

The Value of Business Process for the Data-Driven Enterprise

Visualizing workflows, system interactions
and functional authorities optimize and
govern the enterprise

Business Process: Why It Matters

Every organization—particularly those operating in industries where quality, regulatory, health, safety or environmental issues are a concern—must have a complete understanding of its processes. Equally important, its employees must fully comprehend and be accountable for appropriately carrying out the processes for which they are responsible.

Business process (BP) solutions are vital to corporate governance in this and many other respects, enabling enterprises to clearly define, map and analyze workflows and build models to drive process improvement and therefore business transformation. They make it possible to determine where cross-departmental and

intra-system process chains break down. They also help identify business practices susceptible to the greatest security, compliance, standards or other risks and where controls and audits are most needed to mitigate exposures.

Companies that maintain accurate BP models also are well-positioned to analyze and optimize end-to-end process threads—lead-to-cash, problem-to-resolution or hire-to-retire, for example—that contribute to strategic business objectives, such as improving customer journeys or maximizing employee retention. They also can slice and dice their models in multiple other ways, such as by functional hierarchies to understand what business groups organize or

participate in processes as a step in driving better collaboration or greater efficiencies. The key point is that useful change comes from routinely looking at process models and spotting a sub-optimality.

There's also a clear connection between BP modeling and data governance initiatives. The organization can explore models to understand information assets within a business context, from internal operations to full customer experiences. This practice serves the typical enterprise data governance goals of driving data opportunities, increasing revenue, limiting data risks, and avoiding regulatory and compliance gaffes.

BUSINESS PROCESS MODELING DEFINED

Business process modeling (BPM) links business strategy to IT systems development to ensure business value. It combines process/workflow, functional, organizational and data/resource views with underlying metrics such as costs, cycle times and responsibilities to provide a foundation for analyzing value chains, activity-based costs, bottlenecks, critical paths and inefficiencies.

Source: [Gartner](#)

BUSINESS PROCESS MODELING'S ROLE IN REVENUE AND RISK

- Supports visualization of end-to-end process threads for process optimization/digital transformation.
- Enables corporate governance with models for conducting RACI analytics.
- Effects data governance by creating an environment for understanding the context of where data is and how it's being used by various processes.

Business Process Modeling: How to Do It

erwin Business Process (BP) software creates the documentation and graphical roadmap of how a business works today, detailing the tasks, responsible parties and data elements involved in processes and the interactions that occur across systems, procedures and organizational hierarchies. That knowledge, in turn, prepares the organization for tomorrow's changes.

Signs You're Ready to Take on Business Process Modeling:

- Your organization wants to analyze risk and governance.
- You want to find inefficiencies in processes and data management and make improvements.
- Your organization has achieved IT maturity.
- You want to unlock knowledge and have systems in place to retain that knowledge.
- Your organization wants everyone referring to the same things in the same way as part of adopting centralized, uniform processes across the company.

Source: **erwin**

erwin BP's capabilities include:

→ **Multiple artifacts can be developed and captured in a repository to support business-centric objectives.**

The visualization of process value chains, business process models, procedure documents, RACI matrices, system interactions and business hierarchies drives the creation of enterprise process libraries, supports training and onboarding, and contributes to targeted and holistic process improvements. An overarching view of processes as they exist individually and as they fit together across the organization paves the way to providing insights about the people, data and technology that could be affected by changes to them, and vice versa. In addition, potential issues can be addressed before they jeopardize small-scale process optimization efforts and large-scale digital transformation exercises.

→ **Built-in support for process improvement methodologies helps companies boost critical capabilities.**

With templates for Lean and Six Sigma process improvement practices, businesses position themselves to achieve maximum efficiency and quality. Following these practices can bring numerous results to organizations, from better financial performance to greater customer satisfaction to improved ability to meet production quality metrics.

→ **The ability to identify gaps in process documentation enables businesses to retain internal mastery over core activities.**

Many businesses may not realize that key institutional process knowledge resides primarily with individuals who will someday leave the company. Only when they commit to a visualization of current business realities does it become clear that they must capture such tribal knowledge in order to preserve expertise.

