

ARIS Confirmation Management

Ensure successful rollout with "read and understood" workflows

ARIS Confirmation Management is a high-value product feature introduced in 2020, also known as 'read and understood'. Simply put, it's a lightweight business workflow that asks model stakeholders (e.g. process participants) to confirm they have read and understood (and will follow) the content of ARIS models. It is most typically, but not exclusively, applicable to process models because they represent organizational ways of working.

Business value of this new feature is that organizations communicate their ways of working (i.e. through business process models) and organizational stakeholders are requested to provide electronic signature confirming that they have in fact read and understood models' content, plus that they will adhere to those communicated ways of working.

This is valuable in context of process compliance and process conformance. Most dramatically, it elevates the value of graphical (process, other) models from oftentimes completely ignored ("Does this affect my job?") to becoming relevant to employees' daily work performance and thereby essential to achieving operational excellence.

Confirmation management is the missing link between 'This is how you (process participant) should go about our business' and 'I (process participant) hereby confirm that I have read and understood how I should go about our business'.

It adds value in context of notifying stakeholders when processes change through soliciting stakeholders' acknowledgment of changes and subsequent confirmation of compliance with updated work instructions.

ARIS Confirmation Management workflow can be used in combination with ARIS process governance workflows, where the latter takes care of manager's approval of newly defined or updated models, whereas the former notifies stakeholders and requests confirmation of adherence.

Confirmation management can be thought of as policy management, where process models are understood prescriptively in the sense of 'this is how things should be done best in regards to this business or IT situation.'

Within the scope of confirmation management are the following artifacts: newly defined processes, changed/updated processes (new/additional steps in process sequence, new decision points in process logic, newly designed/updated policies affecting process, new/updated business rules affecting process, and newly identified/updated risks and controls, to name just a few).

Furthermore, it is applicable to: Regulatory Compliance, Governance Risk and Compliance (GRC), Organizational Learning & Knowledge Management, Organizational Change Management (OCM).

Why ARIS Confirmation Management

Why ARIS Confirmation Management—cui bono?

“Say what you do and do what you say”—the twin poles of consistency and performance. The first ('say what you do') refers to defining/documenting/designing the what and how of work. This is essentially business process modeling. It is complemented by ARIS' collaboration feature, where employees can (rather: should) contribute to making processes they participate in better by giving feedback and sharing best practices.

The second ('do what you say') refers to holding employees accountable to following their best practice ways of working. This is more than top-down militarily imposed 'my way or the highway', but rather helps employees hold themselves accountable to the way they should be doing their best work and that they're consistently doing it in an excellent and repeatable fashion. In other words, 'say what you do' refers to modeling the process and 'do what you say' refers to following the process. Emphasis on 'not just' command and control style, but rather in sense of empowering employees holding themselves accountable to their own high standards of work performance.

What can you do with ARIS Confirmation Management?

Customizing your confirmation management workflow

Let's move to product functionality—what can you actually do with this new cool ARIS feature available with ARIS Enterprise? First off, when logging into ARIS, you're gently reminded of open tasks for you to confirm. In below screenshot, I'm logged in as Eva Viewer and see a confirmation task related to business process updated with COVID19-specific guidance. The wording of the confirmation task is editable. Personally, I like the following wording: "I hereby confirm that I have read & understood this process, and changes to it, and that I will follow it in the course of my daily work". This of course is up to preference, style as well as implementation purpose.

Confirm by 09/22/2020 - Confirmation of 'Business Process with COVID19 updates'

I hereby confirm that I have read & understand this process, and changes to it, and that I will adhere to it in the course of my daily work

Eva Viewer

Confirm

Table 1: Confirmation task message

“ For us, improving efficiency is the key to earning consistently high profits in our market segment—and ARIS creates the perfect environment to achieve that.”

— Alex Kraus | Director of Business Process and Risk Management, Westfalen Weser Energie (WWE)

ARIS is available in three different editions to fit the needs of your organization.

