

University of Pisa

MSc in Computer Engineering

Systems for Strategic Management and Support

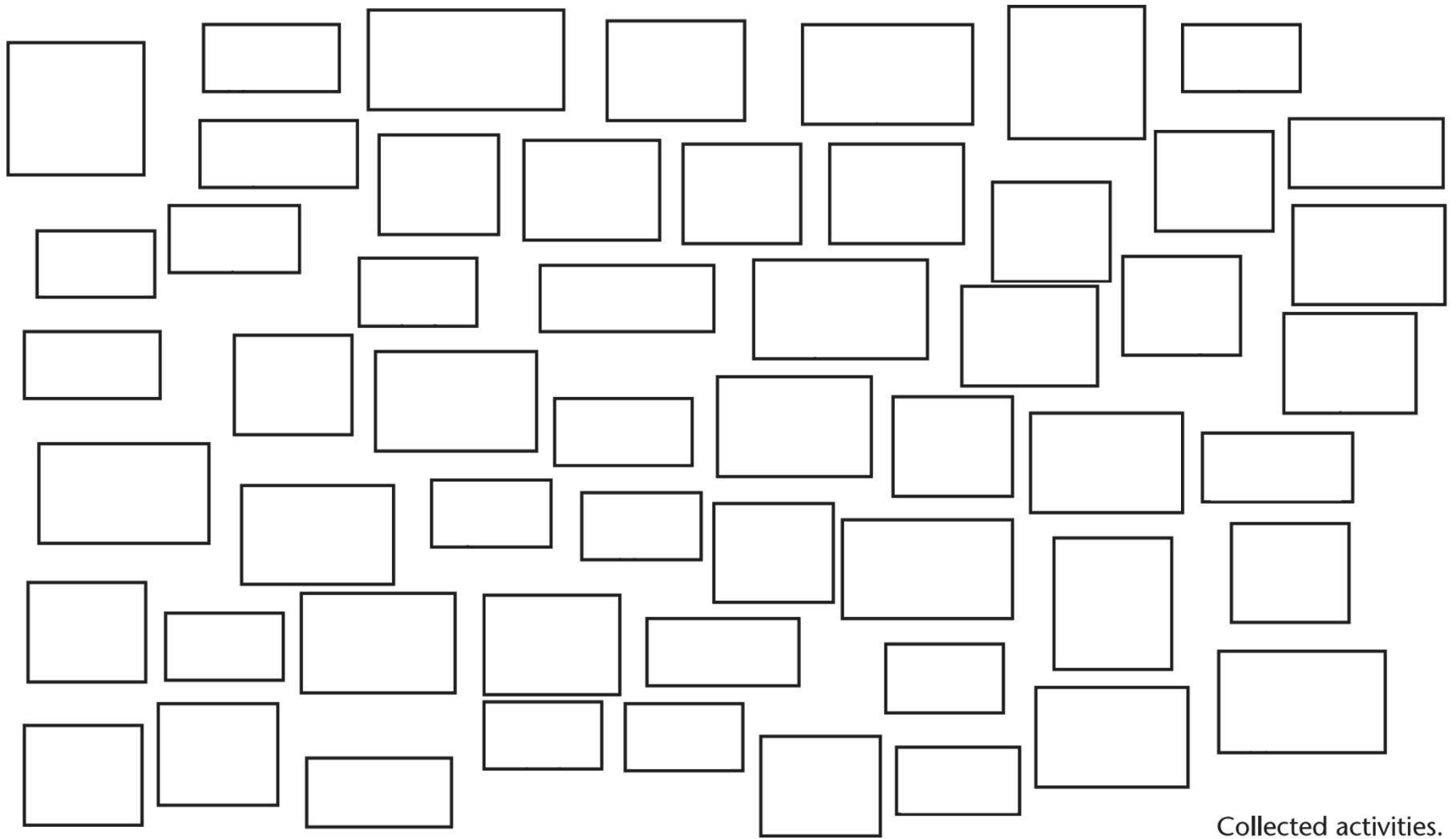
LECTURE 10

<http://www.iet.unipi.it/m.cimino/ssms/>

