

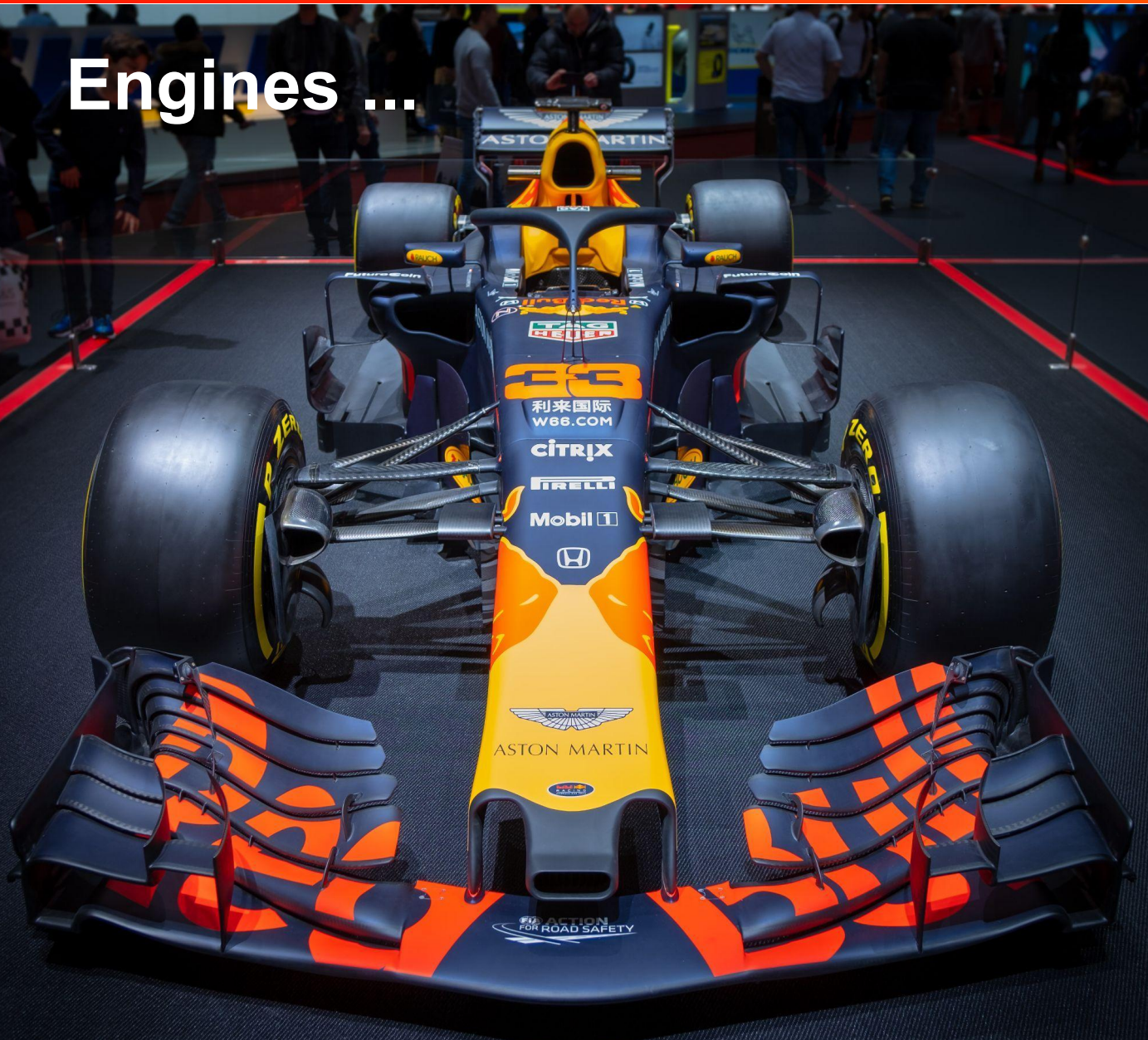


Racing Camunda Engine - Managing Human Workflows

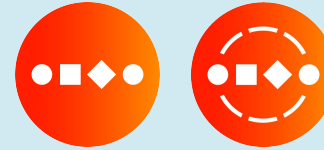
Presented by Tobias Conz and Niall Deehan



