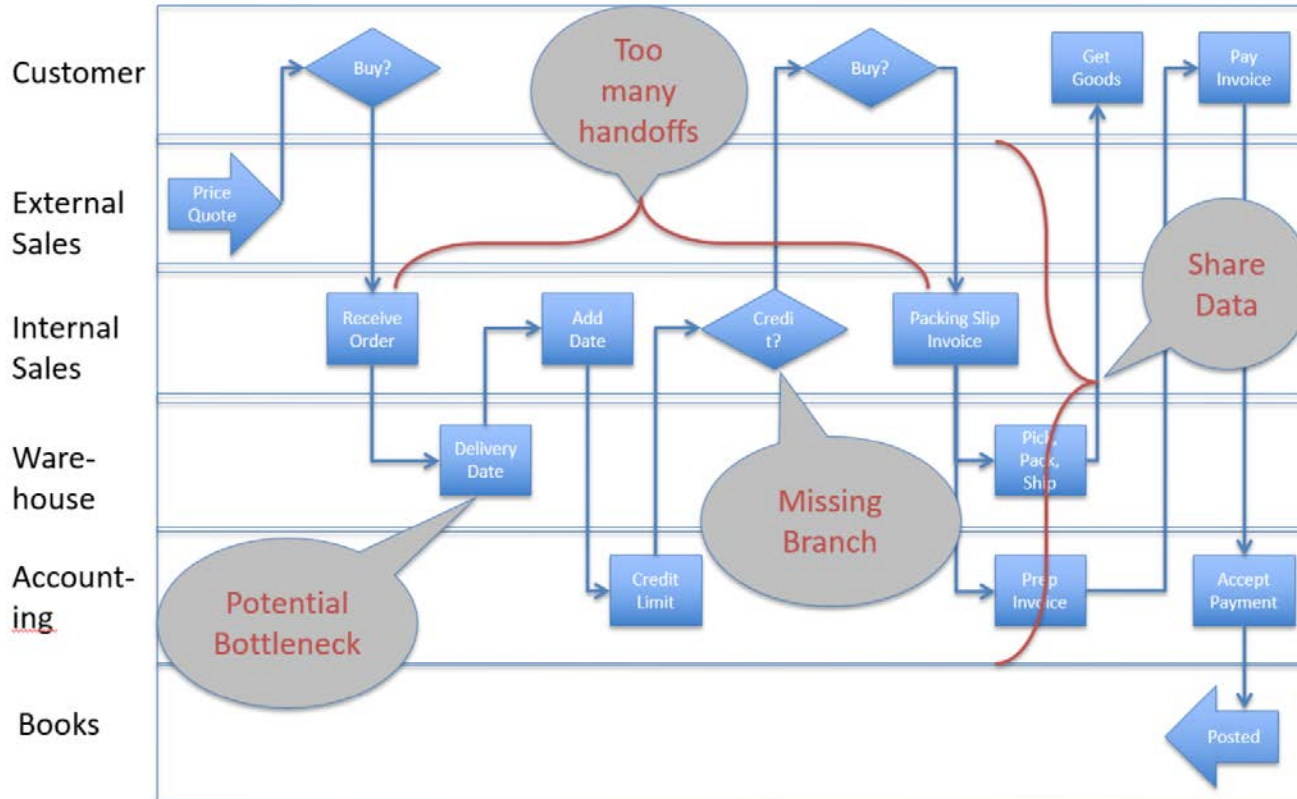


Case Review

1. How did it go?
2. What confused you?
3. What does your diagram look like?
4. What follow-up questions do you have?
5. What problems or opportunities should you be looking for?



Sales Order Swim Lane



Swim Lane Evaluation

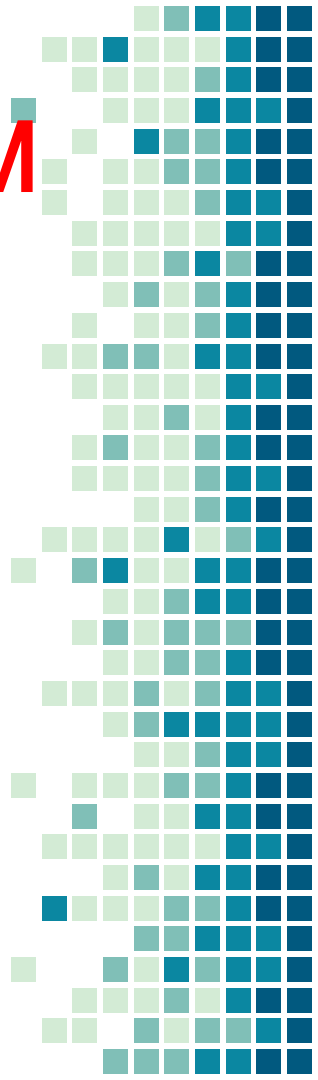
1. How well does the work product **highlight** the client's problem?
2. How completely does it **cover** the client's situation?
3. Does it accurately **reflect** what the client is doing?
4. Is it an **appropriate** tool for the client's situation?



Extra Credit 1: Due 10/07 at 11:59PM

Using the case as a starting point, create a prototype in Justinmind of an online sales order form. Include checkout in the process. Make sure to include all of the DATA needed to complete the transaction.

A sample is available on our MIS class course page.



MIS3506 Keys to your Exam Success

- Reread your texts and sample cases
- Study individually and with your peers
- Review your class notes
- Don't rush through the exam
- Carefully read the exam case studies
- Trust your instincts

