

**AN EXAMPLE OF BUSINESS  
PROCESS MANAGEMENT  
VIA INTERNET  
IN THE  
CIVIL ENGINEERING  
INSTITUTE OF CROATIA**

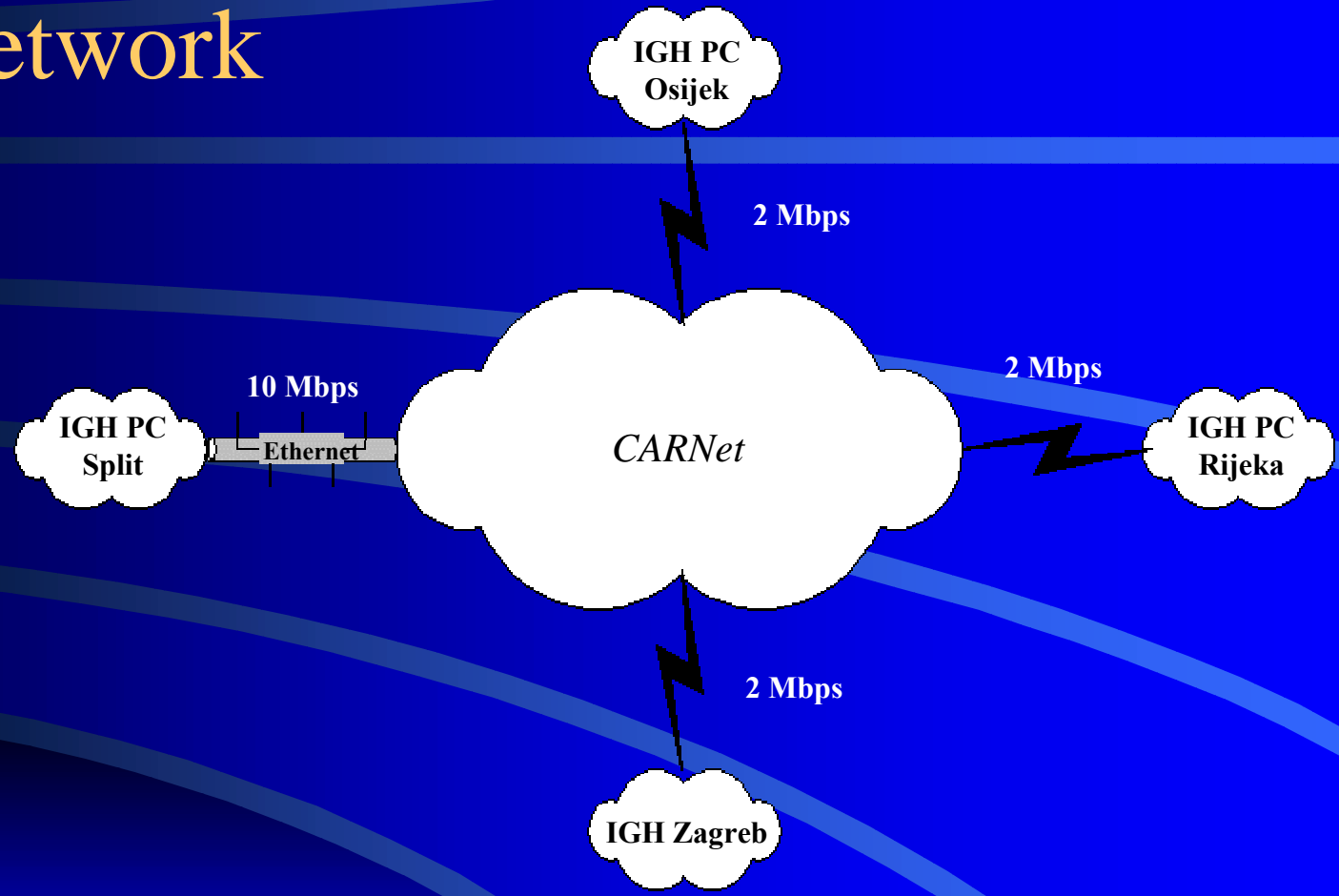
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**Robert Čunko**