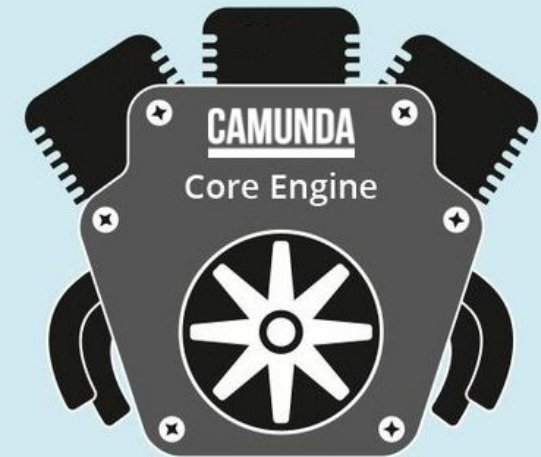
Engines ...



DESIGN



AUTOMATE



IMPROVE



... and their team

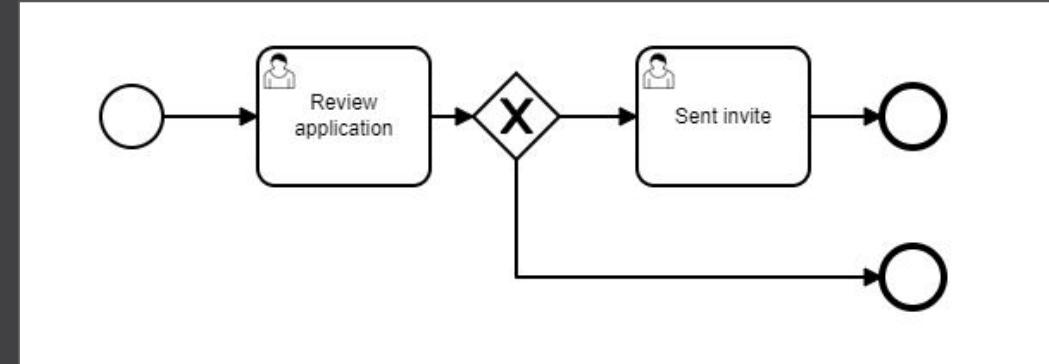
	Race	Camunda
Cockpit	<i>Driver</i>	<i>Operations Engineer</i>
Modeler / Race Plan	<i>Race director</i>	<i>Business Analyst / Software Developer</i>
Tasks(list)	<i>Pit team</i>	<i>Process participant</i>
Optimize	<i>Data Engineers</i>	<i>Operations Engineer / Business Analyst</i>

Agenda



Fun Race with the “Mystery Driver”




- 🏁 1st Race (**Optimize** and **Cockpit**)
- 🏁 Optimize team (improve human workflow)
- 🏁 2nd Race



