

Process Understanding & Improvement

with Data Analysis and AI

Closing

Stefan Biffli

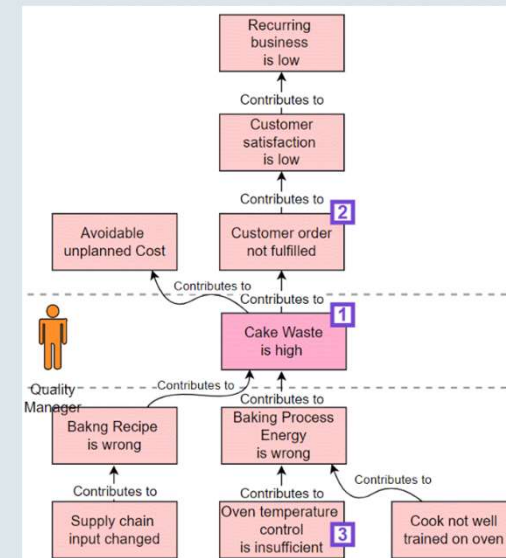
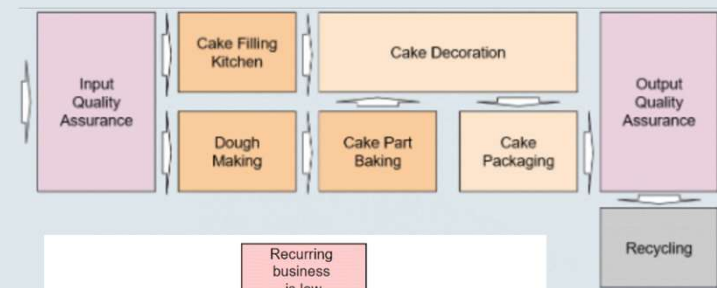


Bake 100 Cakes in Procando
Connect Information Silos

Workshop 13.2.2025

Three ways for connecting information silos

- **(1) Process special cases**
 - > Condition network
 - Identify blind spots of quality assurance.
 - Consider most relevant conditions to test.

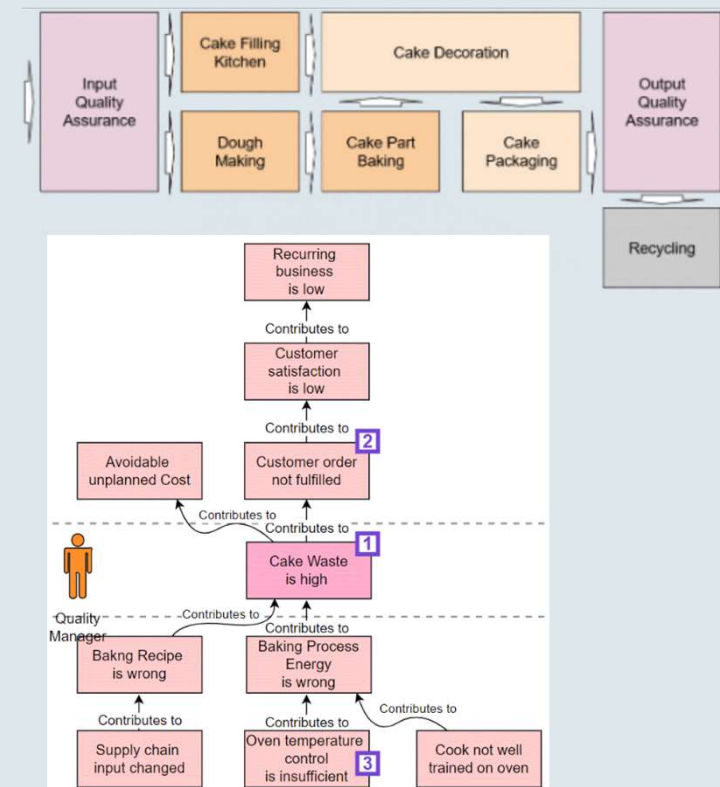
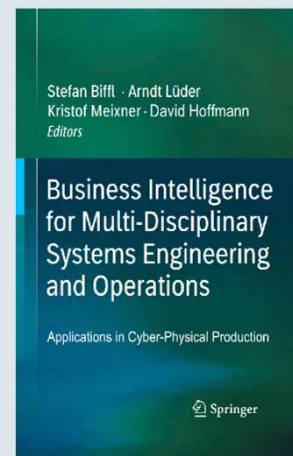