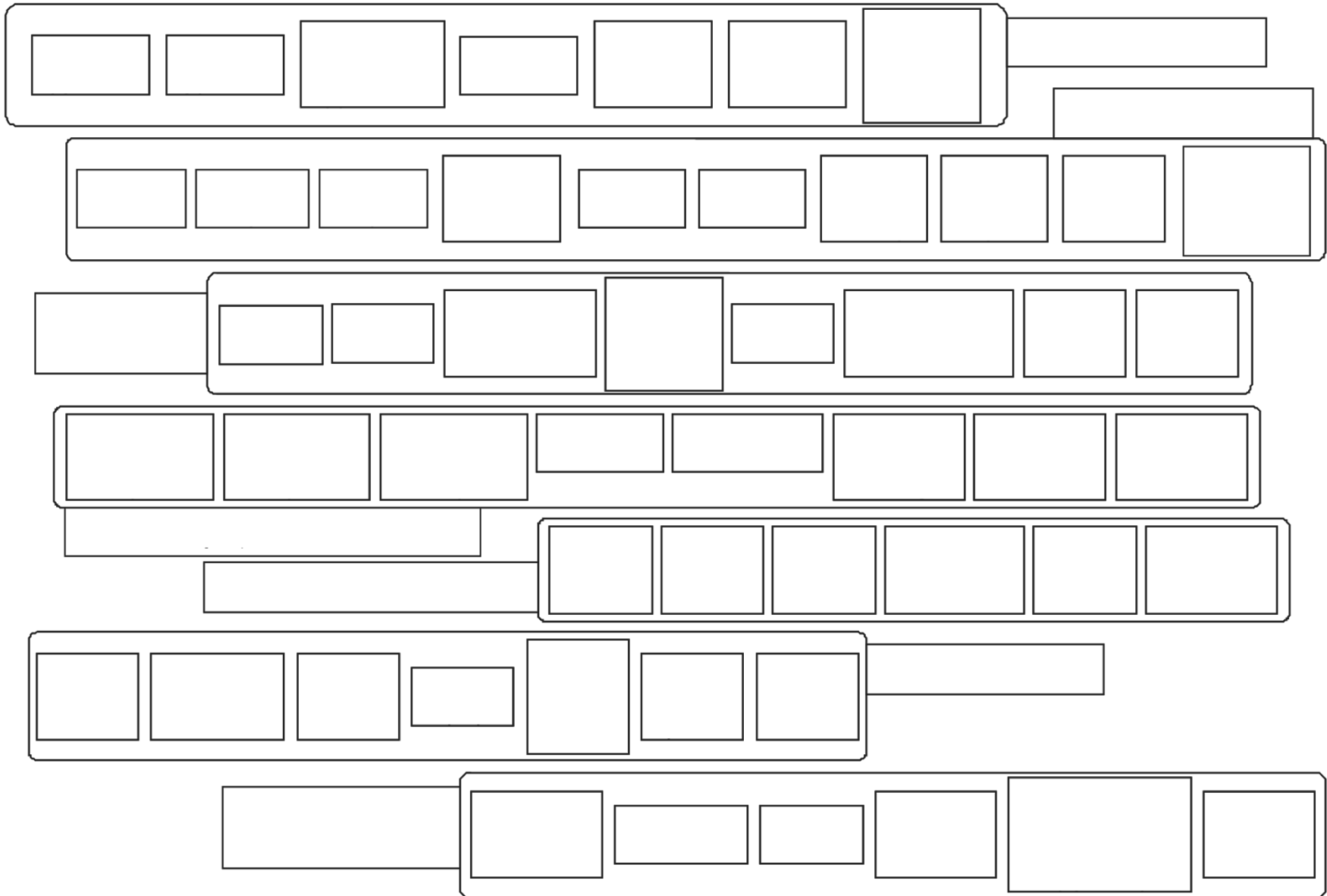
Mario G.C.A. Cimino

Department of Information Engineering

PILOT CASE STUDY: THE AGENCY (COLLECTED ACTIVITIES)



PILOT CASE STUDY: THE AGENCY (DISCOVER PROCESSES)