Human Workflow

- Introduction
- Camunda support
- Adoption
- DSGF Ordinem

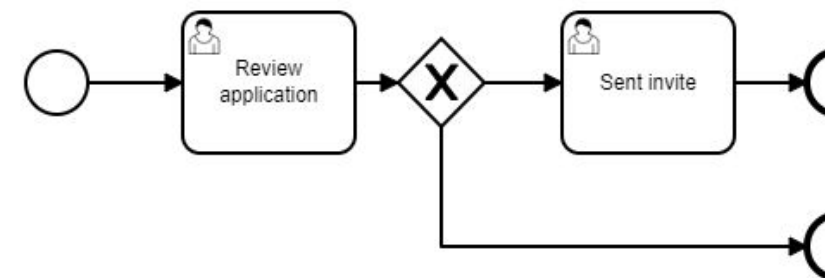
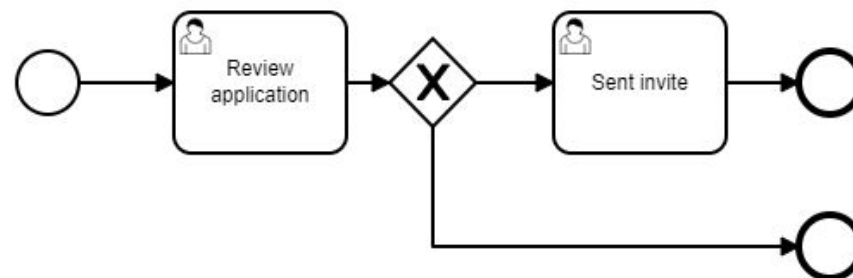
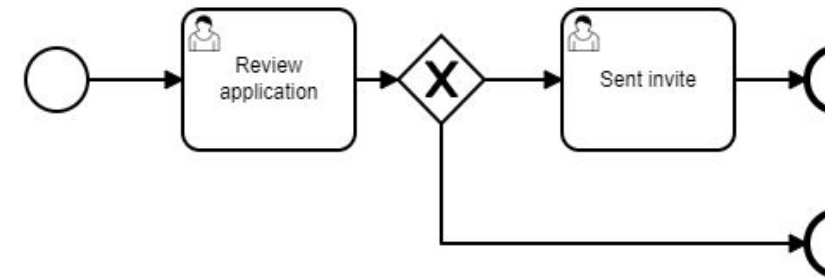
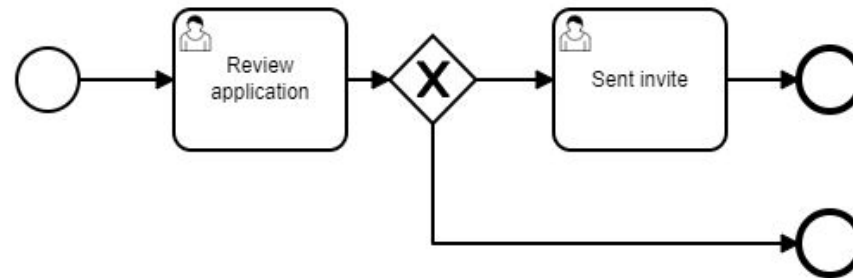
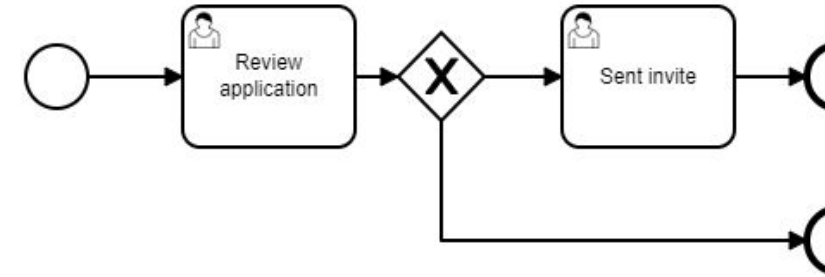
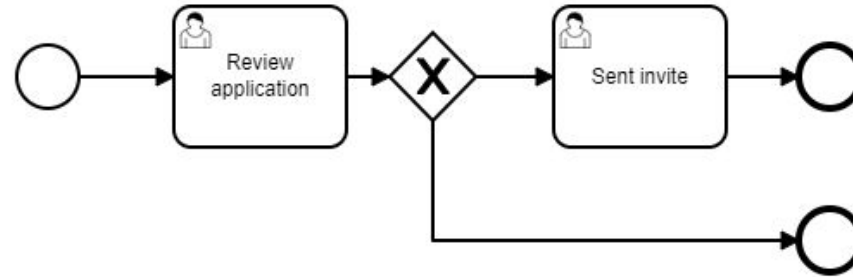
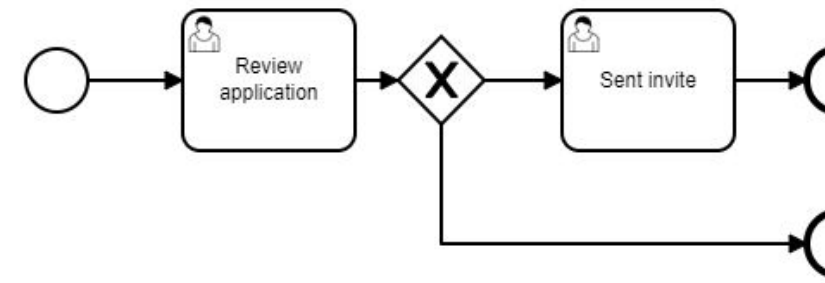
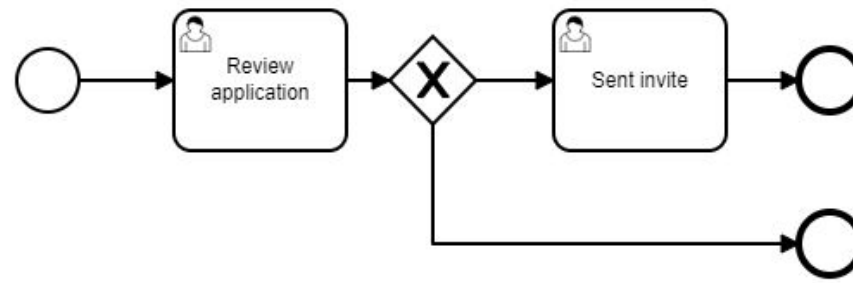
Fun Race

