



Business Process Modelling in Teams

CS-C2130 Project Proposal

1. Introduction

FlovV.io is a consultancy that empowers you to transform service operations and supply chains. Through our deep analytics and operations expertise, we empower companies to solve real problems. Our solutions work for any operations, be it services, sales, marketing, finance, product development, or supply chain.

We leverage the established methods and tools (e.g. service design, lean, continuous improvement, optimization, and simulation) and are not afraid to innovate new applications (e.g. use of robotic process automation and machine learning, or new forms of human-computer interaction for operations).

"Business Process Management (BPM) is a management discipline describing the to identify, execute, document, measure, monitor and control both automated and non-automated business processes to achieve consistent, targeted results aligned with an organization's strategic goals.

To put it simply, it is the systematic approach to improving the business processes of an organization, making the workflow more efficient and effective, and improve its overall ability to adapt to an ever-changing business environment.

Aside from the obvious, which is the improvement of business processes to achieve its goals and objectives, why is it so important for businesses to have a BPM system in place?

- *BPM facilitates the improvement and management of processes that drive optimized business results, leading to lower costs, higher revenues and high customer satisfaction, to name a few.*
- *BPM enables businesses to align its processes with the needs of their customers.*
- *BPM aids decision-making on matters such as deployment, measurement and monitoring of the resources of the organization.*
- *BPM contributes to the maintenance of a sound financial management system of the company.*
- *BPM allows the organization to keep track of its progress in meeting and achieving its goals."*

2. Project goals

Develop and deploy simple Business Process Modelling (BPM) tool built on Microsoft Teams platform. Application would enable teams or individuals to draw basic business processes and collaborate in real-time (Office365). And in order to keep workload aligned with scope of this course the project will focus on selected subset of process modelling and basic drawing functionalities.

- Will support basic Business Process Modelling operations (client will provide these at the beginning of design phase including training to business process modelling).
- Leverages Microsoft Teams capabilities e.g. Team, chat, etc.
- Has simple user-friendly interface.
- Has basic error handling and data export capabilities.
- Is developed together with client team.
- Is deployed as Teams app.

3. Technologies

Final product should be an App running on Microsoft Teams. However, team can freely choose development environment and technologies to be used. Client can/will provide help during project work. One example of relevant/useful tool is the App Studio for Microsoft Teams.

4. Requirements for the students

We are looking for team members who are willing to learn new not only from technical but also Business Process Modelling point of view. Client will provide needed trainings and continuous coaching on Business Process Modelling. MVP should be relatively easy to achieve in this project, and hence we will encourage project team to come up with forward looking ideas. Most importantly we are looking for project team to have fun while doing the project!

5. Legal issues

Intellectual property rights (IPR):

Client gets all IPRs to the results.

Non-disclosure agreement (NDA):

Signing the NDA included in Aalto's contract template is required.

6. Client

Product owner

Juuso Rantala

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Steering

Katariina Kemppainen

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7. Preselected student team members

Antti Halava – Scrum Master

Juho Hassinen

Pinja Pessi

Emilia Ruha

8. Other

Documentation and presentations preferably in English.