# IGH network



# Business processes are at the heart of every business operation

They define :

- how work is performed
- the rules of the business

They need:

- the ability to monitor, measure and modify the process

# EPDM software

E-process Design and Management Software



X-net (Internet/Extranet/Intranet) technology

Intranet

+ Employees

EPDM

Internet

+ Customers

+ Public

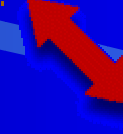
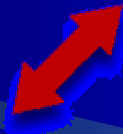
+ Citizens

Extranet

+ Partners

+ Suppliers

+ Major Accounts



e-work  
a software for business process  
management

- Web enabled
- Client/Server
- Open Technology
- Database

**B2E**

- + Workforce Automation
- + Approval Systems
- + Administration

# e•WORK

**B2C**

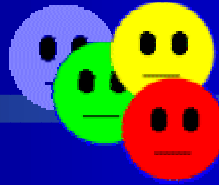
- + Customer Service
- + Help Desk
- + Job Applications

**B2B**

- + Training Registration
- + Contact Management
- + Procurement

## People

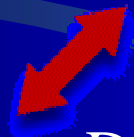
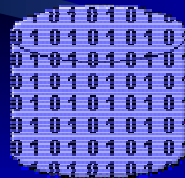
- + Employees
- + Customers
- + Partners
- + Suppliers



# eWORK

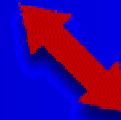
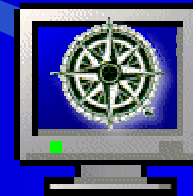
## Data

- + SQL Server
- + Oracle
- + Informix
- + etc.