-  1st Race
(**Optimize** and **Cockpit**)
-  Optimize team
(improve human workflow)
-  2nd Race



Human Workflow

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Human Workflows = Tasklist + Tasks



Guiding



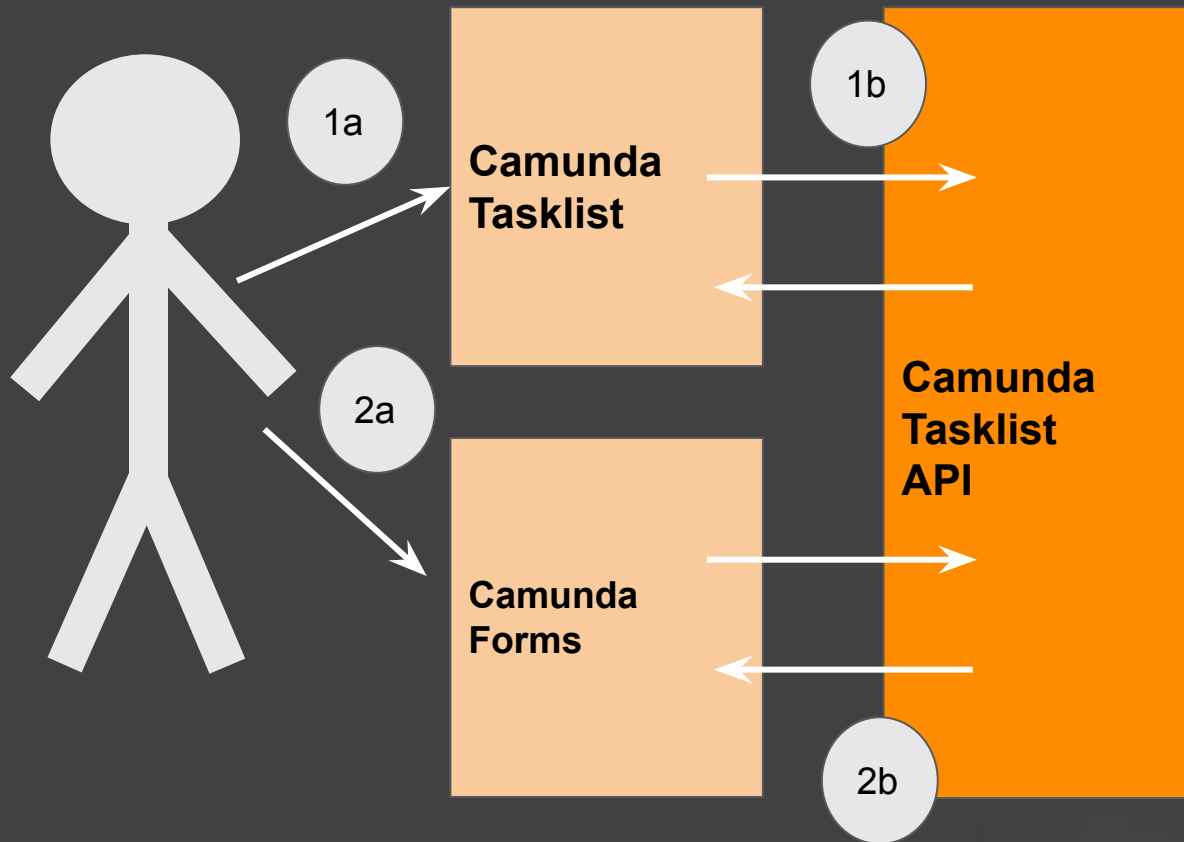
Priority



Information



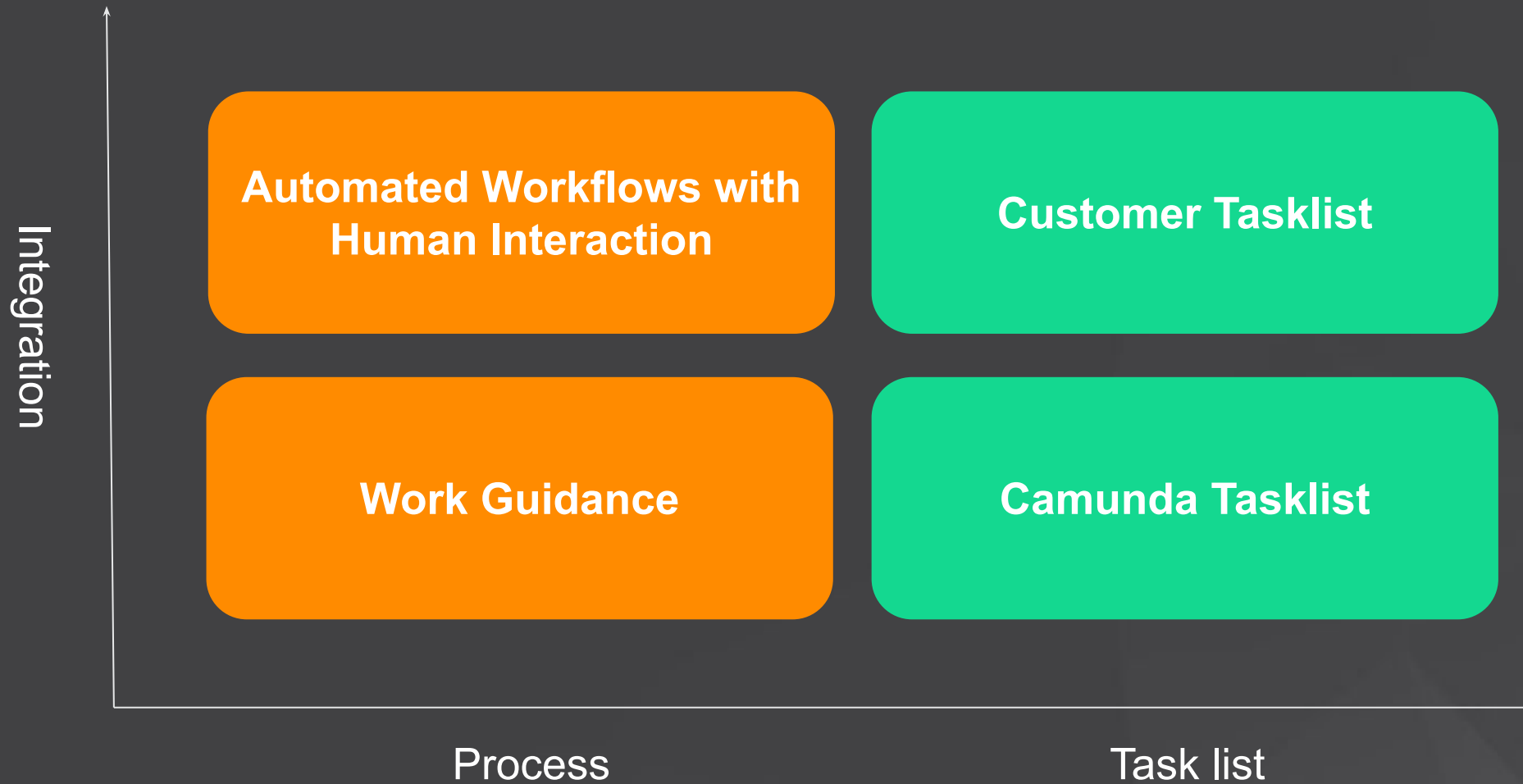