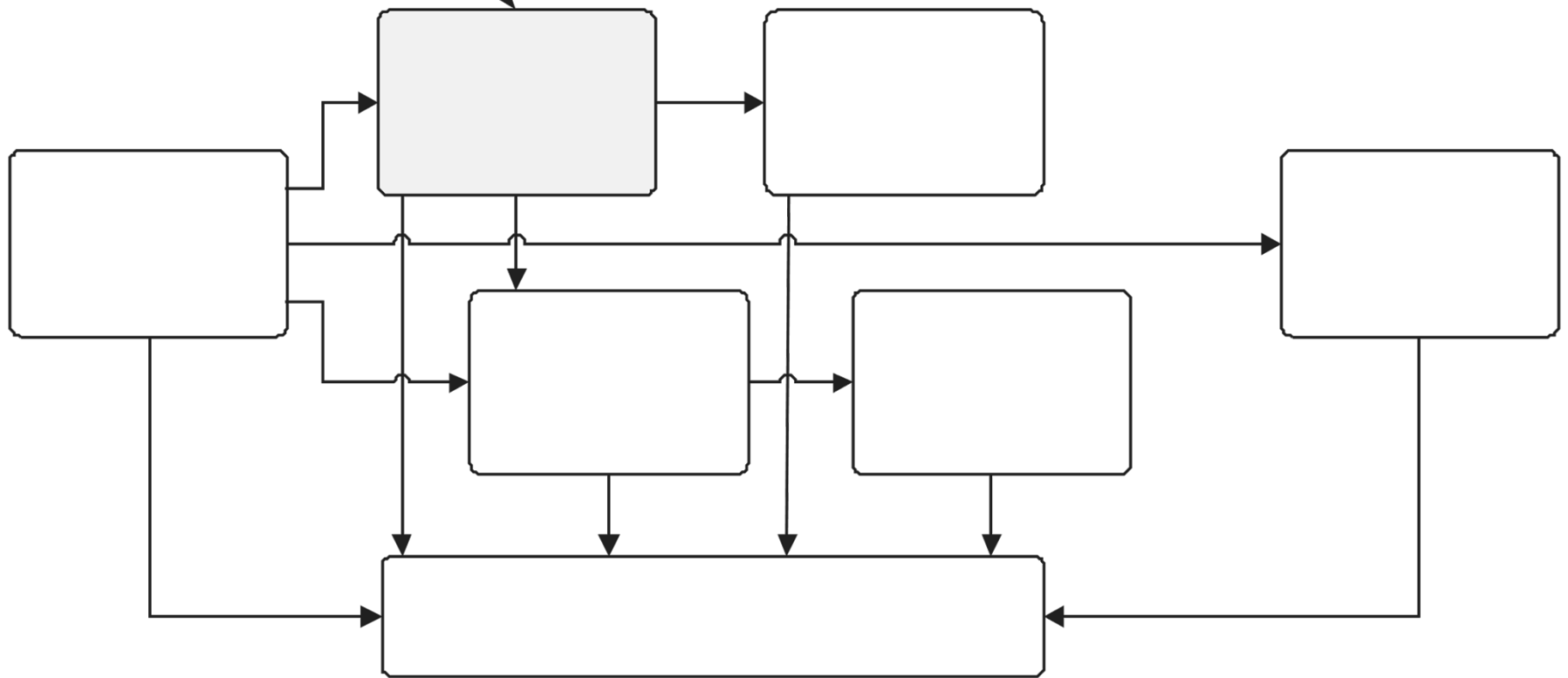


Discover processes by organizing activities, analyzing linkages.

