



Så får du verksamhetsutveckling och systemförvaltning att lira ihop

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- Hans Wärn
- Annika Martinsson
- Peter Björklund



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Det finns betydligt större beroenden mellan verksamhetsutveckling och systemförvaltning än vad man vid en första anblick tror. Men för att verksamhetsutvecklingen ska bli framgångsrik behövs metoder för förändringsarbete.

CIBER kombinerar metodik inom processutveckling och förändringsledning med hjälp av verktygen SAP Solution Manager och ARIS for SAP.

CIBER visar upp ett aktuellt case baserat på ARIS, ett avancerat verktyg för processmodellering och verksamhetsarkitektur. Själva förändringsmetoden beskrivs som en modell i förvaltningsverktyget SAP Solution Manager. För de delar i processen som omfattar SAP-applikationer synkroniserar vi följaktligen processerna från ARIS med Solution Manager.

Vad handlar förändringsledningen om?

Citat om förändring...

”It is not the strongest of the species that survive, nor the most intelligent. It is the most adaptable to change.”

Charles Darwin

“They always say that time changes things, but you actually have to change them yourself.”

Andy Warhol



Det är inte lätt att lyckas med ett projekt...

Statistiken för systemimplementeringar är inte uppmuntrande:

Lyckat : 29%

Projektet avslutades i tid och inom budget med alla egenskaper och funktioner som ursprungligen verksamheten förväntat sig.

Ifrågasätts: 53%

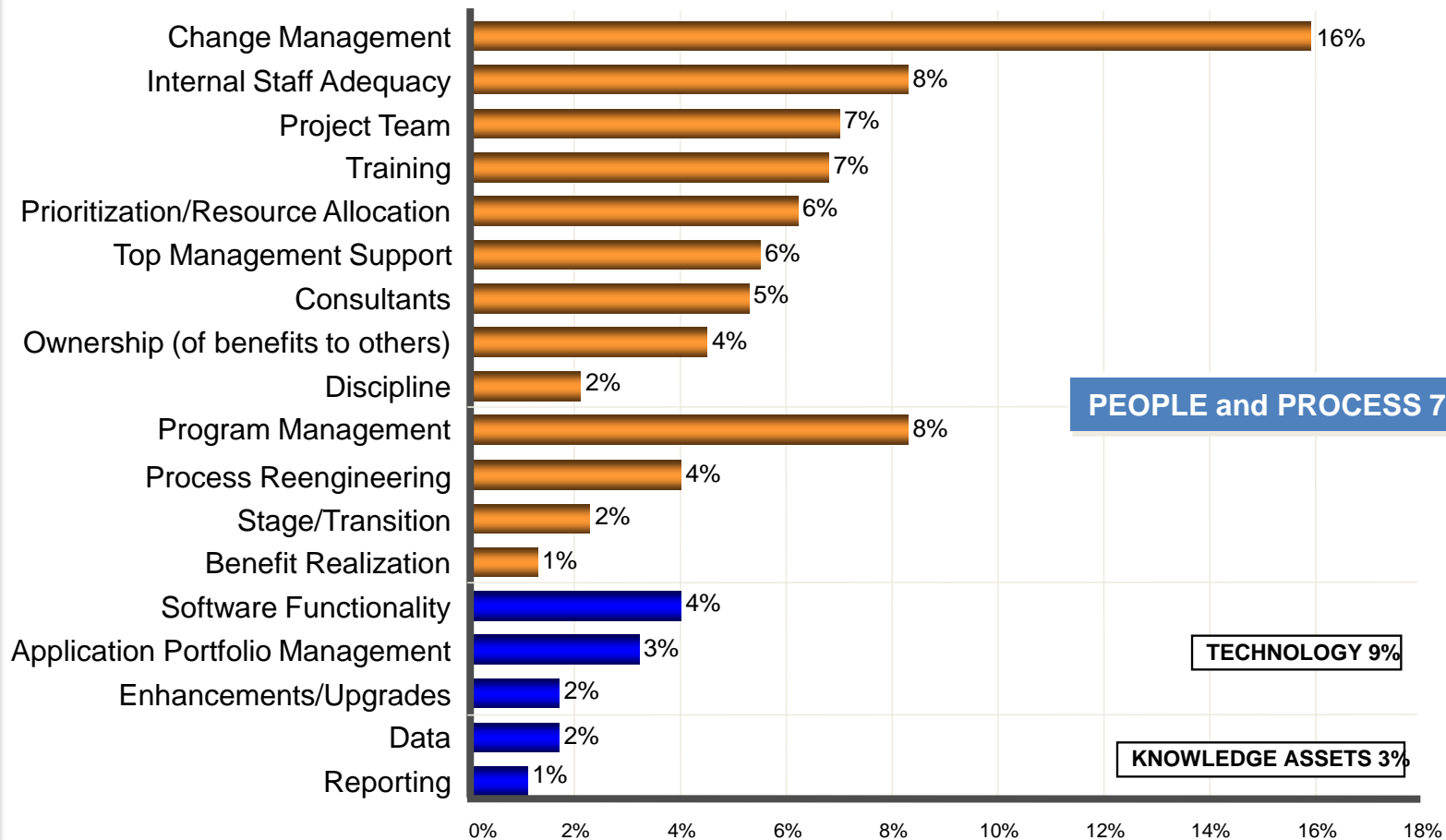
Projektet är avslutat och lösningen fungerar i produktion men har gått över budget, är försenat och med färre funktioner än vad verksamheten förväntat sig.