Transparency



Community Projects

- GraphQL (Camunda Community Hub)
- Polyflow (Holunda-io)

Adoption





Deutsche **Servicegesellschaft**
für Finanzdienstleister

- Full service provider for Sparkassen operations in Germany
- “Member of Sparkassen-Finanzgruppe”
- 1900 Employees in 12 Subsidiaries all over Germany

DSGF-

“Produktionsnetzwerk”

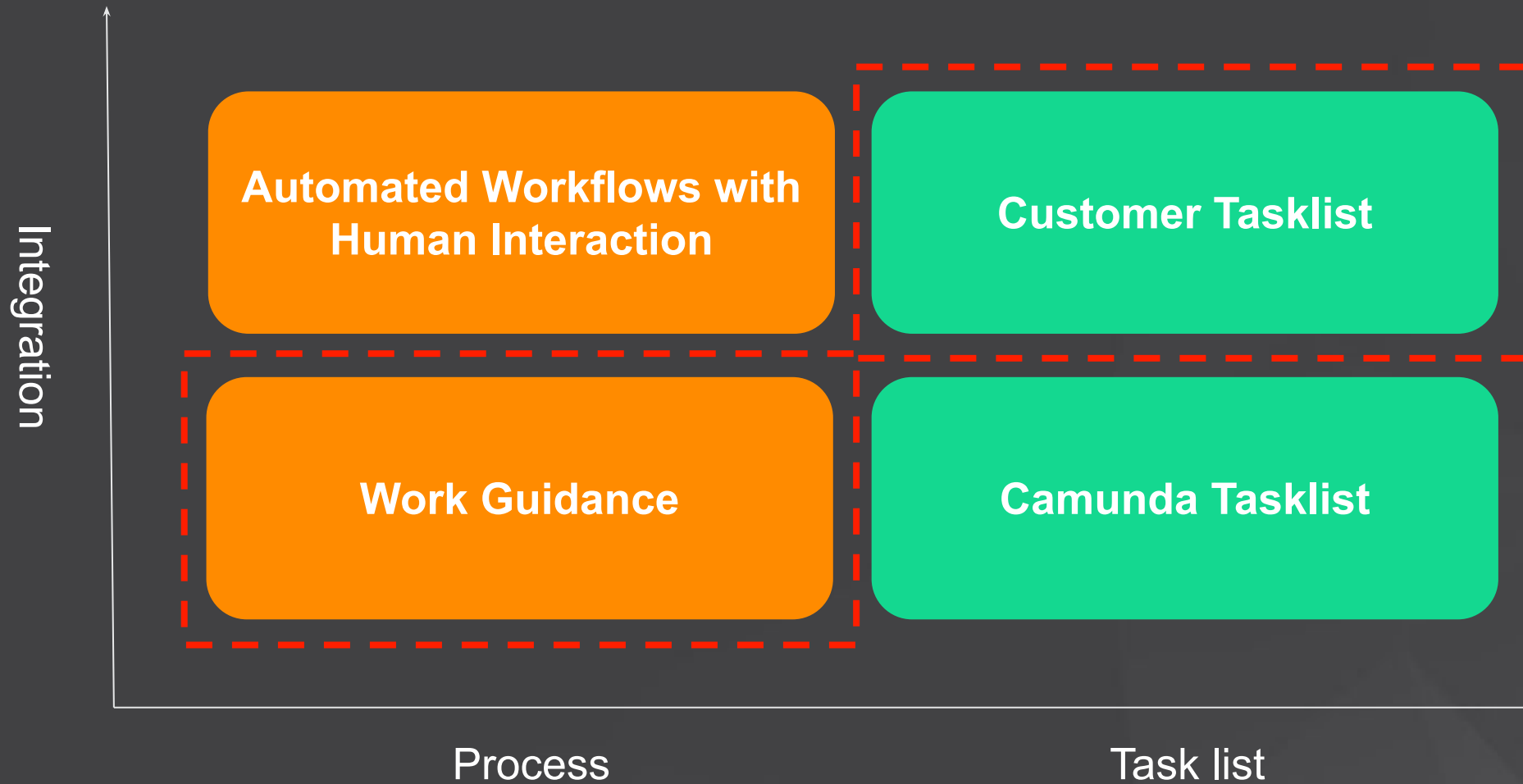
- Connects all subsidiaries as centrally controlled production network
- Optimized utilization of all resources independent of the location
- Allows high-quality “industrialized process” all over Germany, also in low industrialized areas