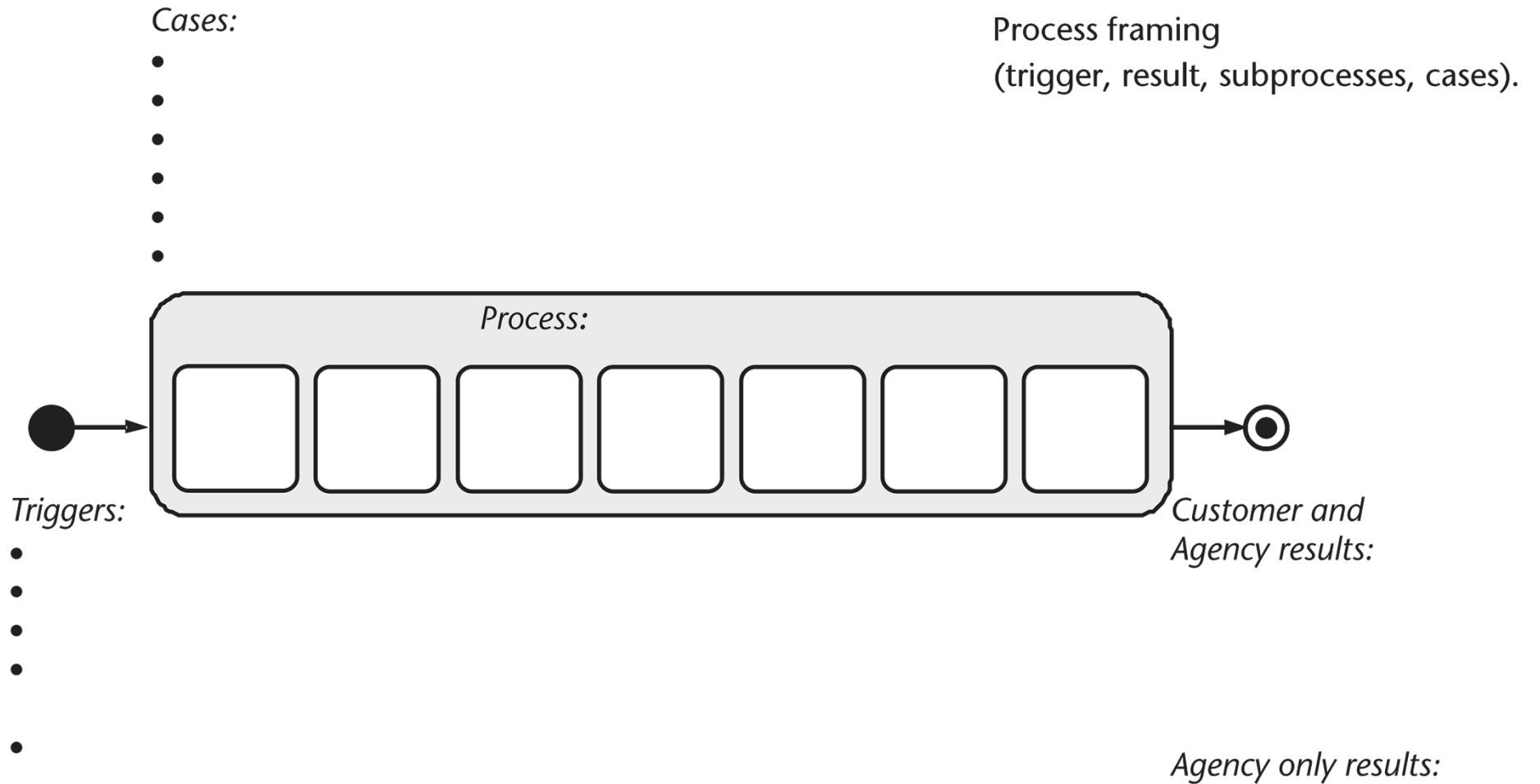
PILOT CASE STUDY: THE AGENCY (PROCESS LANDSCAPE)

Our "target process"

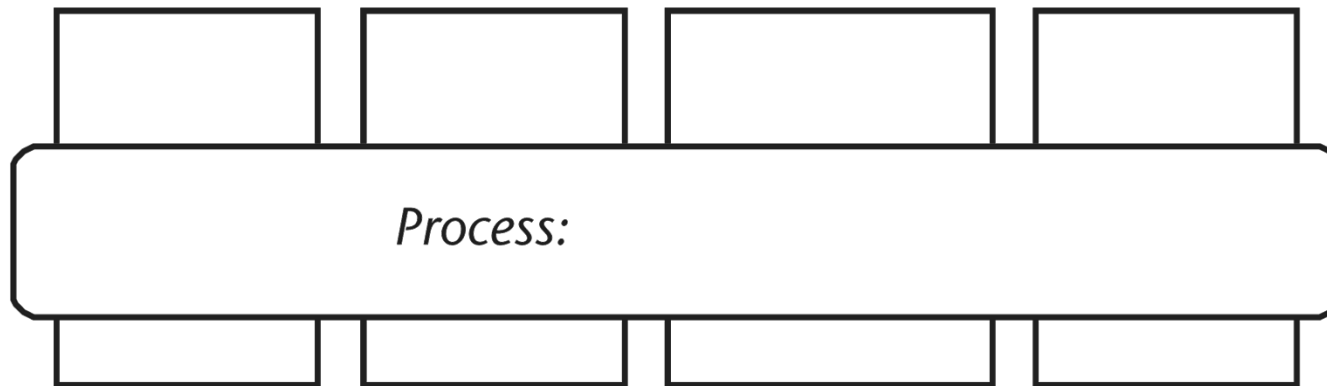
Overall process map (process landscape).