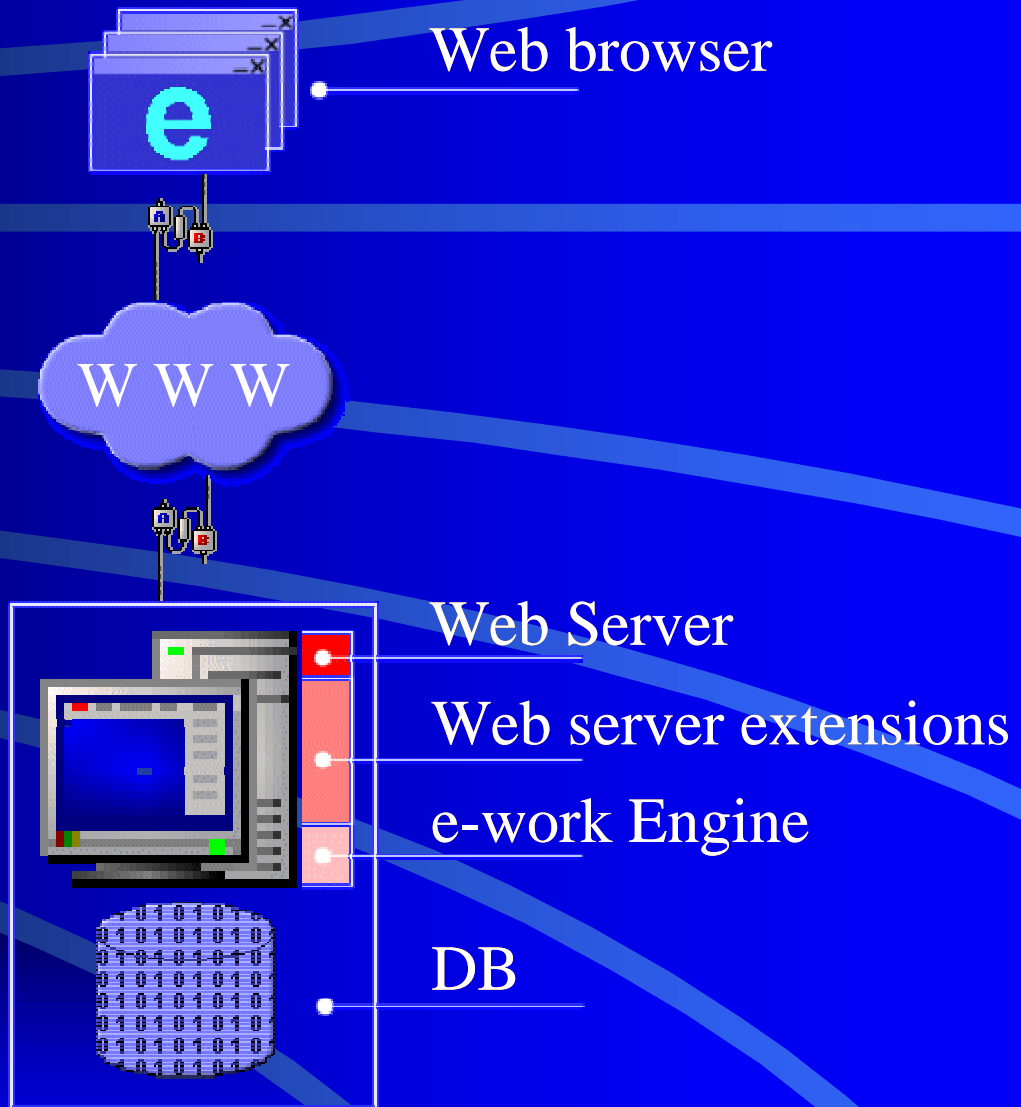


## System

- + ERP
- + EAI
- + CRM
- + etc.