Three ways for connecting information silos

➤ (1) Process special cases

> Condition network

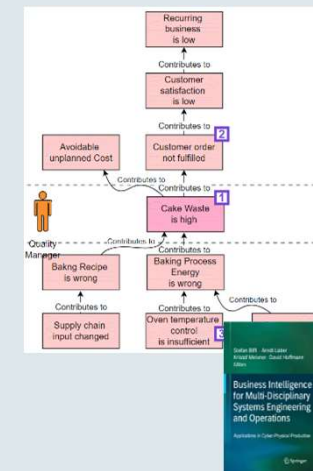
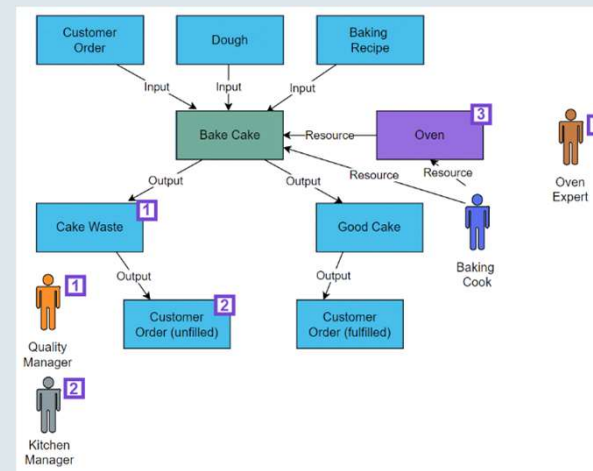
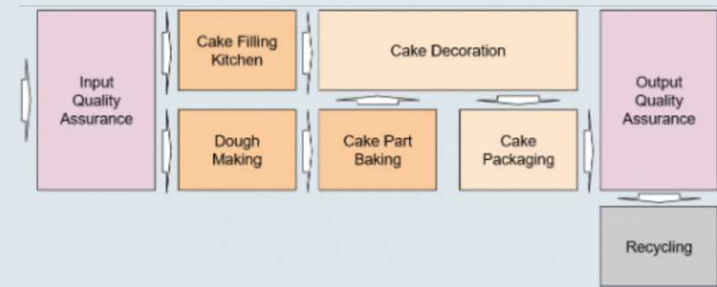
- Identify blind spots of quality assurance.
- Consider most relevant conditions to test.
- Find 12 *Procando* applications in our next book.



Three ways for connecting information silos

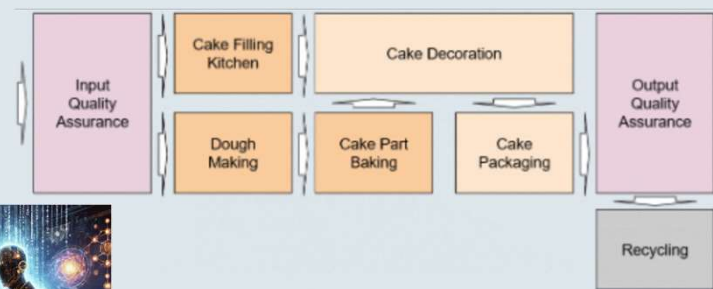
- (1) Process special cases
 - > Condition network

- (2) Asset network
 - Understand pathways of impact.
 - Identify domain experts.
 - Identify the information silos to connect.

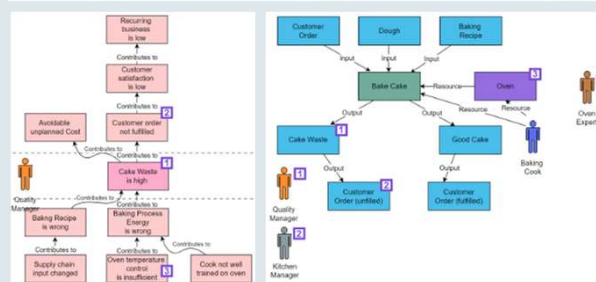


Three ways for connecting information silos

- (1) Process special cases
 - > Condition network
- (2) Asset network



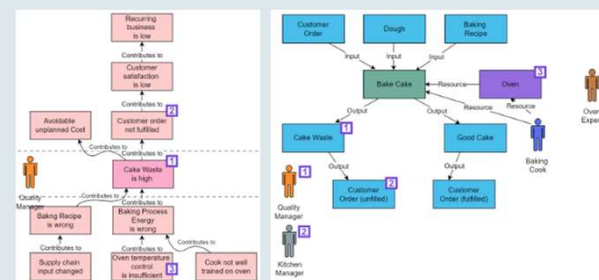
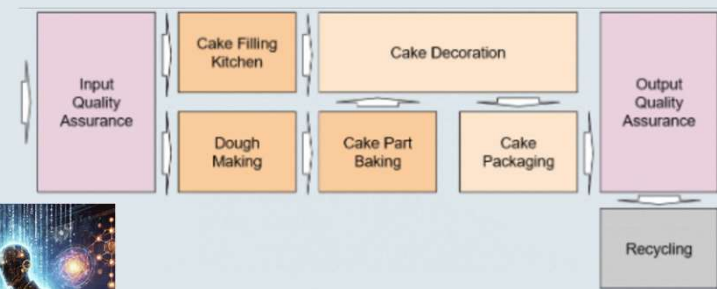
- **(3) Conditions to data space via assets**
 - Connect conditions to the required data in the data space.
 - Identify the right data.
 - Ensure sufficient data quality.
 - > Set up efficient data analysis.