PILOT CASE STUDY: THE AGENCY (PROCESS FRAMING)

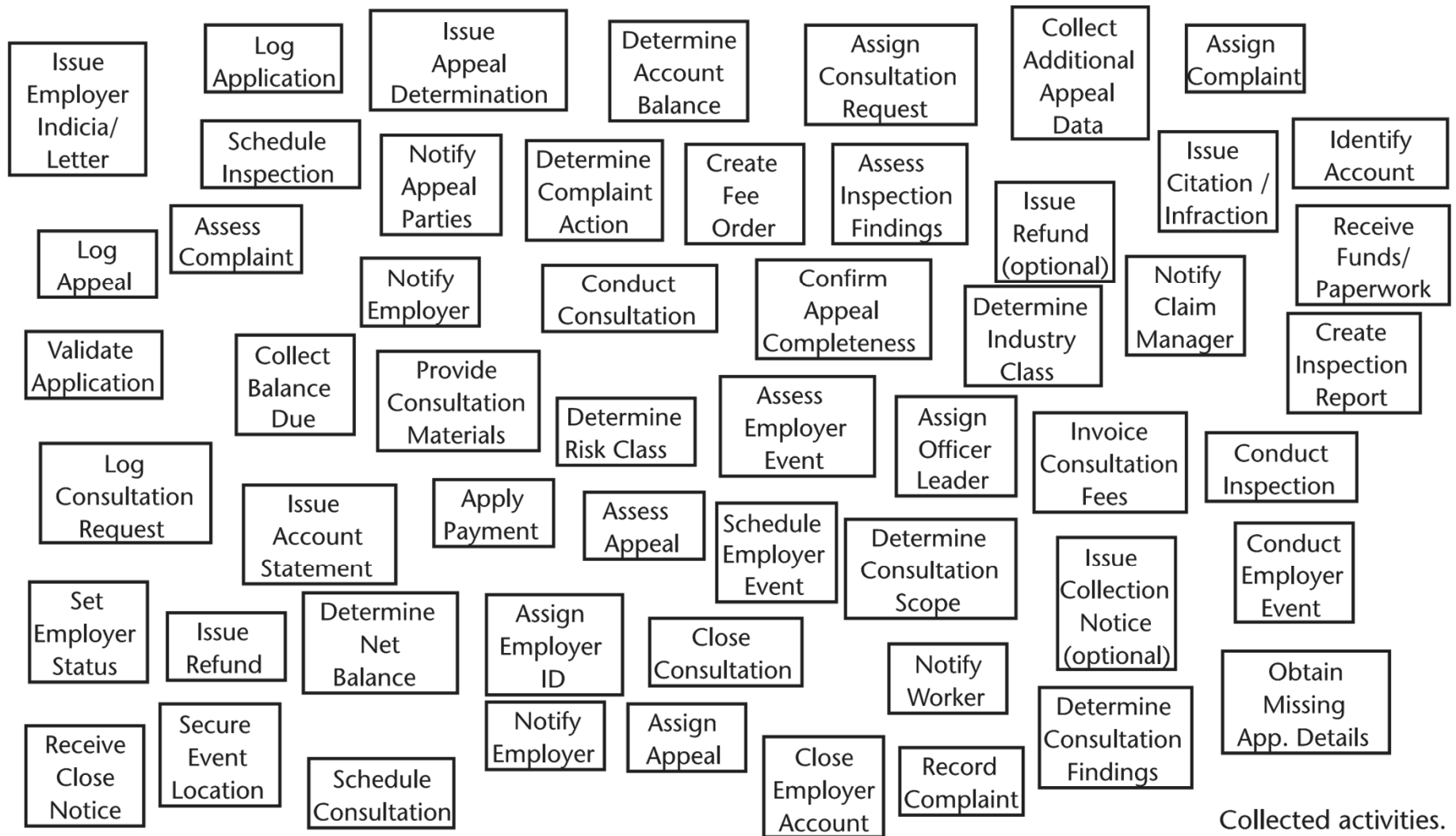


PILOT CASE STUDY: THE AGENCY (PROCESS VS. ORGANIZATION)