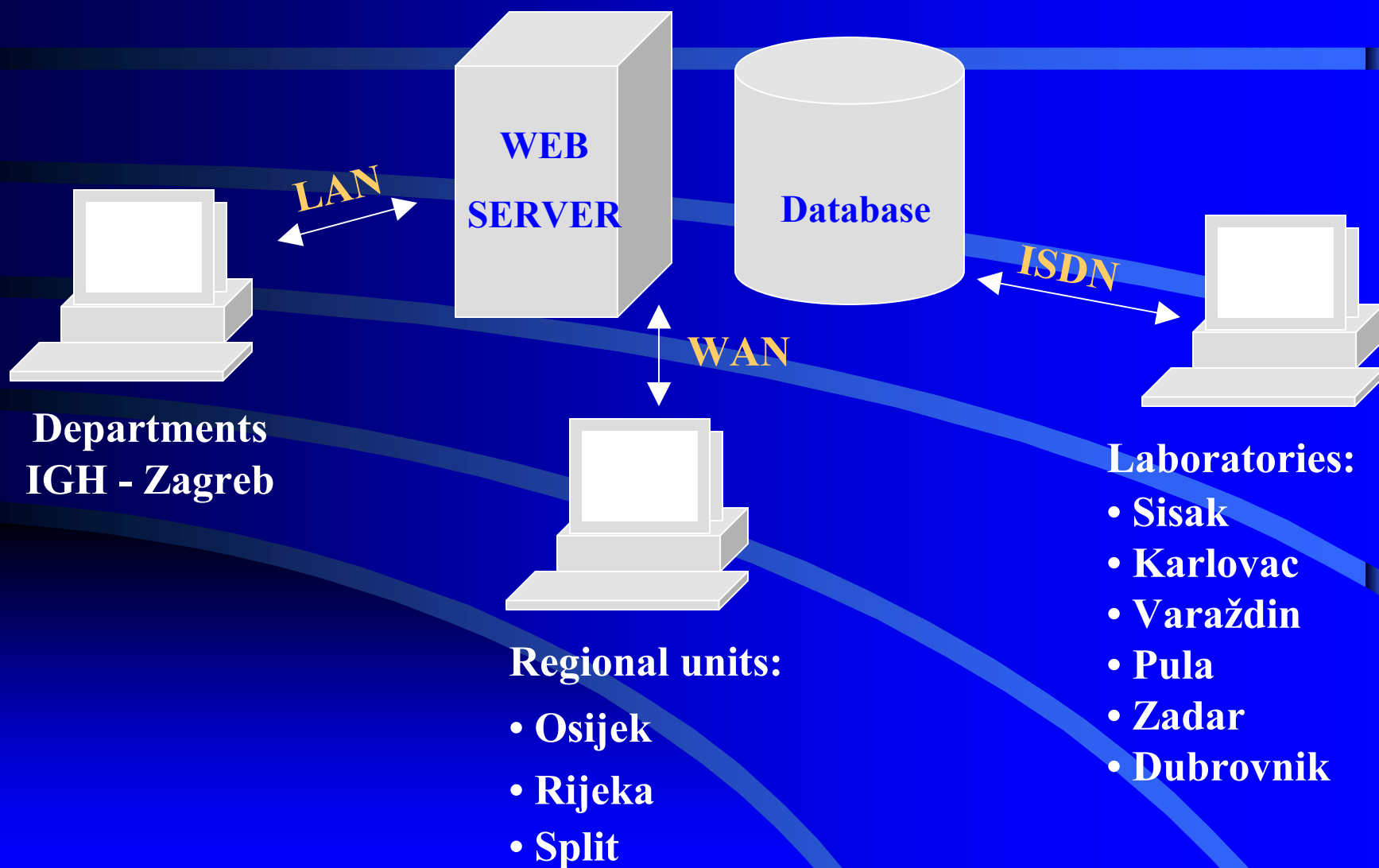






Single Server configuration connected to web browser

# IGH - virtual private network



# Automating a business process with e-work

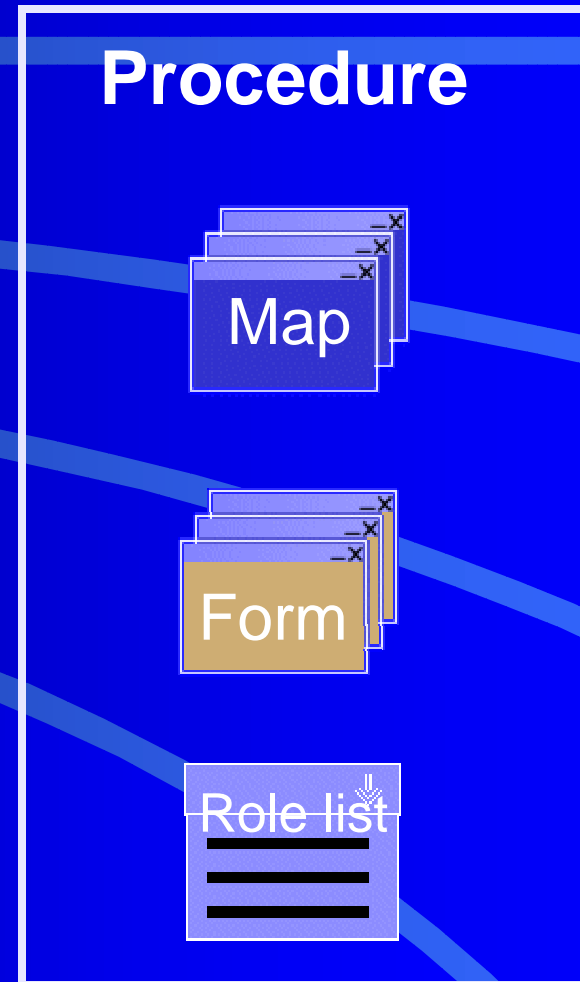
- **Step One, Design**
  - The enterprise identifies and defines the process it wants automated.
- **Step Two, Integration**
  - Integrates e-work with the various existing software applications and enterprise information systems involved in the process.
- **Step Three, Deployment**
  - Rapidly throughout the enterprise.

