University of Pisa

MSc in Computer Engineering

# Systems for Strategic Management and Support

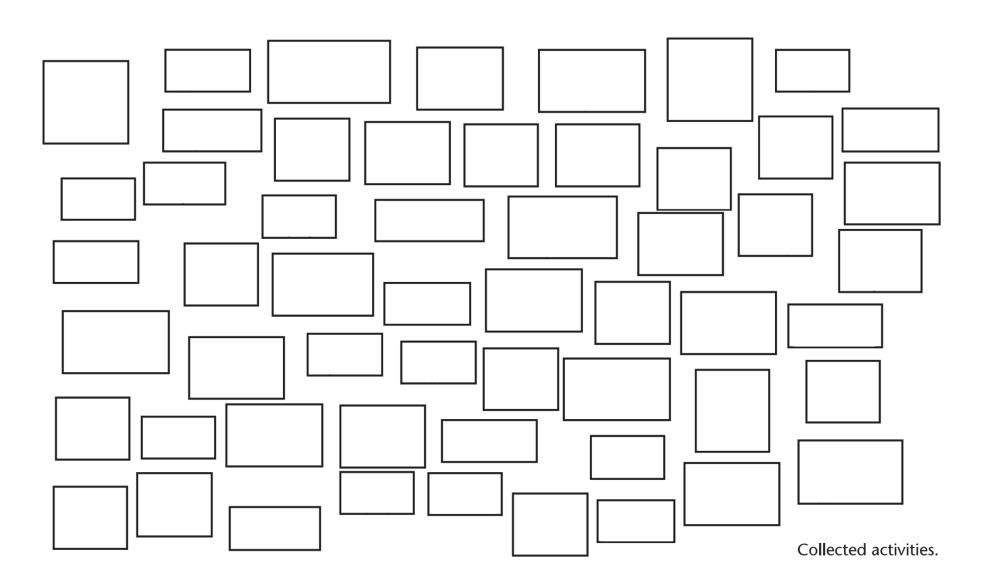
#### **LECTURE 10**

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

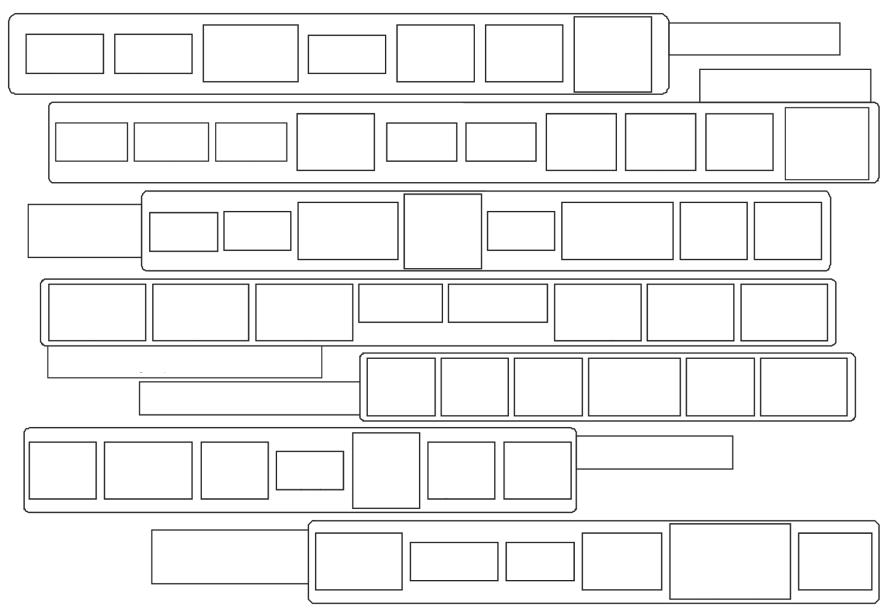
Mario G.C.A. Cimino

Department of Information Engineering

