

## CASE STUDY

# GIVE MORE BENCH TIME BACK TO SCIENTISTS & ENGINEERS WITH ARIS MODELING + AGILITY



## CONTEXT

The AFRL Munitions research agency in the US Department of Defense was undergoing a strategic reorganization to achieve greater business agility. As part of this initiative, emphasis was placed on the design and optimization of each functional area's business processes and related technology, risk and compliance.

## CLIENT CHALLENGE

The goal was to give more time back to Scientists and Engineers, to do more science and engineering (aka, "time on bench").

Slow, heavy IT services led to S&E complaints as part of a holistic User Research effort (see our case study, [AFRL UX-Driven Process Intelligence to Collaborative Process Improvement](#)). Additionally, there was poor collaboration on business process and IT solution discussions, manifested by excessive, unproductive meetings.

The IT and administrative support supporting S&E's staff spent more time in status meetings, rather than using high-cost face time to collaborate on solution design ideas to help deliver more effective IT services for S&E's. Furthermore, outside of meetings, reporting of their work took up more time away from research tasks - and communicated reports did not easily or quickly reach the relevant collaborators.

## SNAPSHOT



Process / solution design, agility-at-scale



R&D / Munitions



**ARIS** DIGITAL MODELING  
BY SOFTWARE AG

## PAIN POINTS

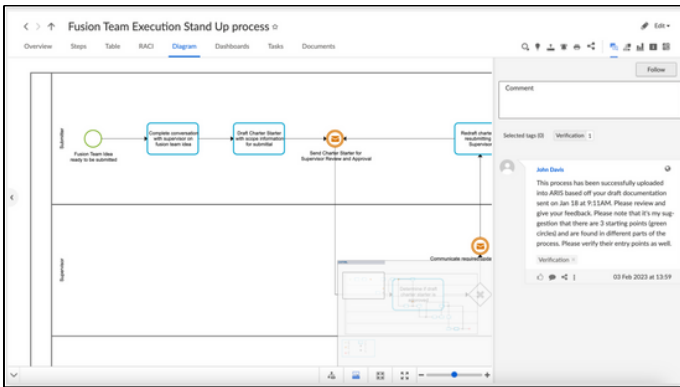
- Slow, heavy IT services
- Excessive toil for Scientists & Engineers
- Unproductive solution design meetings

## RESULTS

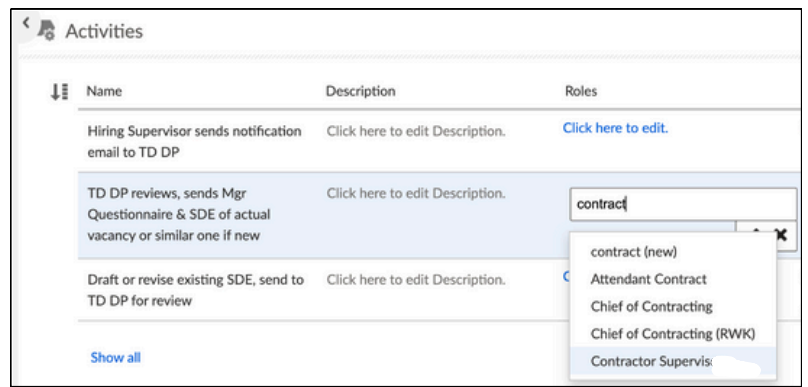
- High-level priorities aligned with processes
- Better "multiple point-of-views" technology solution design options
- Faster (or fewer) meetings with better model-based design preparation ahead of time

## WHAT WE DID

Starting with IT and administration leadership’s highest priorities, LSA Digital engaged its agility-at-scale team to help advise on chunking the outcomes into large chunks (“epics”). For example, some epics included workforce process improvement outcomes, and others focused on better technology adoption. To speed up collaboration and help make better decisions (with better information), LSA Digital implemented Software AG’s ARIS (a web-enabled, model-based design system) to provide a collaborative digital design solution that saved time, improved the flow of work, and improved the quality of meetings.



**Example** - web-based modeling and convenient social commenting helps business analysts, IT, security, compliance and other experts collaborate together.



**Example** - automatic table views make content easy to edit and display, e.g., for process owners or contributors. Automated workflow features can also send the data for approval.

## BENEFITS

Using ARIS model-based solution design system, paired with agility-at-scale practices, the DoD research agency was able to realize the following benefits:

- High-level priorities aligned with processes and IT solutions that will drive outcomes - for example, which processes to start working on first
- Technical solution designs were developed alongside processes, providing better technology context to simplify future-state process designs
- Solution teams could iterate “asynchronously” outside of meetings, helping to come better prepared for fewer meetings

## WORDS OF ADVICE

A “start-small scale-up” approach, including both agile practices and effective digital tooling, helps drive better collaboration and sync (SAFe principle #7) - saving time, and prioritizing more effective solution designs.