Learn more on ariscloud.com and start your **free trial now!**

ARIS Basic

- Perfect for starting process design
- Easy to use
- Fast results

ARIS Advanced

- Next stage in productivity
- Most powerful design & reporting options
- Flexible reporting

capabilities and customize with extensions

The Enterprise edition can be customized to your needs with ARIS Extensions:

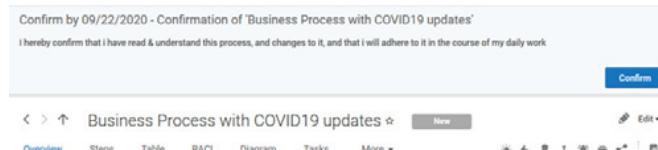
Risk & Compliance, Rollout Add-ons, Simulation, SAP® Solutions, Premium Document Storage, SharePoint Integration, 3rd Party Integration, Robotic Process Automation

ARIS Enterprise

- Your enterprise-wide cloud
- Firsthand top-notch innovations
- Enjoy professional ARIS

Confirmation management workflow—before and after

From a user's standpoint, ARIS presents the process to follow either as an overview of activities (below screenshot—Table 2) or graphical diagram (next screenshot—Table 3) which can be toggled between. Advantage of the overview presentation is that it is easier for non-trained employees to read and understand the process. On left-hand side, confirmation task is visually presented on top of the to-be-confirmed process. Once the user has read and understood, s/he clicks the blue 'Confirm' button, which then turns into green 'Confirmed' status on the right-hand side.



Business Process with COVID19 updates																													
New Edit Delete Share Import Export																													
Overview Steps Table RACI Diagram Tasks More																													
<p>Aug 24, 2020 Last change</p>																													
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Table 2: Confirmation workflow—before and after | fact sheet/overview

Confirmation management workflow—before and after

The mirror image of the above ‘before and after’ fact sheet/overview is the diagrammatic representation of the (process) model. Diagram view changes are automatically translated into overview, and overview changes are automatically translated into diagram view. This is what makes ARIS an effective organizational learning and change management tool. With the advent of ARIS, end users no longer have an excuse that diagrams or graphical models are merely abstractions of reality since ARIS automatically translates them into a narrative (overview/fact sheet) representative of work they do. Similar to above (Table 2), on left hand side, the confirmation task is visually presented on top of the to-be-confirmed model. Once read and understood, the end user clicks the ‘Confirm’ button, which then turns into ‘Confirmed’ status on the right-hand side.