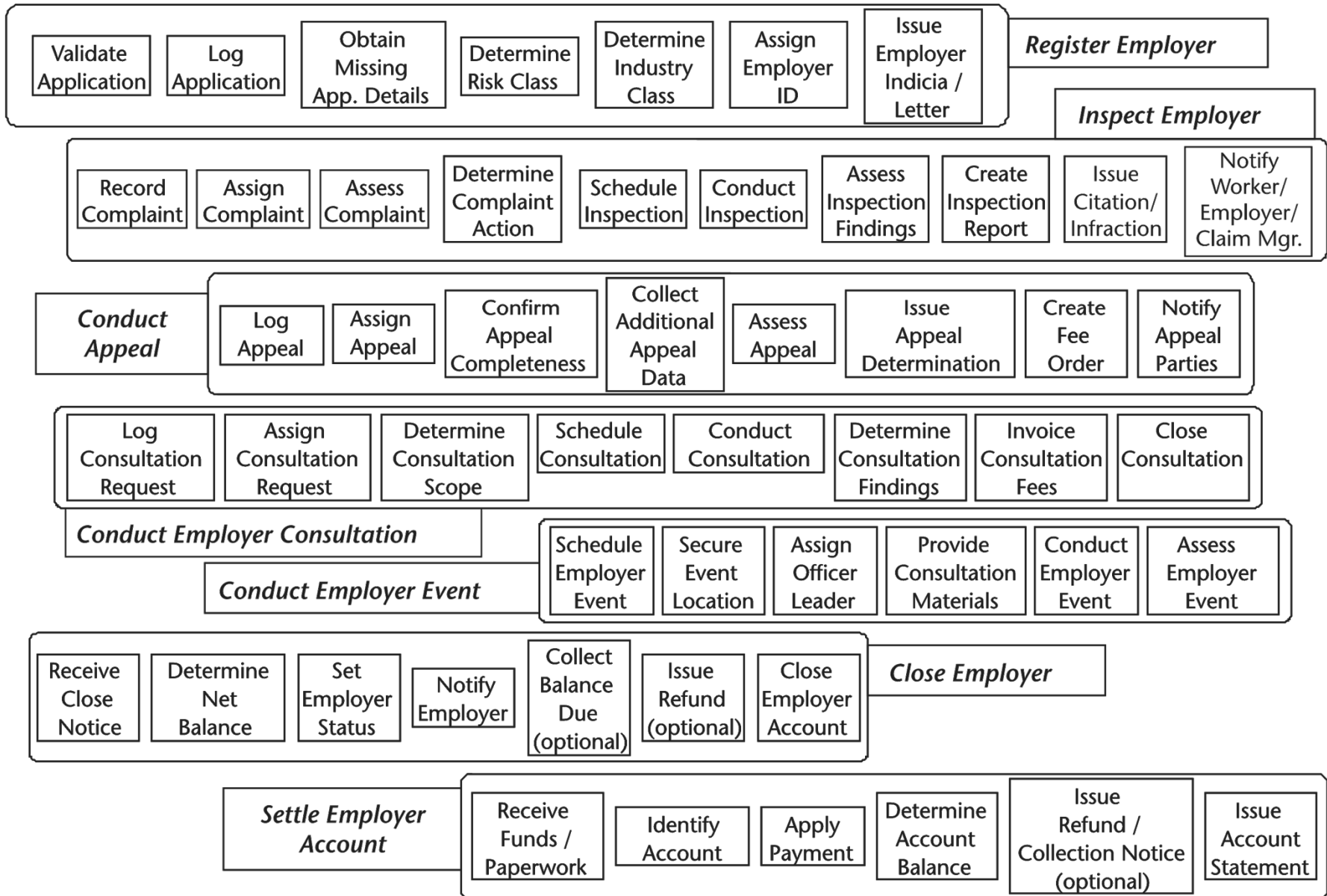


Process versus Organization chart.

