

Wendia POB's Generic Workflow



POB Workflows are used to define and formalize business processes that contain multiple steps and actions, usually also involving different competences and parts of the service organization in order to achieve the final result. **POB Workflows** are generic; they can be attached to any entity or process in **POB**, such as change, project, release, problem, and knowledge management; service lifecycle (service portfolio), service improvement, etc.

Using **POB's Generic Workflow** enables you to streamline your working processes to secure unified handling and documentation. **Workflows** are continuously evaluated, improved and adjusted to always support your current business needs.

Workflow Templates

Defining workflow templates is essential in order to secure quality, increase efficiency, and keep time limits. Templates are developed together with the involved service personnel and business units, and when approved they are operational in **POB**.

Streamlining your Workflows

When you have defined a workflow template for a specific business process, for example "New Employee", you can activate this template whenever you need to perform this process, and then secure that the whole workflow is executed according to the quality level defined in the template.

Based on experience, the template can be continuously evaluated, improved and adjusted in order to always support the current needs of the business.

Clearly Defined Responsibility

A clear definition of responsibility secures that each step in your workflow is effectively delivered from resource to resource without delays, thus eliminating the potential time gap between activities.

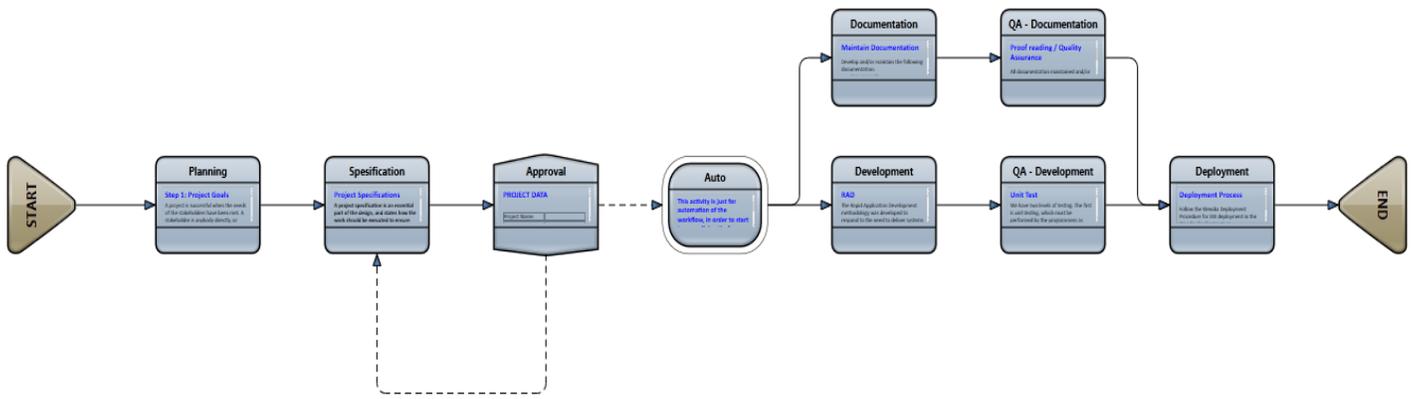
Each step in the workflow has a defined responsible resource and a coordinator resource. Whenever they are involved in the execution of activities in the workflow, they will receive information from the internal **POB** Messaging system, by email or SMS. When an activity is finished, the next activity is automatically released and delivered to the responsible resource.

The workflow itself also has an assigned resource who can monitor its performance. That could be a change manager, project leader, problem or service manager.

Documentation and Audit Logs

The workflow, as well as each activity within it, has multiple rich text controls in order to store documentation in any form, thereby supporting the resource who executes the activity with all required information. The rich text control allows formatted text, tables, pictures, movies, hyperlinks, etc., to be stored in the **POB** CMDB.

When the workflow is executed, **POB** will automatically create an audit log documenting all changes to the activities or the workflow itself. The audit log will describe what kind of



Description	Sequence number	Planned estimate	Planned Unit	Id	UserGroup Id
Planning	10	2,00	Days		ProductMgmt
Approval	20	1,00	Days		ProductMgmt
Documentation	30	5,00	Days		TechWriter

▲ The workflow editor gives a clear overview of all the activities within the workflow, and how they are related. Drag and drop technology for maintenance of the workflow, combined with the updateable list, makes it simple to operate.

maintenance has been performed, who did it and when it was done.

Planning

POB will help plan the workflow based on predefined time estimates on the template. POB can plan and release the workflow automatically based on those figures, using parameters like:

- Plan as early as possible based upon a given start date
- Plan as late as possible based upon a given end date
- Use milestones dates

The planning will be based upon a calendar describing working hours. POB can handle as many calendars as you need (for example 08:00-16:00 weekdays, 06:00-20:00 weekdays, 24/7 etc.), and use the one selected for planning your workflow. You can define activities within the workflow to be executed on a fixed time, and then POB will plan the rest of the workflow taking this fixed planning into consideration. You can also let POB plan the workflow according to the service window defined on the related CIs – this feature is essential when used in change management.

Notifications

The Condition and Action feature in POB gives the users a tool where they can freely define when POB shall notify involved service personnel or customers. It could be notifications (internal POB message, email, SMS) like:

- Notify the personnel responsible for the activity when it is released
- Notify the customer when the workflow starts

informing about scheduled delivery date

- Notify the personnel responsible for the workflow if an activity is not started according to planned start
- Notify the personnel responsible for the workflow if an activity is not ended according to planned end time
- Notify the personnel responsible for the workflow template if the time usage is higher than the planned estimates

Automation

Certain activities in a workflow can be automatically executed without any manual intervention. That could be activities like performing maintenance of the POB CMDB, executing external system maintenance such as creating an AD user or Exchange account, or sending out a mailing about the performance of the workflow to stakeholders, etc.

Unique Tool for Checking Availability

When a resource is assigned as responsible for an activity, the user calendar in POB will store this information. The user calendar can be synchronized with the central MS Outlook or Notes calendar, which gives the planning process a unique tool for checking availability before an assignment is made.

Budget Control

The total usage of resources in connection with executing a workflow will be logged based on time registrations, and use of items and spare parts, etc. Figures like planned versus actual resources spent, total cost information and even invoice proposal, if the customer should pay for the work, are available.



Excellence in Service Management

Netherlands
Plesmanstraat 2
3833 LA Leusden
T +31 33 4321700
www.mexontechnology.nl

Belgium
Leuvensesteenweg 392B
1932 Sint-Stevens-Woluwe
T +32 2 725 16 44
www.mexontechnology.be

France
Immeuble Technologies
84/88 bd de la Mission Marchand
92411 Courbevoie Cedex
T +33 1 49 04 71 71
www.mexontechnology.fr

Contact us at:
sales@mexontechnology.com

Visit our website at:
www.mexontechnology.com