# PILOT CASE STUDY: THE AGENCY (COLLECTED ACTIVITIES)

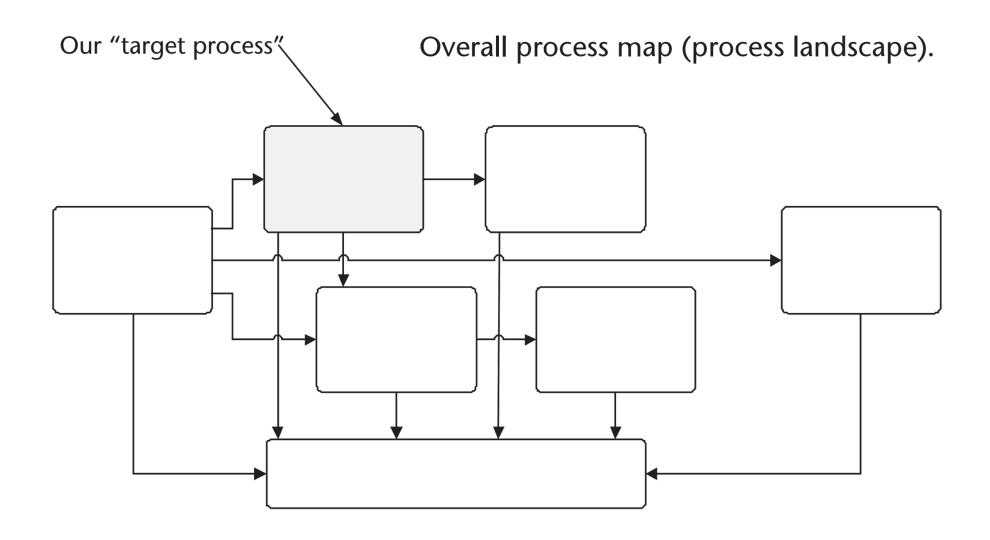


# PILOT CASE STUDY: THE AGENCY (DISCOVER PROCESSES)

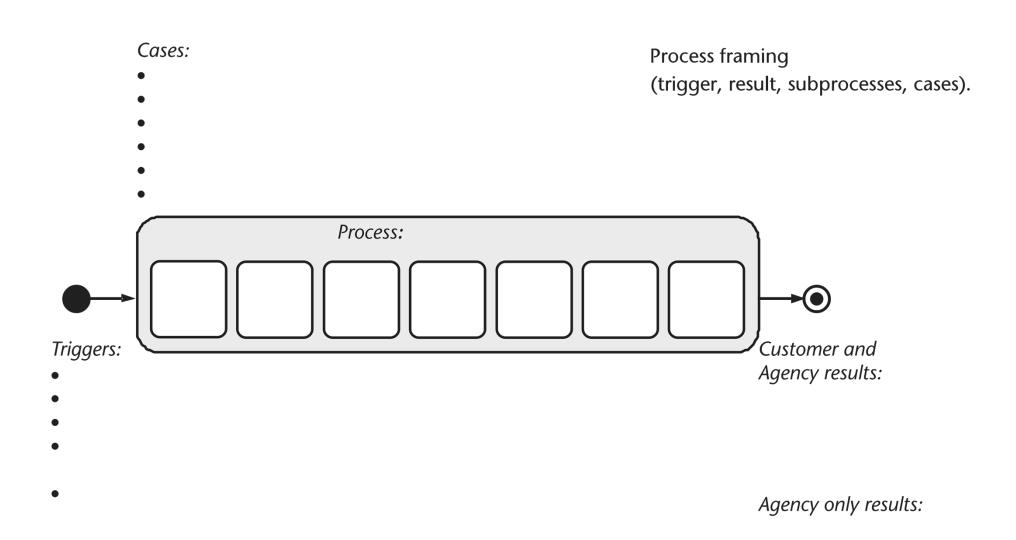


Discover processes by organizing activities, analyzing linkages.

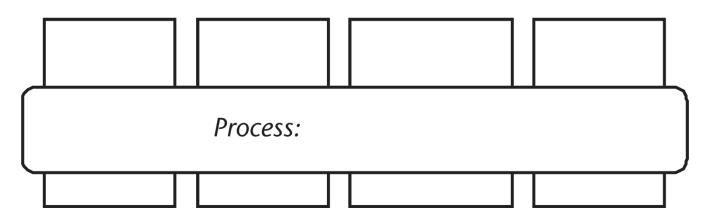
# PILOT CASE STUDY: THE AGENCY (PROCESS LANDSCAPE)



