



SETTING UP AN ARIS BUSINESS PROCESS REPOSITORY FOR IMPROVING THE PROCESS OF A NEW INFORMATION SYSTEM IMPLEMENTATION

Challenge

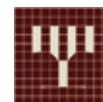
The National and University Library in Zagreb faced a challenging project – implementation of the new information system to support the business processes of the library and to create the basis for the future integrated information system for all universities in Croatia. In order to perform these tasks successfully, a project of business process modeling was initiated.

Solution

- To reach the targets a project of setting up the business process Repository was started
- ARIS Value Engineering was chosen as the methodological approach
- ARIS Platform was the technological platform for setting up the repository

Benefits

- Clear, full scale and transparent business process model, with all relevant data included
- Repository created with ARIS tools made available to all employees and to the libraries that will be included into the system in the future



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The National and University Library in Zagreb is a public institution of national importance. It generates and organizes the national collection of library holdings and supervises the acquisition of publications on national level, as well as on behalf of the University of Zagreb.

It acts as the national bibliographic office, promotes Croatian books and other publications, performs scientific research in the area of librarianship and information science, and so on.

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Challenge

The National and University Library in Zagreb faced a challenging project – implementation of the new information system, ALEPH. The task of the new information system was not only to support the librarian processes more efficiently, but to become the basis for the future integrated information system of all universities in Croatia. The implementation project represented also the migration from the existing information system – Voyager. As the implementation of the new information system with no focus on business processes was recognized as the highest risk for the project, a business process modeling project was initiated as a prerequisite for success. The task of this project was to set up a clear, comprehensive, and transparent database of all business processes of the library, and also to define potential improvements prior to the new information system implementation. In that way, project would keep the necessary process focus and the new information system would become an effective support to business processes of the National and University Library.

Solution

In order to successfully realize the project of new information system implementation, an effective and efficient methodological approach and technological platform for the analysis of the existing and definition of the future, improved processes needed to be selected.

The scope was documentation and analysis of the as-is state in The National and University Library, which included the actual information system, VOYAGER, and the definition of the to-be concept which would adjust business processes to the new information system, ALEPH. The new business process repository would serve as the template for all libraries that intend to join and use the same,

integrated information system in the future. ARIS Value Engineering was selected as the methodological approach and the ARIS tools as technological solution.

This methodology and technology facilitated the comprehensive description and documentation of relevant business processes (as-is) and the analysis aimed at defining and eliminating the weak points and finally design the improved business processes (to-be concept).

The project was realized in the following five stages:

- Preparation phase
- Repository structuring
- As-is documentation
- As-is analysis
- Definition/modeling of to-be concept

All project decisions were taken in agreement between team members from The University and IDS Scheer Consulting, a Software AG brand. Specific knowledge and experience of the employees together with the methodology and the technological knowledge of the consultants resulted in the success of the project.

Benefits

Setting up of the to-be concept of business processes, which was created after a comprehensive analysis of the existing state, the business processes in The National and University Library in Zagreb were improved, establishing at the same time a basis for making all libraries in Croatia, which will join the new system, more efficient and more economical in everyday business. New processes make it possible to follow transparently different process stages and to follow each book

in the library, independently of the location (library) where the process is taking place. All deficiencies recognized in the existing processes will serve as the starting point for business process improvement in other libraries. The changes, among other things, include the transformation of the way employees of The National and University Library handle the library holdings. Setting up of such a repository, with transparent and comprehensive business process models, creates a basis for setting up the business process management system which will enable unique working ways for all libraries in the system. These unique processes are easier to monitor and control, process improvements are easier to achieve and education of employees is faster and easier to follow.

KEY COMPONENTS:

- ARIS Business Server
- ARIS Business Architect
- ARIS Business Publisher
- IDS Scheer Consulting

ABOUT SOFTWARE AG

Software AG is the global leader in Business Process Excellence. Our 40 years of innovation include the invention of the first high-performance transactional database, Adabas; the first business process analysis platform, ARIS; and the first B2B server and SOA-based integration platform, webMethods.

We offer our customers end-to-end Business Process Management (BPM) solutions delivering low Total-Cost-of-Ownership and high ease of use. Our industry-leading brands, ARIS, webMethods, Adabas, Natural, CentraSite and IDS Scheer Consulting, represent a unique portfolio encompassing: process strategy, design, integration and control; SOA-based integration and data management; process-driven SAP implementation; and strategic process consulting and services.

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