PILOT CASE STUDY: THE AGENCY (COLLECTED ACTIVITIES)



PILOT CASE STUDY: THE AGENCY (DISCOVER PROCESSES)

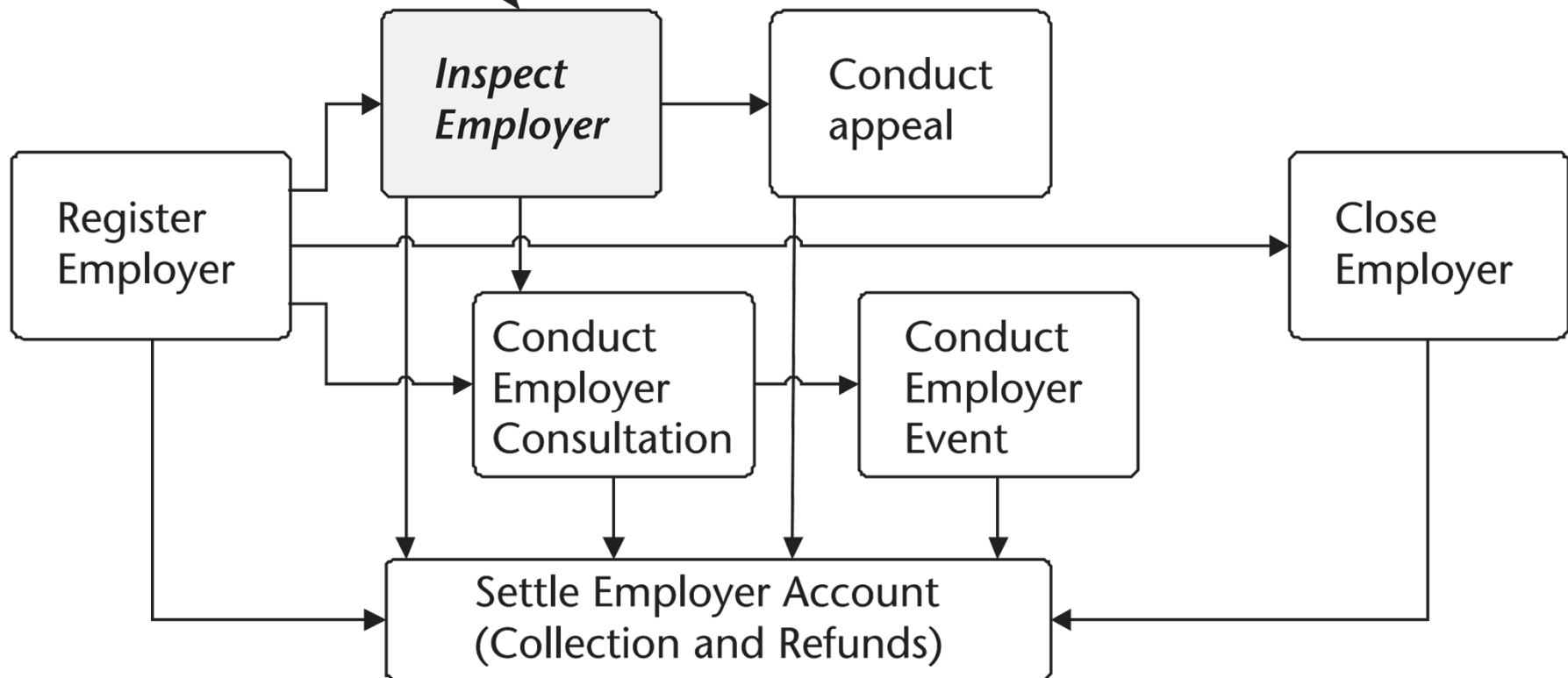


Discover processes by organizing activities, analyzing linkages.

PILOT CASE STUDY: THE AGENCY (PROCESS LANDSCAPE)

Our "target process"

Overall process map (process landscape).