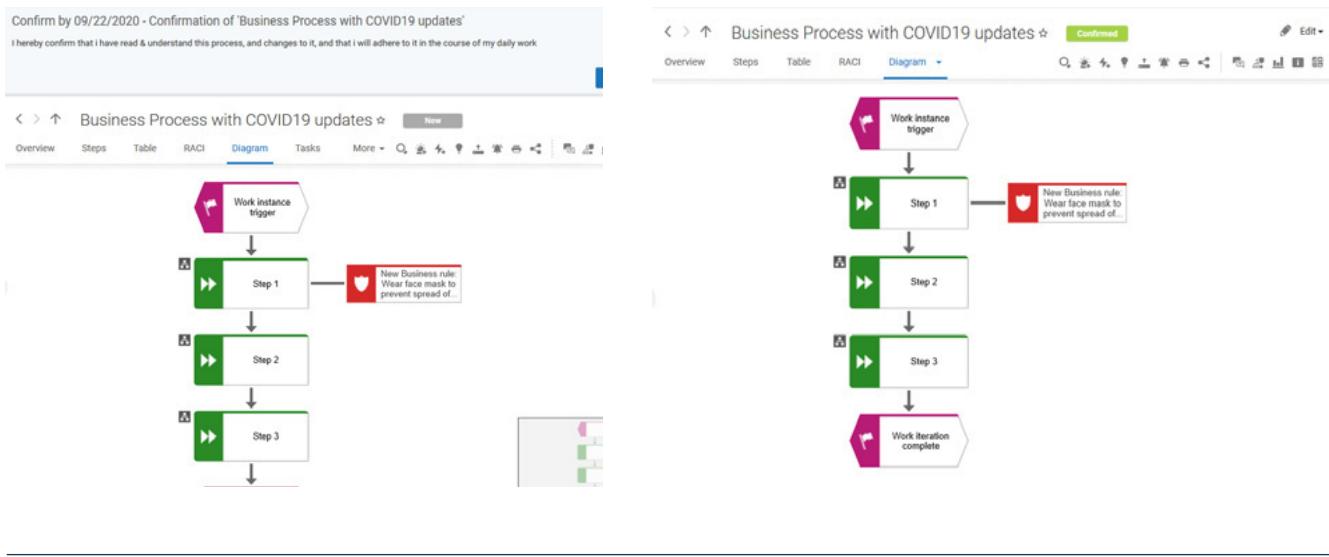
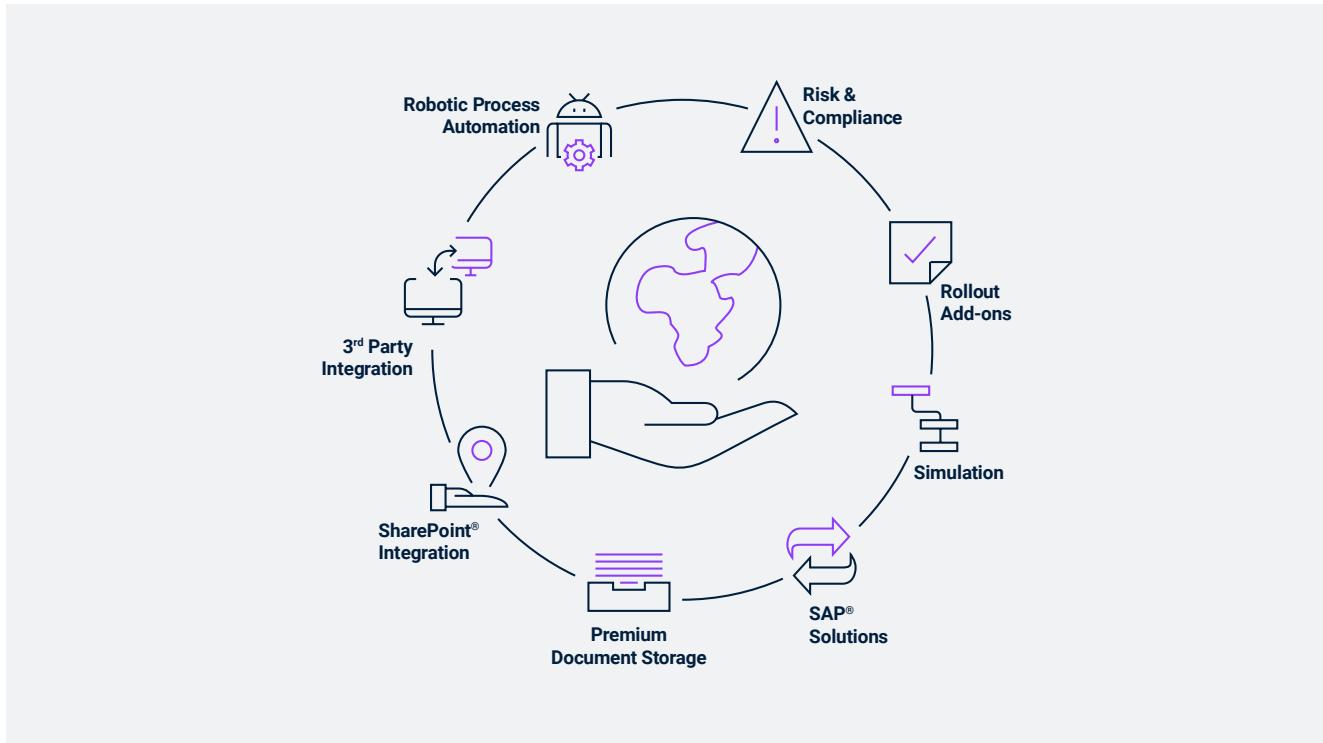


Table 3: Confirmation workflow—before and after | diagram view





ARIS extensions

You can extend ARIS Enterprise just as you need it—according to your needs and projects. The ARIS extensions are here to support your expert use cases.