→ **The digitization of business processes decreases maintenance costs and increases employee access to critical knowledge.**

For years, organizations have produced volumes of hard-copy process documents and standard operating procedures (SOPs) that take up shelf space and often collect dust. It's far more cost-effective and efficient for businesses to digitize their business processes and host them on web platforms. Doing so increases employee education and awareness of corporate policies and procedures and ensures they know where to find information on processes and how to apply those processes to their roles.

→ **Any² (Any Data, Anywhere) support enables organizations to incorporate all critical information into their business process models.**

The Any² approach taken by all erwin solutions resonates in **erwin BP** in the technology's ability to identify where and how data elements are being used throughout the organization—regardless of what type of document stores those critical pieces of information. Showcasing data lineage and interoperability in visualized models is particularly important given just how many critical and potentially highly sensitive pieces of information used by key business processes may be tied to technology formats that are neither particularly robust nor resilient.

→ **Seamless integration with erwin Data Modeler (DM), erwin Enterprise Architecture (EA) and erwin Data Governance (DG) solutions supports data clarity for all organizational roles and goals.**

A common source of data leveraged by business process personnel, enterprise architects, data stewards and others encourages a greater understanding of how different line-of-business operations work together as a single unit. Links to data terms and categories contained within a centralized business glossary let enterprises eliminate ambiguity in process and policy procedure documents. Integrated business models based on a single source of truth also offer different views for different stakeholders based on their needs, while tight interconnection with enterprise architecture joins Process, Organization, Location, Data, Applications, and Technology (POLDAT) assets to explanatory models that support informed plans for change.

Business Process: Intersection with Data Governance

The capabilities of **erwin BP** reveal an integrated ecosystem of people, processes and technologies that underpins what truly matters to an agile, adaptable and data-driven enterprise: data governance.

Data governance is about understanding critical enterprise data within a business context, tracking its physical existence and lineage, and maximizing its security, quality and value. With so much data scattered throughout businesses, **erwin BP** supports the critical need to understand the context of where it is and how it's being used by enterprise processes, technologies and applications.

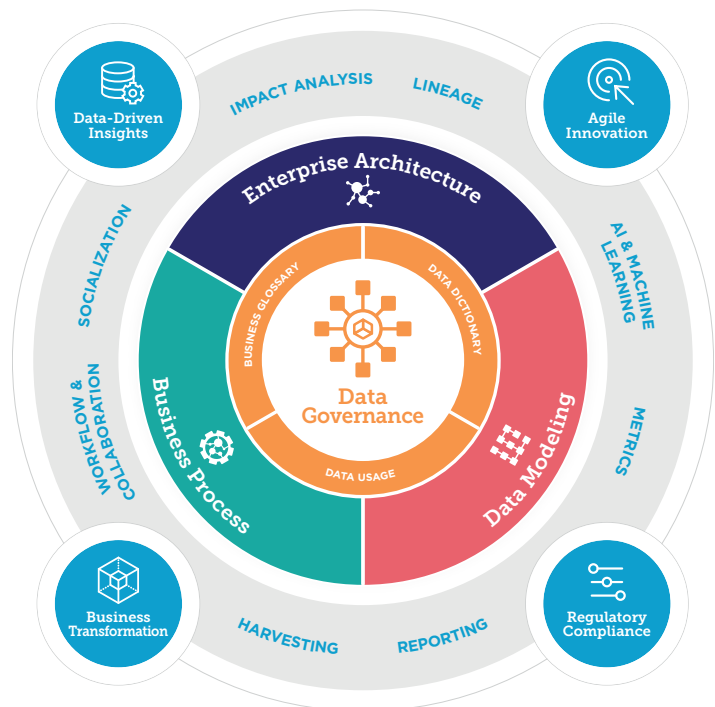
When relations are established between business processes as defined in the process library to business information and terms in the conceptual data model upon which they act or depend, for example, it's possible to understand where critical information is captured within processes—either to further exploit them down the chain for business value or to introduce control points in these procedures in order to reduce risk. That's clearly a data governance benefit in the age of the General Data Protection Regulation (GDPR) and other compliance mandates.