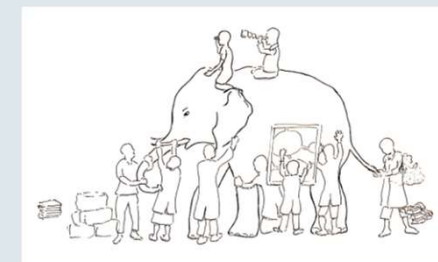
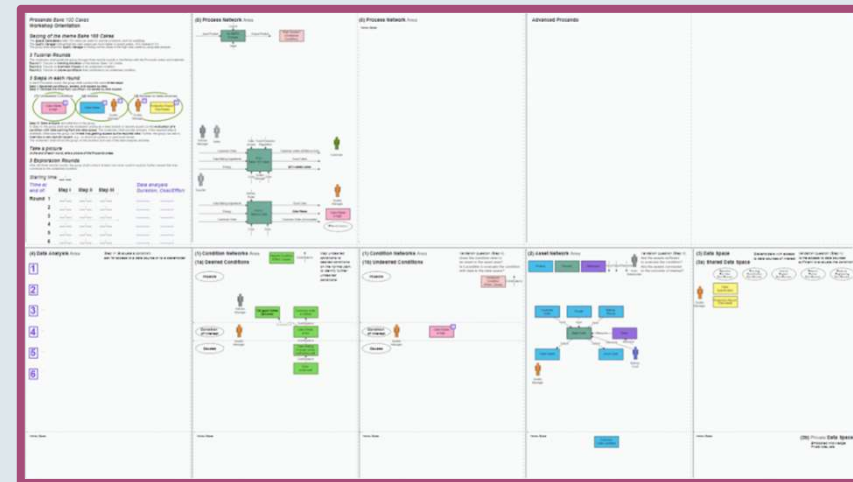
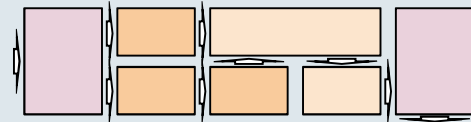
Three ways for connecting information silos

- (1) Process special cases
 - > Condition network
- (2) Asset network
- (3) Conditions to data space via assets
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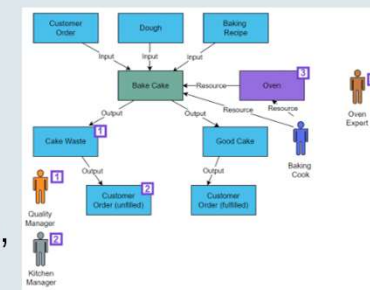
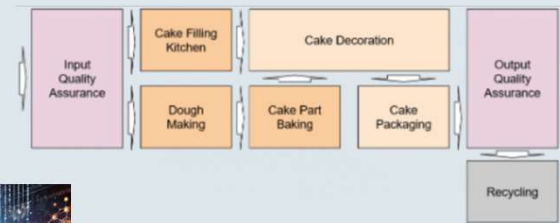
➤ ***As the sponsor of a valuable data analysis project, you want to understand how these connections shall work.***



- **What is your valuable process?**
What does it mean to *Bake 100 Cakes* in your organization?
- **As a give away**, you will receive a copy of the Procando game *Bake 100 Cakes*.
- Download the game, replay the game, then apply it to your valuable process.
- Play with colleagues at your workplace, play with friends and family.
- **Process understanding and improvement**
 - By playing the game *for their scenario* of Baking 100 Cakes, around 50% of the participants had an insight that helped them to understand a way to solve their problem.
 - Participants reported at least 5 work hours saved for one work hour of playing the game.



- (1) **Document group knowledge for onboarding new team members.**
 - Elicit tacit knowledge of senior domain experts.
- (2) **Transfer domain knowledge to a similar environment.**
 - Talk to *Kristof Meixner* or *Stefan Biffl*.
- (3) Set up a project for **efficient data analysis.**
- (4) Set up a project for **efficient AI training.**
 - Talk to *Stefan Fenz* or *Clemens Heitzinger*.
- (5) Scale up data analysis solutions with **information system prototypes**, like *Agile Process Monitoring* to address blind spots in processes.
 - Talk to *Sebastian Kropatschek*, *Dietmar Winkler*, or *Stefan Biffl*.
- **Set up an appointment during Networking.**



- (1) **Guide a group** for playing Procando on *Bake 100 Cakes* or on *your valuable process* as a first step to define a project.
 - Document knowledge in a group for *onboarding new team members*.
- (2) **Design a project to transfer knowledge** from one project to a similar but different environment, e.g., bake 100 kinds of cake in a different kitchen.
- (3) **Set up a project for efficient data analysis** on your valuable process.
- (4) **Set up a project for efficient AI training** on your valuable process.
- (5) **Design and validate information system prototypes** to repair blind spots on critical business processes with *Agile Process Monitoring*.
- For discussing a near-term project, **set up an appointment during Networking**.