# PILOT CASE STUDY: THE AGENCY (PROCESS FRAMING)

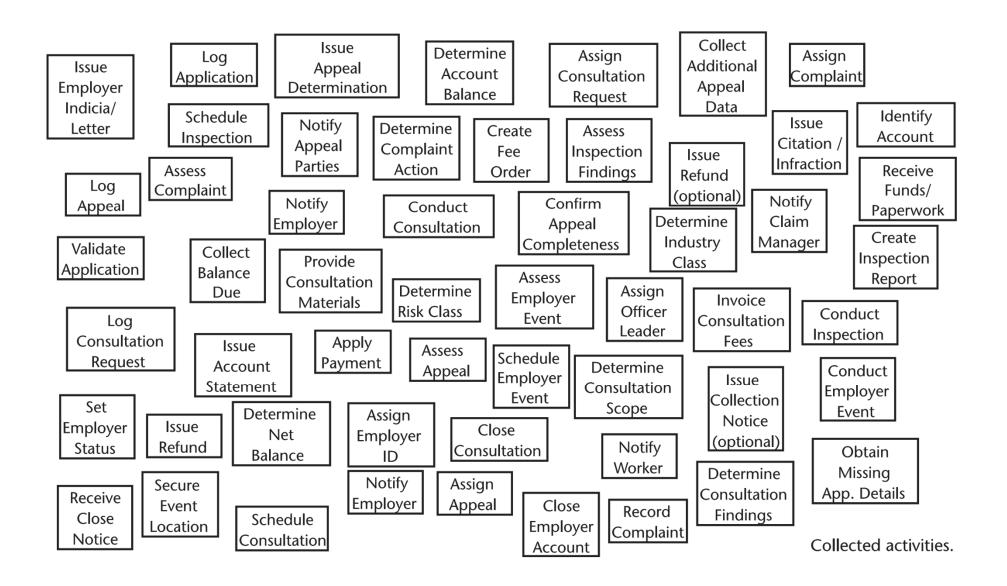


# PILOT CASE STUDY: THE AGENCY (PROCESS VS. ORGANIZATION)

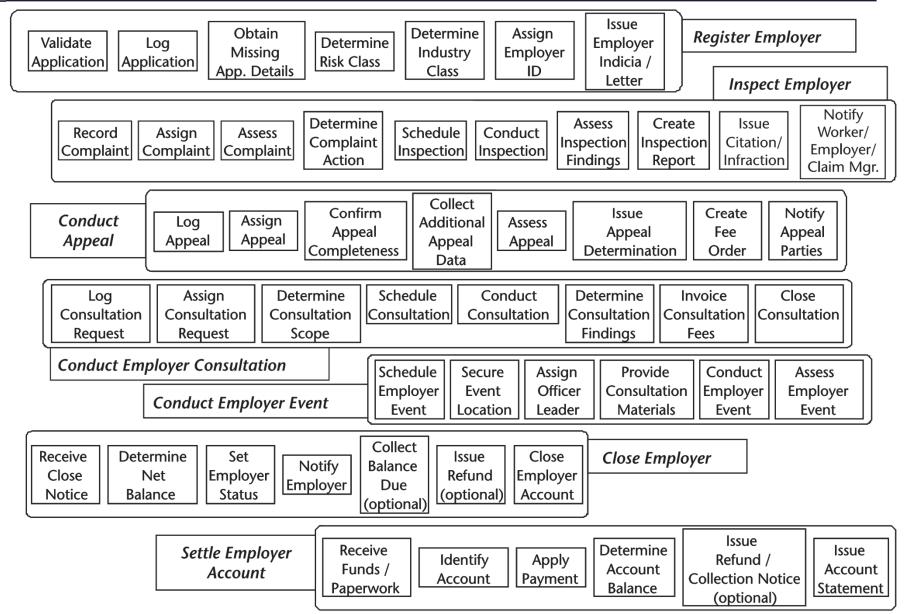


Process versus Organization chart.

### PILOT CASE STUDY: THE AGENCY (COLLECTED ACTIVITIES)

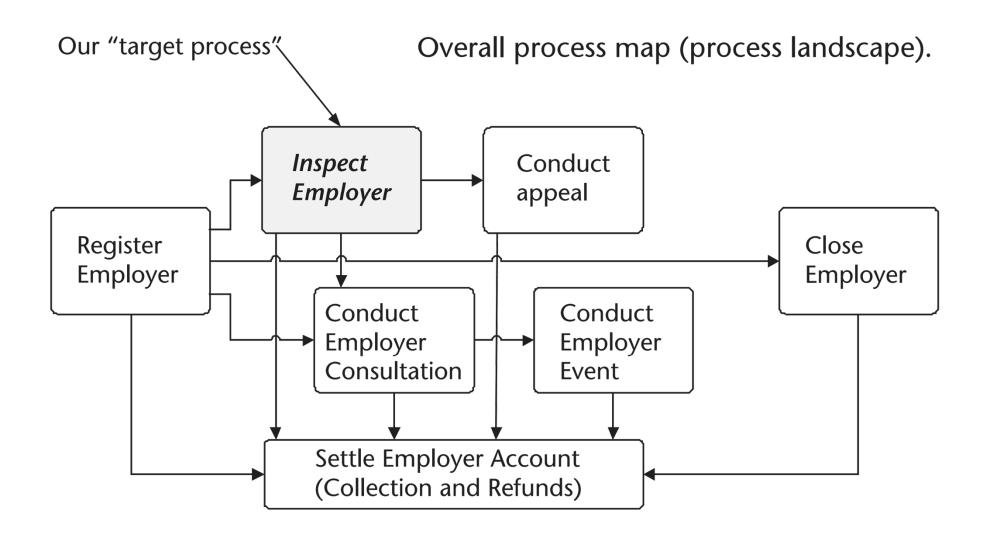


#### PILOT CASE STUDY: THE AGENCY (DISCOVER PROCESSES)



Discover processes by organizing activities, analyzing linkages.

#### PILOT CASE STUDY: THE AGENCY (PROCESS LANDSCAPE)

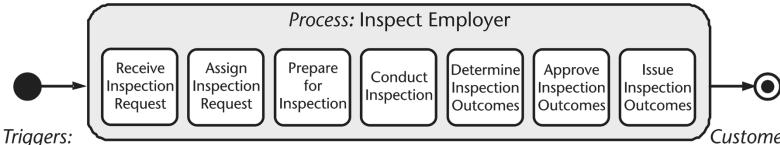


#### PILOT CASE STUDY: THE AGENCY (PROCESS LANDSCAPE)

#### 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).



- rriggers.
- Worker complaint is received
- Incident is reported
- Agency staff requests inspections
- Time for follow-up inspection (temporal)
- Analytic criteria are met (conditional)

Customer and Agency results:

Inspection completed, with outcomes reported and Citation or Penalty assessed.

Agency only results: Follow-on monitoring action determined

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



Process versus Organization chart.