# Designing processes

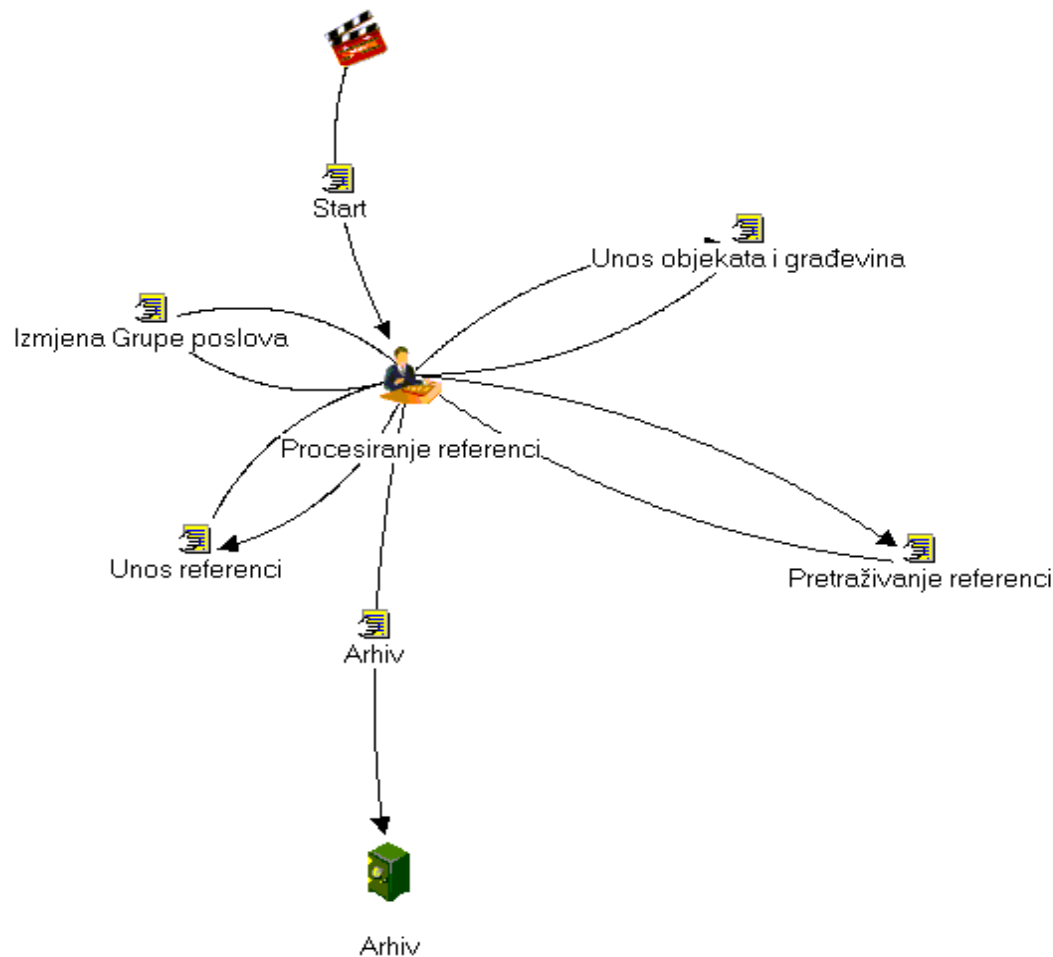
- Procedure - Set of activities and instructions required to automate a business process

Procedure consists of:

- one or more maps
- one or more forms
- a role list



# Map - a diagram of the process illustrated by stages and actions



- Action
- Stage
- Role in procedure

# Form - the end-user interface that is displayed in the web browser

**Unos referenci**

Naziv projekta **Referentni poslovi IGH** Refid

Lokacija  Projektant  Poslovni partner

Vrijednost radova Vrij.radova IGH Grupa poslova Objekt / Građevina Godina

Opis poslova IGH

ID Refer...	Naziv	Lokacija	Godina

# The concept of an electronic folder

**Folder** - an instance of the business process

- moves from stage to stage through the process
- contains one or more pages

**Page** - “electronic form” which can contain :

- information input by the user
- information extracted from the e-work database
- a file generated from another application

# e-work Client Services

## Access to Folders

For users that have been authorised to view or action.

