



## CASE STUDY

# ARIS BPM PLATFORM SERVICE FOR ENTERPRISE PROCESS & IT DESIGN

## CONTEXT

The US Air Force Research Labs (AFRL) needed a web-based Business Process Management (BPM) and EA / IT solution design tool & services, to enable cross-directorate design collaboration in a multi-security DoD environment, including USAF Cloud1 SSO.

## CLIENT CHALLENGES

AFRL Digital Capabilities Directorate (DCD) needed to kick-start the Enterprise Architecture digital design capabilities - to design the best mix of modern IT infrastructure, applications and lean processes. This required cross-domain collaboration across multiple directorates, while adhering to lightweight modeling governance guidelines (e.g., DODAF / BPMN framework alignment). Additionally, the MS&A service needed to be scalable, reliable, secure and easy to use - support, training and mentoring to deliver a fast, cost-effective service, yet allowed flexibility for local directorate design autonomy.

## IMPLEMENTATION HIGHLIGHTS

- **Deployment of Software AG ARIS Platform Service:** Installed and configured multi-tenant, multi-security level instances of ARIS, with integrated Cloud1 SSO - for any Directorate to use.
- **Full ARIS Platform Service lifecycle support for Process, UX & IT Solution MS&A:** Delivered reliable digital solution design services, enabling real-time “democratization” of modeling collaboration - seamlessly blending input from technical IT and non-technical business process SME’s to design secure solutions with a better User Experience (see our case study: [UX-Driven Process Intelligence](#))
- **Developed Application Rationalization modeling & dashboards** to analyze IT Portfolio and make roadmap recommendations (see our case study: [App Rationalization](#)).

## SNAPSHOT



Business Process /  
Enterprise Architecture



Department of Defense



**ARIS**

## PAIN POINTS

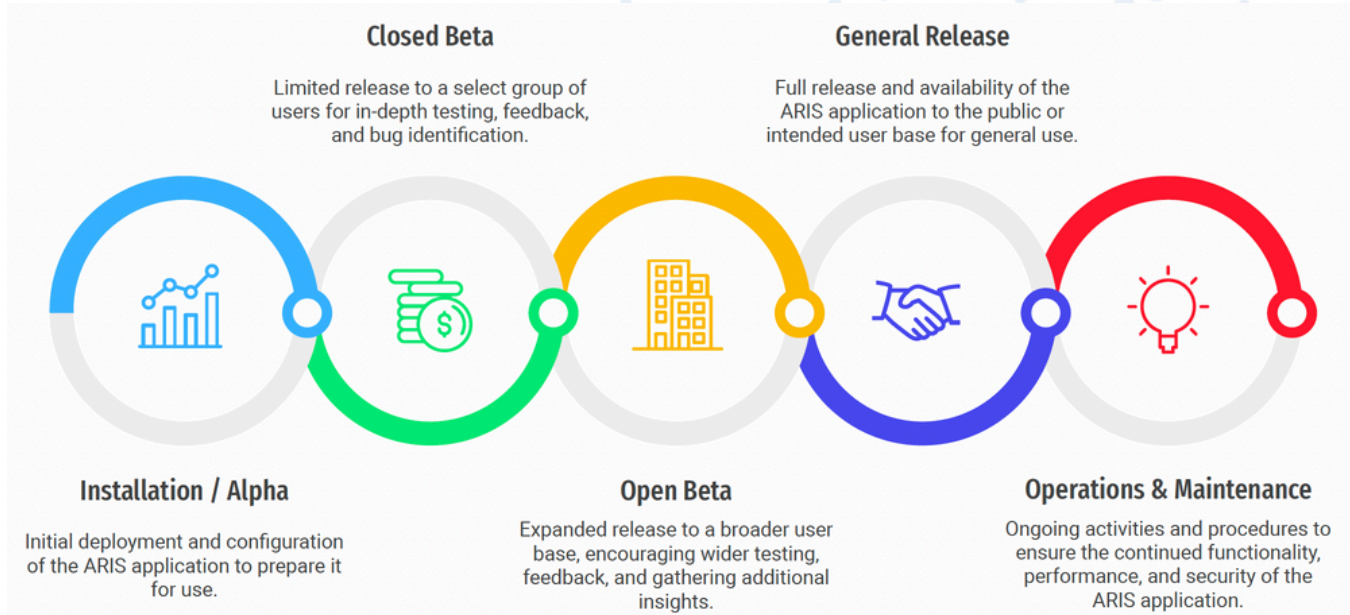
- Disconnected, manual & duplicative business process & IT designs
- Difficult to simulate & analyze modern digital solution design options