Misslyckat: 18%

Projektet avbröts innan det är klar eller implementeras aldrig.

Standish Group, 2005

De flesta problem med stora system- implementeringar beror inte på systemet...



Source: Deloitte Consulting and Benchmarking Partners, 2007
(Based on a study of 62 companies that have gone live with an SAP system)

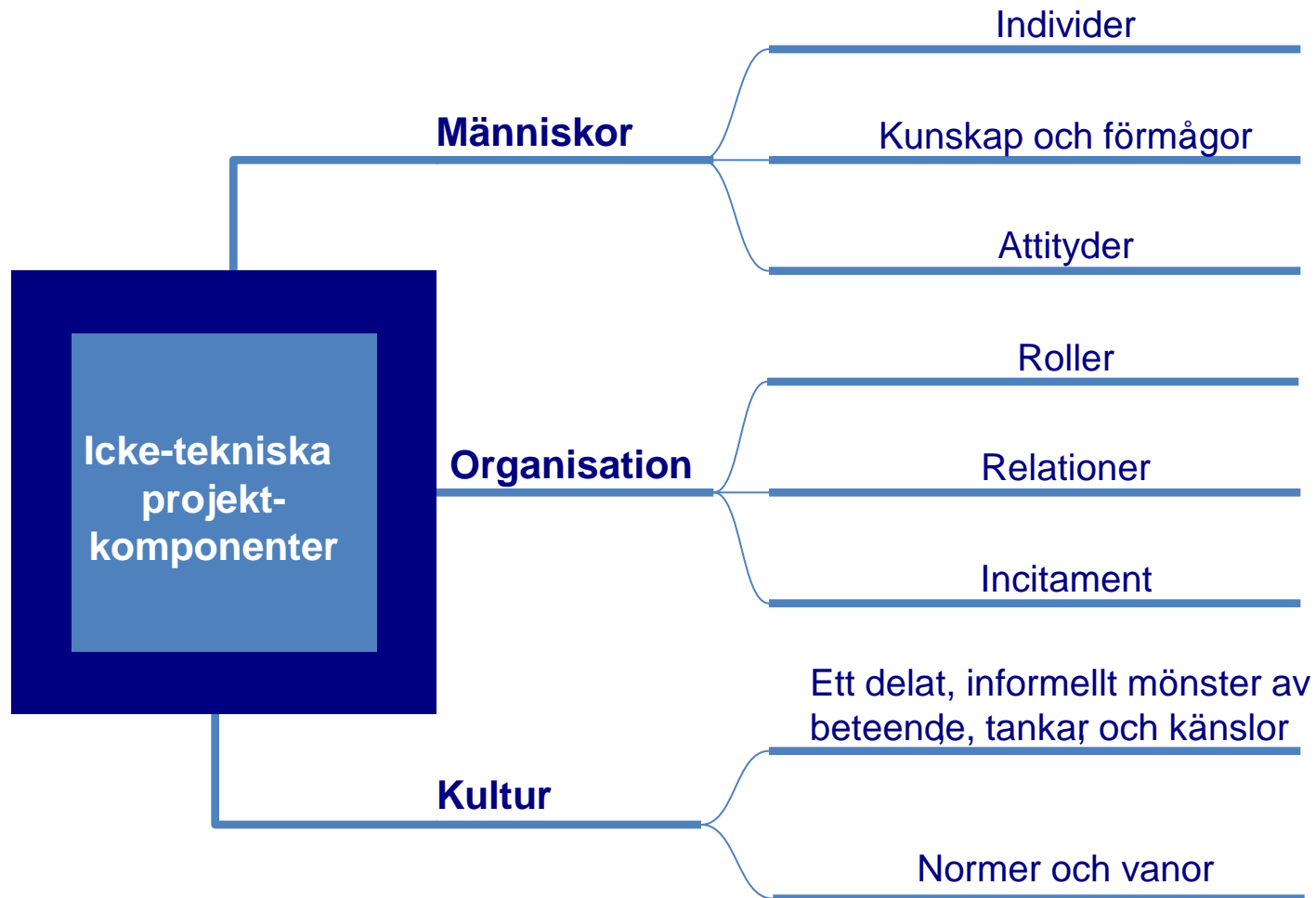
Vad är förändringsledning?