Ordinem

(GO-Live 2021/03)

- 200+ Users working on 2.500 Cases per month (set up for 60.000 Cases per month)
- Central component of the “Produktionsnetzwerk” (replacement of IBM Filenet Process Engine)
- 1 year development time with 6 Developers

Adoption Ordinem



Ordinem Feature Set

DSGF Ordinem

Postkörbe

Filtern...

Marktfolge A

Auszahlung/ QS

Bestandsgeschäft

Bilanzanalyse

Darlehensbuchhaltung

Immobilienbewertung Anfragen

Immobilienbewertung \$24

Immobilienbewertung \$5

Neugeschäft

Baufinanzierung

Baufinanzierung - Nacharbeiten

Gewerbliches Kreditgeschäft

Gewerblich

Unternehmenskunden - Nacharbeiten

Unterstützungsprozesse

Marktfolge Passiv

“Vorgangsparkhaus” - overview of all tasks waiting at a gateway

Auftrag bearbeiten

Bearbeitungsverlauf

Einzelleistungen

Erfasste Einzelleistungen

100 - Vorgeblendete Einzelleistung

009 - Übergreifende Einzelleistung

Neuerfassung

101 - Kontrollpflichtige Einzelleistung

Einzelleistung wählen

Folgeprozesse

prozess starten

Startoptionen

Kommentare

Kommentar hinterlassen...

0/1000

Abbrechen

Dokumente

Serviceaufträge

Checkliste

Überschrift 1

Überschrift 2

Überschrift 3

Überschrift 4

Auftragsdetails

Geschäftsvorfall

Baufinanzierung Neu

Letzter Bearbeiter

Mustermann, Max

Letzte Änderung

23.09.2021 15:00

Überschrift 1

Checkpunkt	Anzahl	Erledigt	Datum	Benutzer
Checkpunkt 1	- 0 +	<input type="checkbox"/>		
Checkpunkt 2	- 0 +	<input type="checkbox"/>		
Checkpunkt 3	- 0 +	<input type="checkbox"/>		
Checkpunkt 4	- 0 +	<input type="checkbox"/>		

> Optionale Einträge

Freitext 1

Checklist for status of related processes

Tasks filtered by org unit

Easy file management (upload, view, ...)

SLAs for each individual task / dashboard

“Overall performance, super fast”

Sebastian Kurth (*Team Lead*)

Technology

- Camunda REST API
- Additional microservices for responsive UI
- Camunda authorization for task locking and claiming




Benefits of Using Camunda

- “Developers wanted to code”; full flexibility for developers to implement complex UIs
- Lightweight, granular deployment (monthly) of new features
- Easy operations & maintenance of Camunda Engine

Next Steps

- Connect to Optimize for further process optimization
- Start with fully automated processes

Fun Race

-  1st Race
(**Optimize** and **Cockpit**)
-  Optimize team
(improve human workflow)
-  2nd Race





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Takeaways:

- 1 - Start executing human workflows to be able to improve them
- 2 - Use **Optimize** to compare processes
- 3 - Keep racing :-)



CAMUNDA
CON
LIVE

Q&A

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