Consider other end results of such alignments between **erwin's DM** suite, which discovers, designs, visualizes, standardizes and deploys high-quality data assets, and **erwin BP**, which reveals all the workflows, business capabilities and applications that use a data element. When actors or roles in a business process are mapped to the business information they own, update, oversee or depend upon, as defined in a conceptual data model, it is clear who must be consulted about and alerted to the distribution of information about certain data risks or enhancements. Or, by mapping information in process repositories to business terms as defined in the conceptual data model or entities in the logical data model, it

is possible to add more structure and rigor to the business process library as a foundation for sound data governance.

On its own, **erwin BP** independently provides key information that supports data governance as a holistic mission, driving the effort to have everyone refer to the same things in the same way as part of adopting centralized, uniform processes across the company. But in conjunction with **erwin DM** solutions; **erwin EA** and **erwin EA Agile**, which show where elements reside within the infrastructure; and **erwin DG**, which provides data visibility and control across the enterprise to both IT and business stakeholders, **erwin BP** reveals the interdependence between the workforce, the processes they perform, the actively governed data assets they interact with and their importance to the business.

The entire data governance lifecycle is covered across all data producer/consumer roles. This persona-based approach, with everyone—from executives on down—invested in and accountable



The erwin EDGE is an approach and technology platform for Data Governance 2.0.

Business Process: Intersection with Data Governance *(continued)*

for data use, **creates an enterprise data governance experience (EDGE)** as opposed to an isolated program managed by IT alone. As embodied in the **erwin EDGE** portfolio of products, IT and business functions are joined to ensure organizational objectives around managing risks and maximizing opportunities are met.

This includes **data impact analysis**—a visualization of the chain of critical business data objects, their physical implementations, and the projects or roles that may be affected by a change to one of those data objects. This is a key aspect of the **erwin EDGE**, putting potential risks, advantages and costs directly in front of the organization to plan for changes determined to be worth making. It's the agile way to get things right the first time.

Take Business Process to the Next Level

BP technology prepares itself to be able to follow and enforce its own guiding principles and rules, and to make strategic business decisions that drive value and reduce risk.

erwin BP is prepared to assist your business in documenting, managing and communicating its business processes in a structured and formal way with these imperatives in mind.

Related Products

erwin DG: A SaaS solution enabling all organizational stakeholders to discover, understand, govern and socialize data assets to mitigate risks and realize business goals

erwin Collector: Automatically harvests and aggregates operational data from a variety of enterprise systems, including ServiceNow and RSA Archer, into the erwin DG data dictionary

erwin EA: Complete and highly customizable set of on-premise enterprise architecture tools for integration into the customer environment

erwin EA Agile: Full-featured, cloud-based set of enterprise architecture tools using industry frameworks

erwin DM Standard Edition: Conceptual, logical, physical and dimensional model creation and deployment

erwin DM Workgroup Edition: Repository-based data modeler collaboration and model lifecycle management

erwin DM Navigator Edition: Read-only access for data model discovery and analysis

erwin DM NoSQL: Rapid app deployment, cloud infrastructure migration and reverse-engineering in an enterprise-class data modeling solution for MongoDB

erwin Web Portal: Web-based collaboration platform to share models and metadata with stakeholders

erwin CloudCore: Cloud-based hosting services for erwin data modeling and enterprise architecture solutions



erwin, Inc. provides the only unified software platform combining data governance, enterprise architecture, business process and data modeling. Delivered as a SaaS solution, these technologies work together to unlock data as a strategic asset so all enterprise stakeholders can discover, understand, govern and socialize data to mitigate risk, improve organizational performance and accelerate growth. For more than 30 years, erwin has been the most trusted name in data modeling and its software foundational to mission-critical data programs in government agencies, leading financial institutions, retailers and healthcare companies around the world.

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