- Ett strukturerat sätt att ta individer, team och organisationer från ett nuvarande tillstånd till ett framtida önskat tillstånd.

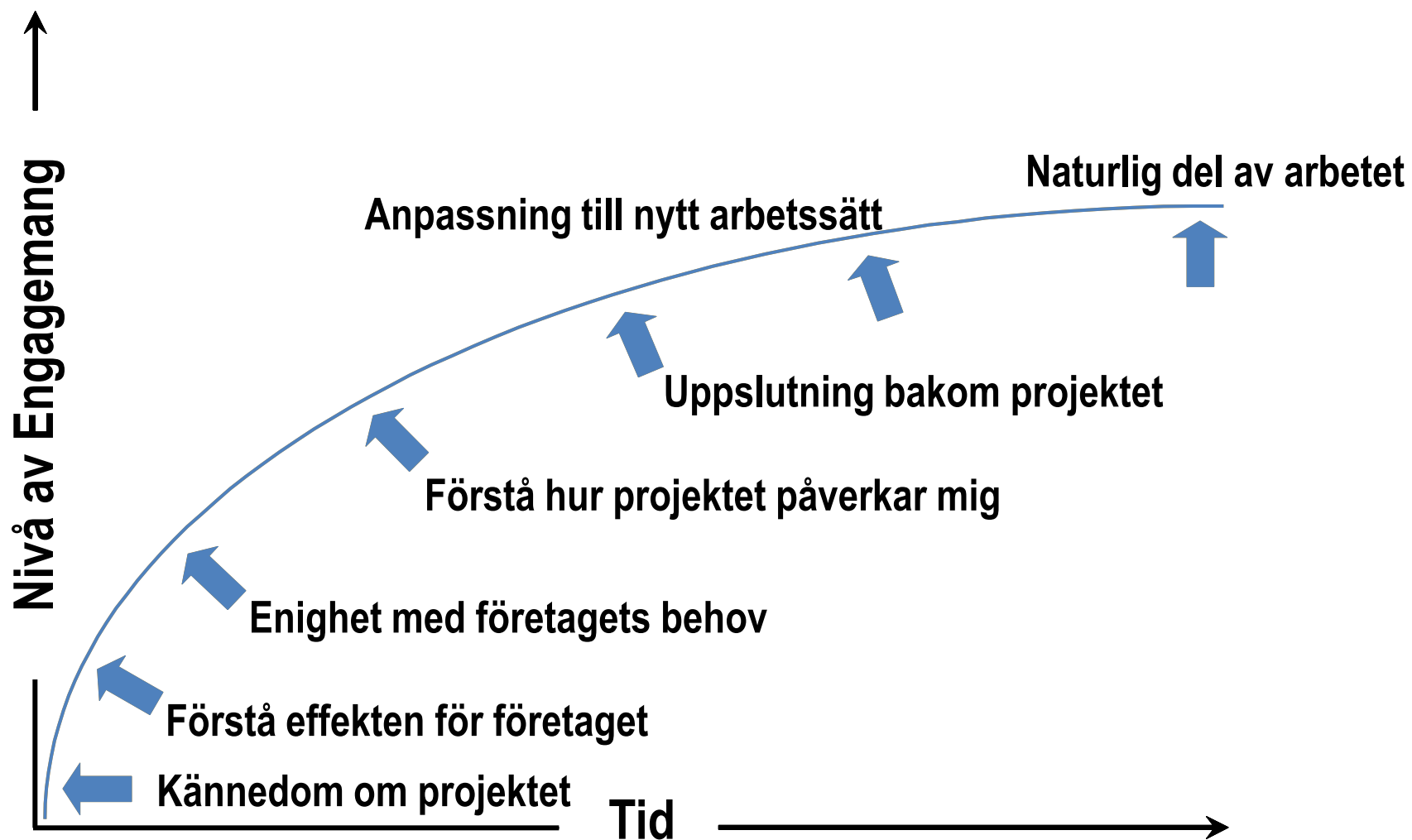


- Används för att hantera de icke-tekniska projektkomponenterna.