Risk & Compliance adds capabilities for integration of regulatory demands & operational risks into a single approach and Internal Control System (ICS).

Rollout Add-ons set up and manage confirmation workflows.

Simulation adds capabilities to test what-if scenarios and get information about bottlenecks & improvement potentials.

SAP® Solutions adds capabilities to support holistic implementation & rollout of SAP projects, testing, communication, training & go-live support.

Premium Document Storage allows ARIS to be used for storage of up to 1 million documents.

SharePoint Integration supports users to work with SharePoint and ARIS in an integrated manner.

3rd Party Integration allows integration with 3rd party applications based on an API.

Robotic Process Automation adds a “workforce” of software robots to automate repetitive manual tasks and processes, fully integrated into your process landscape, and working in an unattended mode.

ARIS Confirmation Management—what else

ARIS Confirmation Management—is that all?

You may be thinking this is all good and nice, but can't you do that in document management systems with embedded electronic signature? Completing the loop is workflow traceability of confirmation tasks, including proper GRC-style audit trail. Process owners (and others with permission) can follow who performed tasks and who did not. Below, the screenshot on left shows ‘performed’ status including time stamp for process participant who completed their task, and ‘open/in progress’ status for those who did not (yet). This will make it easy to identify participants who either do not bother to confirm, or who are on purpose not following the process in question. In context of COVID19 (this article is written in August 2020), a relevant, albeit politically controversial, example would be people who categorically refuse to wear face masks even though it is legally mandated. Putting the icing on loop cake, ARIS's integrated dashboards for Confirmation Management workflows (screenshot below right) lifts it up to the level of a complete digital work management system where work is defined, collaboratively improved, and followed. Dashboards, for example, visualize statuses of confirmation tasks across entities, filterable by process or department, and giving organizational transformation leaders real-time visibility into transformation progress. Do you want fries with that?

The screenshot displays two main interface sections. On the left, a detailed list of 'Confirmation process' steps for a specific business process. The columns include 'Confirmation process', 'Start', 'End', 'Status', and 'Progress'. One row is highlighted for 'Confirmation of Business Process with COVID19 updates' on 08/24/2020 at 09:22:20, showing progress of 9%. On the right, a dashboard titled 'Confirmation management overview' provides summary statistics: 8 active confirmation processes, 2 processes due within 14 days, and 45 confirmations in status 'Open'. It also includes a table of 'Confirmation process details' and a chart showing 'Confirmations by status'.

Confirmation process	Start	End	Status	Progress
Confirmation of Business Process with COVID19 updates*	08/24/2020	09/22/2020	Open	9%

Addressee	Confirmation date	Status
Eva Viewer		
Frank the ARIS Expert	Aug 24, 2020, 11:05:48 PM	
Jeff Customer		
Joe SAP		
John Designer		
Marc Automation		

Confirmation process	Open %	End date
Business Process with COV	90.0 %	Tue, Sep 22,
EPC Example for Aaron to S	0.0 %	Sat, Oct 10, 2
Generic monthly clo	0.0 %	Mon, Oct 05,
Generic monthly clo	90.0 %	Fri, Sep 11, 2
Generic monthly clo	0.0 %	Tue, Oct 06, :
Sales order processing (as-i)	90.0 %	Tue, Oct 06, :
Sales order processing (as-i)	90.0 %	Thu, Aug 27,
Sales order processing (to-t)	90.0 %	Fri, Aug 28, 2

Table 4: Traceability of confirmation workflow status | diagram level list vs. repository level dashboard

ARIS in action

Enhanced quality "We achieved cost reductions up to 40%."

Increased efficiency "We saved up to 3 millions Euros."

Reduced IT implementation times "We could save 30% time per rollout project."

Improved business transparency "We are now able to run 50% faster searches in the database."

Increased process agility "We saved 25% on our development costs."

Take the next step

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