## To Do List

The user is responsible for taking the next action in the process.

## Watch List

The user has an interest in tracking its progress, but is not responsible for its progress.



# e-work folder

Metastorm e-work client - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print W

Address <http://localhost/scripts/eweb.dll/Main> Go Links >>

**✓ TODO** METASTORM e•WORK™

To Do

Watch

Blank Forms

Folder	Subject	Updated	Stage	Priority	Deadline	Message
<a href="#">Reference0002</a>	REFERENCE INSTITUTA	01.7.12 15:24	Procesiranje referenci	9		Start
<a href="#">Reference0004</a>	REFERENCE INSTITUTA	01.8.29 14:48	Procesiranje referenci	9		Izmjena Grupe poslova
<a href="#">Reference0005</a>	REFERENCE INSTITUTA	01.8.29 14:48	Procesiranje referenci	9		Pretraživanje referenci
<a href="#">Reference0006</a>	REFERENCE INSTITUTA	01.8.29 14:46	Procesiranje referenci	9		Unos referenci

4 Folders

To Do filter

- + ▶ Katalog opreme
- ▼ Reference IGH
- ⊙ Procesiranje

Done Local intranet

# Processing the folder

Initiating a folder -blank form -for each process that users are permitted to initiate.

Clicking on the action button allows the user to:

- add further information to the folder
- move the folder on to the next stage in the process

# e-work data entry

Metastorm e-work client - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://localhost/scripts/eweb.dll/Main

**METASTORM e•WORK™**

**Referentni poslovi IGH**

Naziv projekta: Ciglana Prigorka - Sesvete

Lokacija: Sesvete Projektant: Branimir Dmrijević, d.o.o. Poslovni partner: ZGO

Vrijednost radova: 0,00 Vrijednost radova IGH: 0,00 Grupa poslova: Ostalo Objekt / Građevina: ostali Godina: 1995

Opis poslova IGH: Ispitivanje gline iz glinokopa ciglane Prigorka i ocjena njene podobnosti za ugradnju u bitvene slojeve smetlišta

Naziv	Lokacija	Godina
Ciglana Prigorka - Sesvete	Sesvete	1995
Izrada projektne dokumentacije	Zadar	2000
Izrada projektne dokumentacije	Zadar	2000
Most na ulazu u Zadar	Zadar	2001
Neuređeno odlagalište otpada u Zaprešiću	Zaprešić	1994
Prilunčinski i Zantehaški ribari	Zanteh	1999

Buttons: Dodavanje, Izmjena, Brisanje

Buttons: SUBMIT, CANCEL

Done Local intranet

# Security

1. Log on

2. Roles

Within a procedure, different users may hold the same role for different folders

3. Limit Access To

The map accepts a role that will be set as the default role for all forms in the system

4. To Do and Watch List

# Security

5. Actions

6. Form Visibility  
a restrict viewing roles to " property"

7. Starting Procedures

8. Secure Sockets Layer

If e-work is being used across an Intranet or an Internet e-work will make use of Secure Sockets Layer (SSL) if it is installed

# In conclusion: Benefits of new software

## 1. Enhancement

- Business processes run more accurately, more reliably, faster and at less cost.

## 2. Integration

- Information is available in one place, at any time, to everyone.

# Benefits of new software

## 3. Deployment

- Processes proceed unconstrained by organisational or geographical boundaries

## 4. Tracking

- Everything can be tracked and monitored, all of the time

## 5. Analysis

- Continuous feedback on the efficiency and content of the operations – a major tool to inform improvement in the future