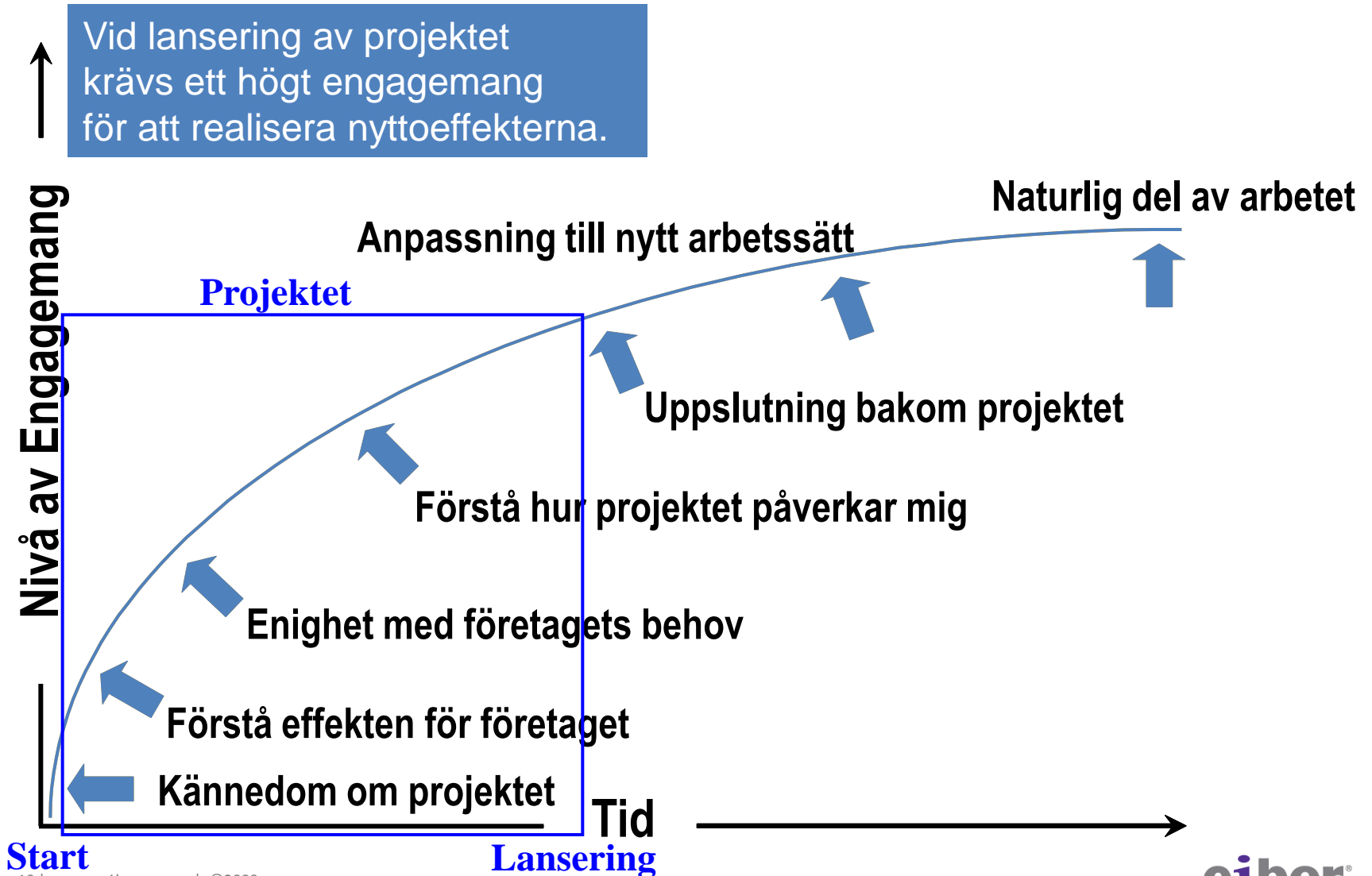
Förändringsledning fokuserar på



Nivå av medarbetarengagemang



Nivå av medarbetarengagemang



CIBERs förändringsmetod

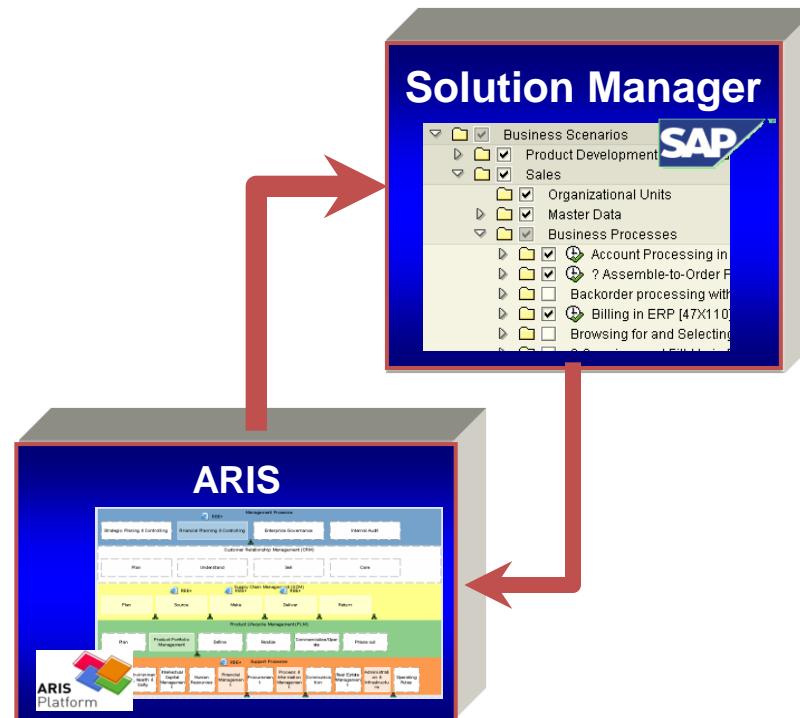


- 4. Ständiga förbättringar**
- 3. Genomför förändring**
- 2. Möjliggör förändring**
- 1. Likriktad vision & strategi**

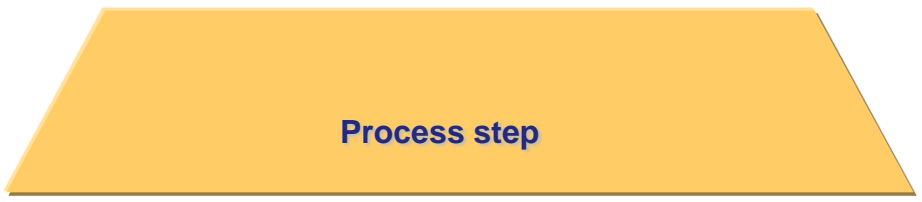
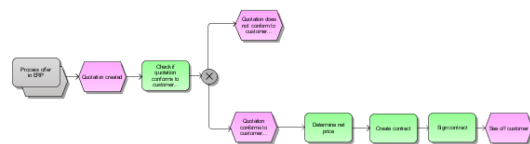
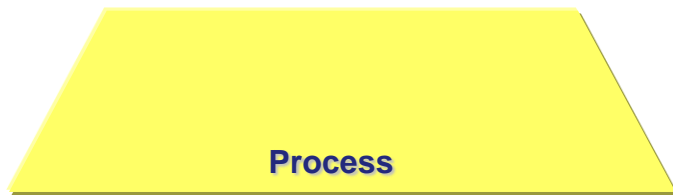
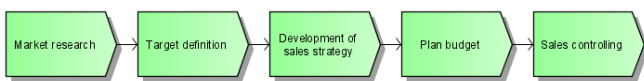
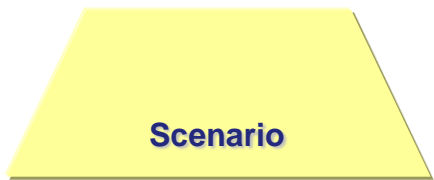
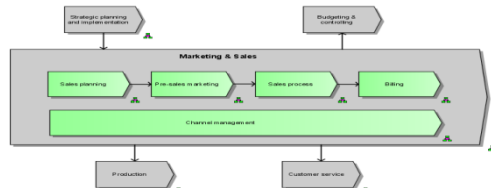
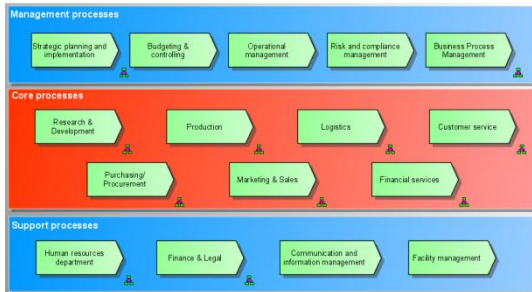
IT och verksamhet?



ARIS och SAP



ARIS



ARIS

The screenshot displays the ARIS Business Architect for SAP 7.1 software interface. The main window is titled "ARIS Business Architect for SAP 7.1" and features a menu bar (File, Edit, View, Insert, Format, Compare, Arrange, Hide/Show, SAP, Evaluate, Window, Help) and a toolbar with various icons. The interface is divided into several panes:

- Modules:** A vertical sidebar on the left contains icons for Home, Explorer, Designer (highlighted), Matrices, Administration, and Scripts.
- Navigation:** A pane on the left showing a tree structure of the project. The tree is filtered to show "Models" and "Objects". The selected path is: Main group > ARIS_SYNK - ARIS_synk_SAPCRM > Billing > Billing in ERP > Billing [EPC].
- Properties:** A pane at the bottom left showing the properties of the selected object. The "Attributes" tab is active, displaying the following information:

Attribute name	Value
Name	ARIS_SYNK - ARIS_synk_SAPCRM
Description/Definition	
Time of generation	2009-nov-04 11:12:28
Creator	system
Last change	2009-nov-09 08:00:57
Type	Value-added chain diagram
Last user	system
SAP ID	DE1D046F74B41AF1A3750019BB2D5A8A
- Workspace:** The central area displays a diagram titled "ARIS_SYNK - ARIS_synk_SAPCRM" with a sub-tab "Billing". The diagram shows a box labeled "CIBER AB Sweden" with the text "Change project: ARIS - SAP CRM" and "Level: Project". Below this is a blue arrow-shaped box labeled "Billing".

ARIS

The screenshot displays the ARIS Business Architect for SAP 7.1 software interface. The main window is titled "ARIS Business Architect for SAP 7.1" and features a standard menu bar (File, Edit, View, Insert, Format, Compare, Arrange, Hide/Show, SAP, Evaluate, Window, Help) and a toolbar with various icons. The interface is divided into several panes:

- Modules:** A vertical sidebar on the left contains icons for Home, Explorer, Designer (highlighted), Matrices, Administration, and Scripts.
- Navigation:** A pane on the left showing a hierarchical tree structure. The tree is filtered to show "Models". The selected path is: Main group > ARIS_SYNK - ARIS_synk_SAPCRM > Billing > Billing in ERP > Billing [EPC].
- Properties:** A pane at the bottom left showing the properties of the selected "Billing [EPC]" object. The "Attributes" tab is active, displaying the following data:

Attribute name	Billing(English - Alternative language)
Name	Billing
Description/Definition	
Time of generation	2009-nov-04 11:14:38
Creator	system
Last change	2009-nov-04 11:14:38
Type	EPC
Last user	system
SAP ID	DEC2C53389F5B2F1ACE50019BB2A3498

The main workspace on the right shows a diagram titled "CIBER AB Sweden" at the "Level: Scenario". The diagram includes a box labeled "Billing in ERP" and a hierarchical structure of boxes representing the project's components.

ARIS

ARIS Business Architect for SAP 7.1

File Edit View Insert Format Compare Arrange Hide/Show SAP Evaluate Window Help

Standard

Modules x Designer

Navigation

Explorer tree Occurrences Model overview

Filter: Models Objects

- Main group
 - ARIS_SYNK - ARIS_syнк_SAPCRM
 - Billing
 - Billing in ERP
 - Change returns order (optional)
 - Create billing document
 - Create invoice list
 - Determine and process message output
 - Determine foreign trade data
 - Enter goods issue for scrapping (optional)
 - Generate intercompany billing
 - Perform retroactive billing
 - Post goods receipt
 - Post rebate accruals
 - Select billing-relevant documents
 - Billing in ERP [Function allocation diagram]

Properties

Attributes Superior objects Superior models

Attribute name	Billing in ERP(English - Alternative language)
Name	Billing in ERP
Description/Definition	
Time of generation	2009-nov-04 11:15:35
Creator	system
Last change	2009-nov-04 11:15:35
Type	EPC
Last user	system
SAP ID	DEC2C563D3F6BEF1ACE50019BB2A3498
SAP ...	

More attributes...

CIBER AB Sweden
Change project: ARIS - SAP CRM Level: Process

```

    graph TD
      A[Create billing document] --> B[Select billing relevant documents]
      B --> C[Post goods receipt]
      C --> D[Enter goods issue for scrapping (optional)]
      D --> E[Change returns order (optional)]
      E --> F[Determine foreign trade data]
      F --> G[Post rebate accruals]
      G --> H[Determine and process message output]
      H --> I[Perform retroactive billing]
      I --> J[Generate intercompany billing]
      J --> K[Create invoice list]
    
```

ARIS

The screenshot displays the ARIS Business Architect for SAP 7.1 software interface. The main window shows a process flow diagram for 'Billing in ERP' under the project 'CIBER AB Sweden'. The process is a vertical sequence of 14 steps:

- Create billing document
- Select billing relevant documents
- Post goods receipt
- Enter goods issue for scrapping (optional)
- Change returns order (optional)
- Determine foreign trade data
- Post rebate accruals
- Determine and process message output
- Perform retroactive billing
- Generate intercompany billing
- Create invoice list
- (Empty step)
- (Empty step)
- (Empty step)
- (Empty step)

The left sidebar contains navigation options: Home, Explorer, Designer (selected), Matrices, Administration, and Scripts. The 'Designer' pane shows a tree view with the following structure:

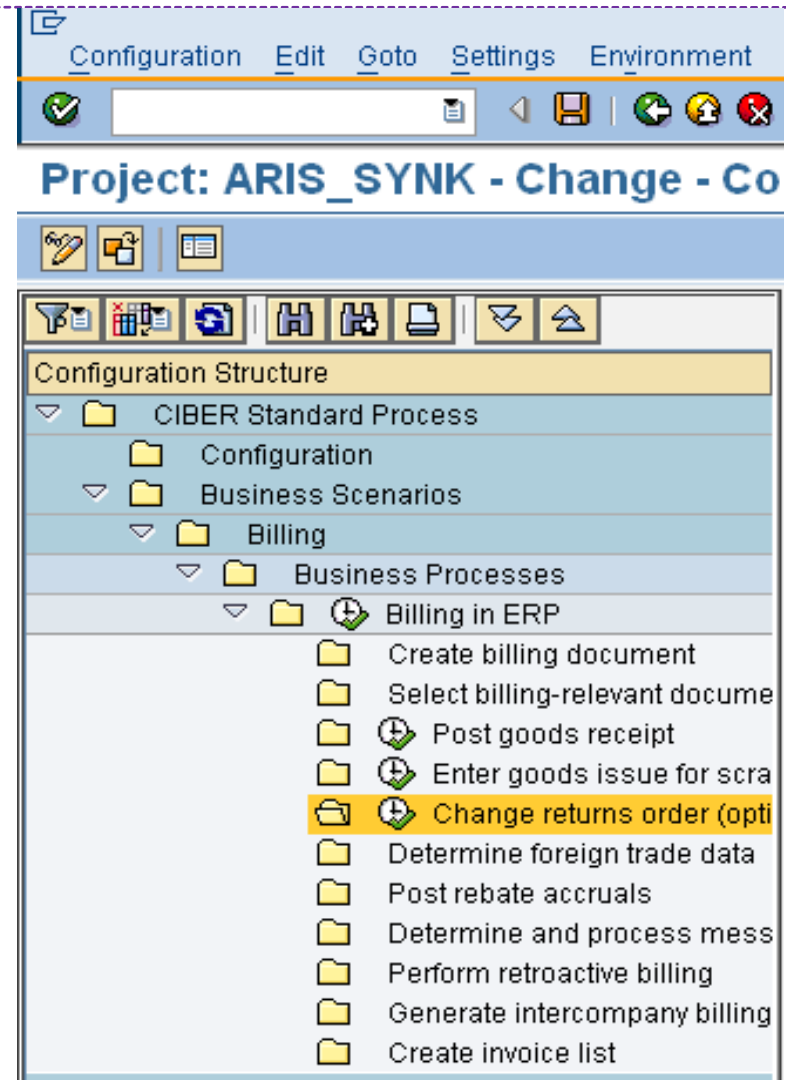
- Main group
 - ARIS_SYNK - ARIS_syнк_SAPCRM
 - Billing
 - Billing in ERP
 - Change returns order (optional)
 - Create billing document
 - Create invoice list
 - Determine and process message output
 - Determine foreign trade data
 - Enter goods issue for scrapping (optional)
 - Generate intercompany billing
 - Perform retroactive billing
 - Post goods receipt
 - Post rebate accruals
 - Select billing-relevant documents
 - Billing in ERP [Function allocation diagram]

The 'Properties' pane at the bottom left shows the following details for the 'Billing in ERP' process:

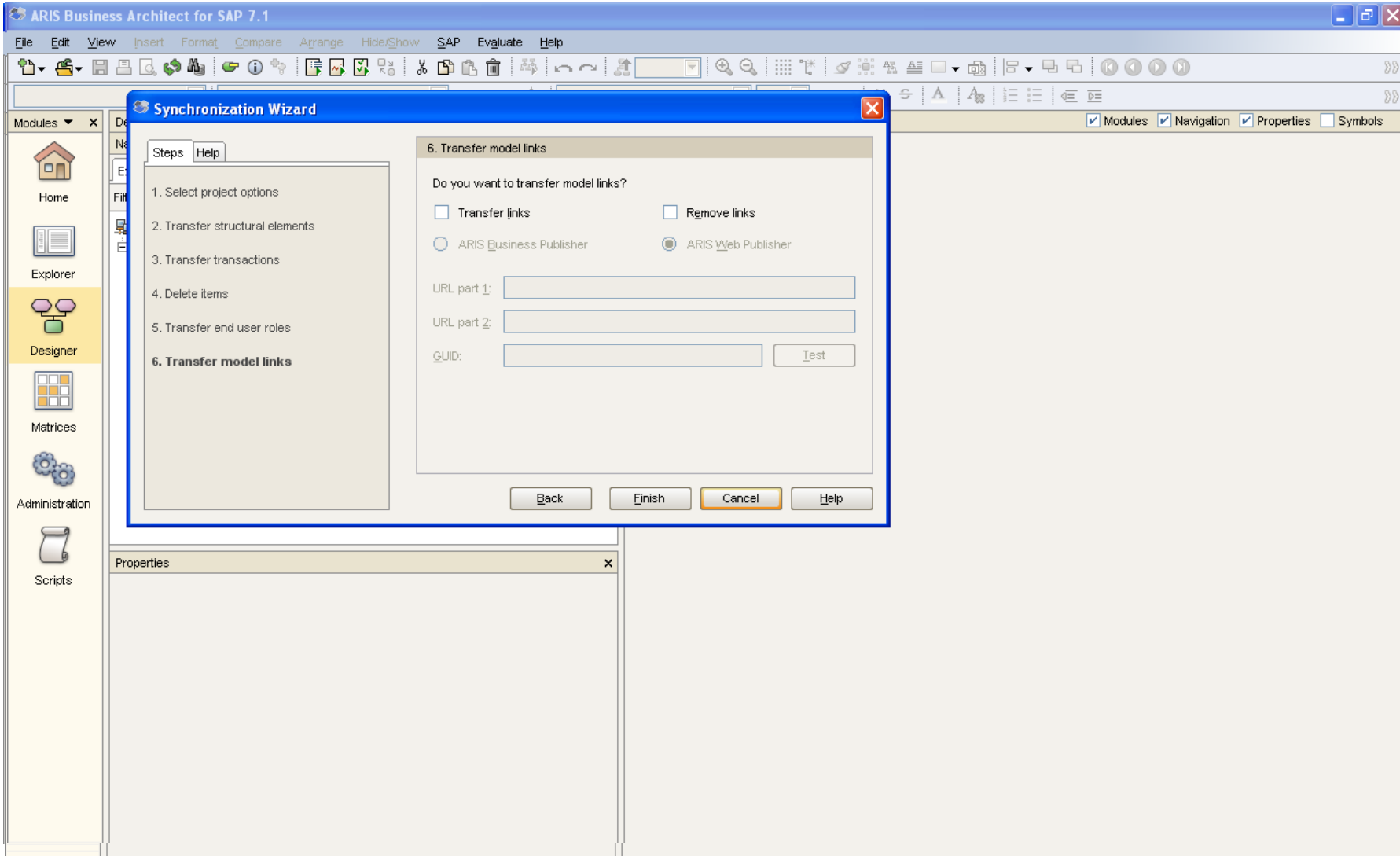
Attribute name	Value
Name	Billing in ERP
Description/Definition	Billing in ERP(English - Alternative language)
Time of generation	2009-nov-04 11:15:35
Creator	system
Last change	2009-nov-04 11:15:35
Type	EPC
Last user	system
SAP ID	DEC2C563D3F6BEF1ACE50019BB2A3498

SAP Solution Manager

- SolMan
 - Överblicka av systemmiljö
 - Administrera databaser
 - Underhålla SAP-system
- Transaktion solar 02
- Nodstruktur



ARIS



ARIS

The screenshot displays the ARIS Business Architect for SAP 7.1 interface. The main workspace shows a function allocation diagram for the process step 'Change returns order (optional)'. The diagram includes the following elements:

- Change Sales Order** (Function Allocation Diagram)
- User Maintenance** (Function Allocation Diagram)
- Change returns order BPP** (Information Carrier)
- Change returns order (optional)** (Function Allocation Diagram)

The diagram shows a flow from 'Change Sales Order' and 'User Maintenance' to 'Change returns order BPP', which then feeds into 'Change returns order (optional)'. A hierarchical tree on the left lists various objects, including 'Change returns order (optional) [Function allocation diagram]', 'Change returns order BPP [Information carrier]', 'Change Sales Order [Screen]', 'Sales Documents Blocked for Billing [Screen]', 'SAP for Retail produktblad.doc [Information carrier]', and 'SPP produktblad.doc [Information carrier]'. The Properties window at the bottom left shows details for the selected object:

Attribute name	Value
Name	Change returns order (optional)
Description/Definition	
Time of generation	2009-nov-04 11:17:48
Creator	system
Last change	2009-nov-04 11:17:48
Type	Function allocation diagram
Last user	system
External ID	e438fcc0-cf21-11d8-2658-00306e05ffff#00...

Tack för att ni lyssnade

Tveka inte att kontakta oss på:

hans.warn@ciber.com

annika.martinsson@ciber.com

peter.bjorklund@ciber.com