## RESULTS

- ARIS Platform services launched & leveraged
- Faster Directorate Adoption through iterative lifecycle feedback - 100+ prioritized processes
- Continuous enterprise alignment & Directorate autonomy
- Transparency with built-in ARIS dashboards
- Improved collaboration & shorter meetings

## OUR SERVICE LIFECYCLE APPROACH

Leveraging LSA's own Digital ITSM advice for AFRL (see our case study: [Improved IT Service Management](#)), a Service Portfolio lifecycle plan was developed for progressive testing and roll-out of ARIS Platform Services:



Within those lifecycle stages, LSA Digital fine-tuned the service to deliver progressively higher levels of service reliability to more and more users & Directorates as feedback was received.

## ITERATIVE, SCALED SERVICE OPERATIONS

As the ARIS Platform Service moved through the service lifecycle, feedback was collected and key activities were iterated to scale the service to more users. These activities included various administrator guides, Operations & Maintenance plans, User Account policies and training materials to support and maintain the service:



- **Infrastructure:** Prepared ARIS Platform IT infrastructure (application and database virtual machines) for IL4 environment, and later using declarative Terraform-based deployment approach in an IL5 CloudONE brokered environment, integrated with USAF Cloud1 Single-Sign-On (SSO). Configuration of ARIS Connect Viewer/Designer, Dashboards, and ARIS Architect/Designer.
- **Application Administration:** Established standards, staffing recommendations & training for federated ARIS tenant configuration, security & user administration, data governance, and best practices adoption.
- **Progressive training:** At each lifecycle stage, provided “just enough” training for various roles - cloud infrastructure administrator to maintain the infrastructure, application administrator to maintain accounts, and end users to collaborate on web process & IT modeling design.

## RESULTS & BENEFITS

The implementation of ARIS brought significant improvements to AFRL:

- **ARIS Platform services launched & leveraged** by DCD & RW Directorates, first in beta/IL4 environment (e.g., with Interim-Authority-to-Test (IATT)) and then in IL5 CloudONE SSO environment.
- **Faster Directorate Adoption through iterative lifecycle feedback**, training, operational support and enterprise reference framework content was tailored to help Directorates focus on their local, day-to-day process & IT optimization goals - for example, 100+ RW processes were cataloged and prioritized, and highest priority ITSM & HR processes were modeled and analyzed.
- **Continuous Enterprise Alignment & Directorate Autonomy** through progressive lifecycle feedback, Directorates had autonomy to “let the design emerge” to solve local directorate problems, and still maintain alignment with enterprise modeling standards and reference models (e.g., for fast comparison to other Directorates’ processes and IT designs).
- **Transparency with built-in ARIS Dashboards** designed for leadership KPI & goal progress transparency - such as alignment of assessments with Directorate goals, and reporting on the progress of assessment maturity growth objectives (see our case study: [UX-Driven Process Intelligence to Collaborative Process Improvement](#))
- **Improved Collaboration & Shorter Meetings** with tool-based process-contextual ‘social’ features, helping SME’s collaborate electronically to save time and speed up meetings, by coming prepared with “relevant content” and discussion topics.

## WORDS OF ADVICE

Using an ITSM Service Portfolio lifecycle approach combined with an agile feedback cycle is recommended practice for any IT service, and especially important when the goal is better collaboration between people who will work on process / IT solution design priorities every day. This approach is embodied in [SAFe Principle #9](#), preferring decentralized decision-making with key enterprise alignment & guardrails for cost-effective, reliable support of the service.

A mix of leadership support and engagement with key stakeholders throughout the service lifecycle iterations “paves the runway” for the most important service improvements. Every iteration of the service should show demonstrable benefits and positive feedback from end users - that they are able to have “higher quality” process & IT solution design collaboration, and performing MS&A to preserve options ([SAFe principle #3](#)), and come better prepared for expensive face-to-face meetings.