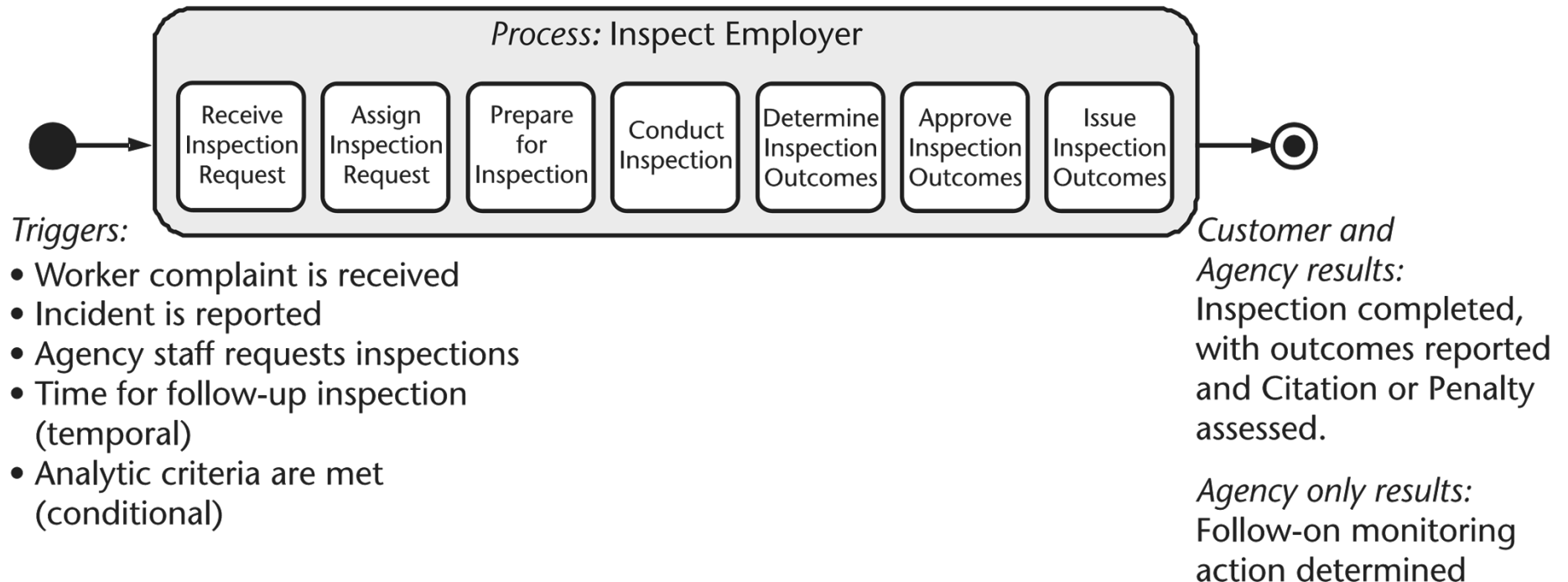
PILOT CASE STUDY: THE AGENCY (PROCESS LANDSCAPE)

Cases:

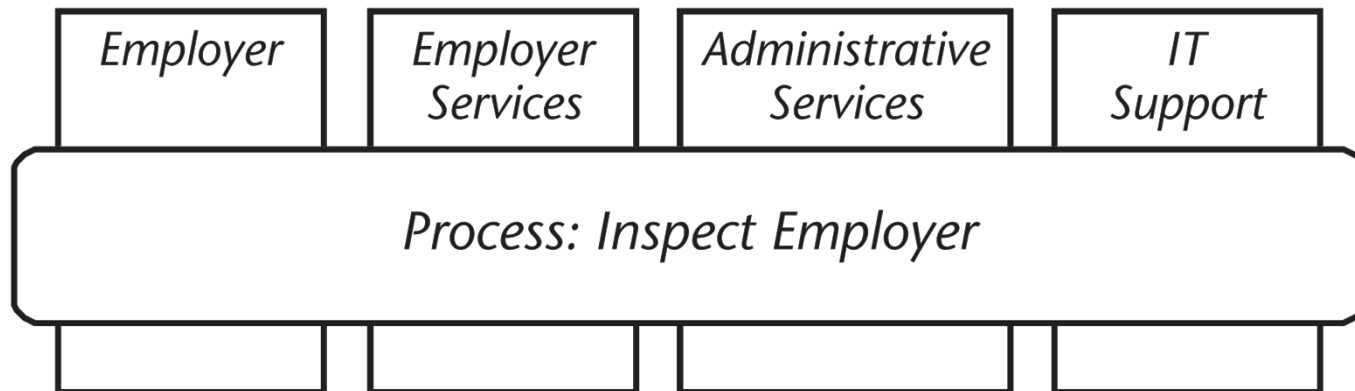
- Incident-driven
- (specific accident or complaint)
- Analytics-driven
- (trends or targeting criteria met)
- Follow-up-driven
- (time for follow-up inspection)

Process framing

(trigger, result, subprocesses, cases).



PILOT CASE STUDY: THE AGENCY (PROCESS VS. ORGANIZATION)



Process versus Organization chart.