

# Process Deconstruction



# Agenda

Introduction

Crumpled Problems Exercise

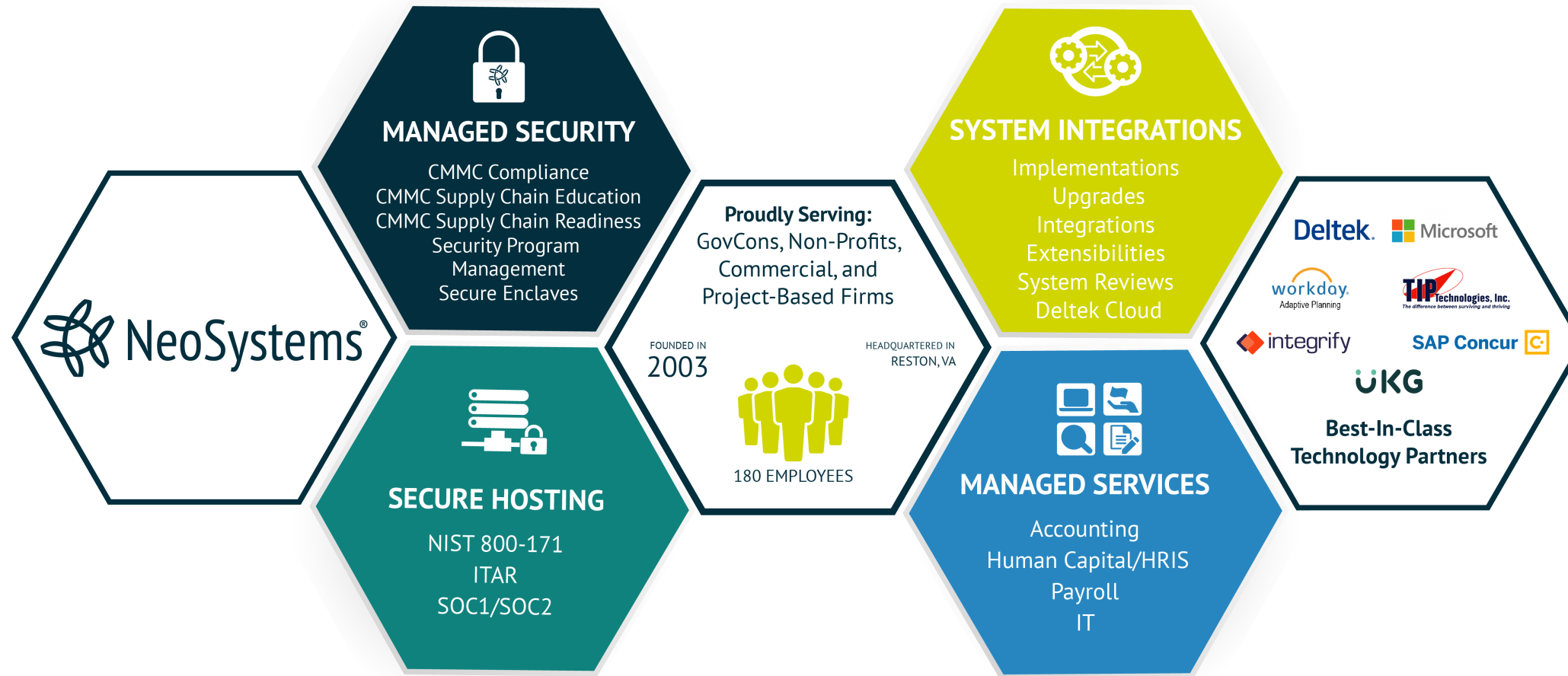
Feel Your Pain

Talk it Out

Process Mapping Exercise



# NeoSystems Overview



## AWARDS

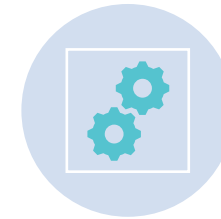
Inc. 5000 List for 7 Consecutive Years | SAP Concur Distinguished Partner Award  
Adaptive Insights (Workday) Partner Momentum Award - Americas  
Deltek Premier Partner Award: GovCon Consulting | E&Y Entrepreneur of the Year Finalist: Michael Tinsley

# The NeoSystems BPI Team

- Tyler Sena, Practice Lead
- Jae Kim, Senior Consultant
- Taylor Robinson, Consultant
- Honorable Mentions:
  - Marty Herbert, VP - MAS
  - Matt Yinger, Project Coordinator (PS)



IMPROVEMENT



AUTOMATION



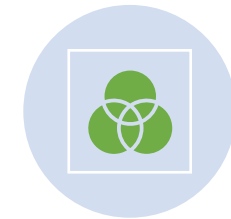
MANAGEMENT



STANDARDIZATION



MAPPING



ANALYSIS





# Exercise

“A process I perform regularly is \_\_\_\_\_, and it frustrates me because \_\_\_\_\_.”



# Feel Your Pain





# Feel Your Pain

Quick Facts	Why is this difficult today?	How should this work?	Benefits
Timing, Periodicity, Volume, Persons Involved, etc.	Detailed Pain Points	Ideal state of the solution (given there is no limitation for future state)	Why would it be better this way? (KPIs & ROIs)



# Exercise-Process Mapping 10 Minutes

## How to Make a Pizza

- Split out into groups of 3 or 4
- Grab a sheet of paper and start designing





# Share your Processes –10/15 Minutes

# Deconstruct the Process



How the customer explained it



How the project leader understood it



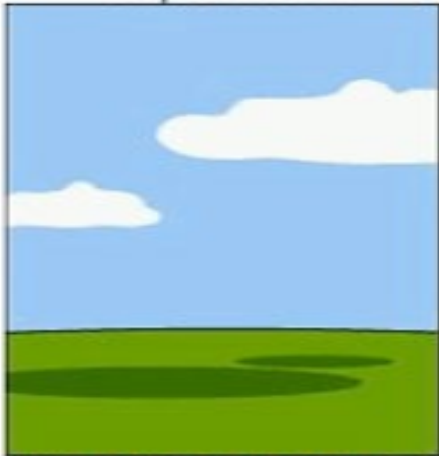
How the engineer designed it



How the programmer wrote it



How the sales executive described it



How the project was documented



What operations installed



How the customer was billed



How the helpdesk supported it



What the customer really needed



# How to Improve Requirements Gathering

## Requirements Gathering Workshop(s)

The Process  
BEFORE  
The Process

- End-user (Front-line) Employee Involvement
- System(s) - Integration(s)
  - No limitations – Perfect World Scenario
- Solve for 85%
  - Avoid the “Well, what if...?” Scenario(s)
- Never Stop Asking Questions
- Don’t be Afraid of Change

# Questions

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