IT System Migration using
REMOTE DIGITAL
PROCESS MINING
DURING COVID-19

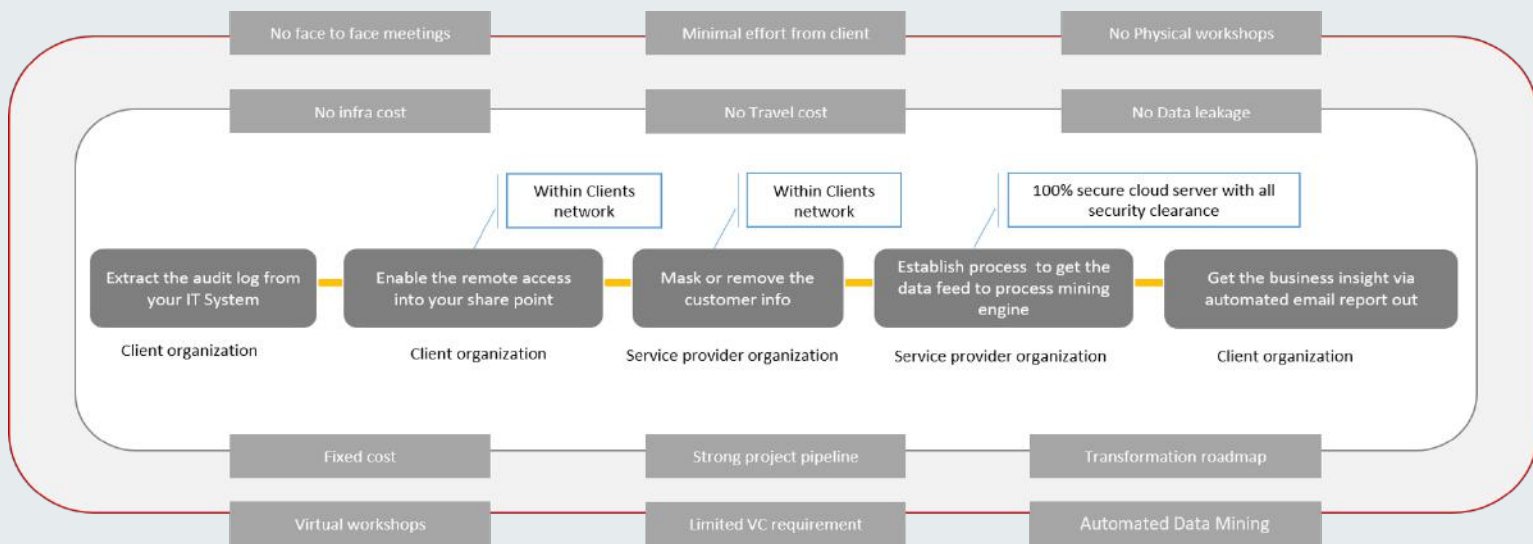# KEY CHALLENGES FACED BY IT MANAGERS DURING COVID-19

During any large scale pandemic like COVID 19, every business organization across the world needs to figure out the IT business continuity plan to enable smooth running of IT operations as well as system migrations. In order to run their day to day IT operations and planned IT transformation projects during COVID 19 crisis due to worldwide lockdown, the employee or customers or IT vendors are:

• Unable to travel
• Unable to have face to face meetings or have onsite workshop
• Businesses need to re-assess supply chain risk because of COVID-19 impact
• Huge pressure on IT reduce spend

Businesses depend on the smooth working of IT operations and any disruption in it can break the supply of goods and services to all the customers across the country / globe thereby creating a big negative impact on the world economy. This paper focuses on addressing the above concerns by deploying Remote Digital Process Mining mining tool on IT systems thereby enabling business organizations to carry out day to day IT function in a seamless, secure and reliable manner.
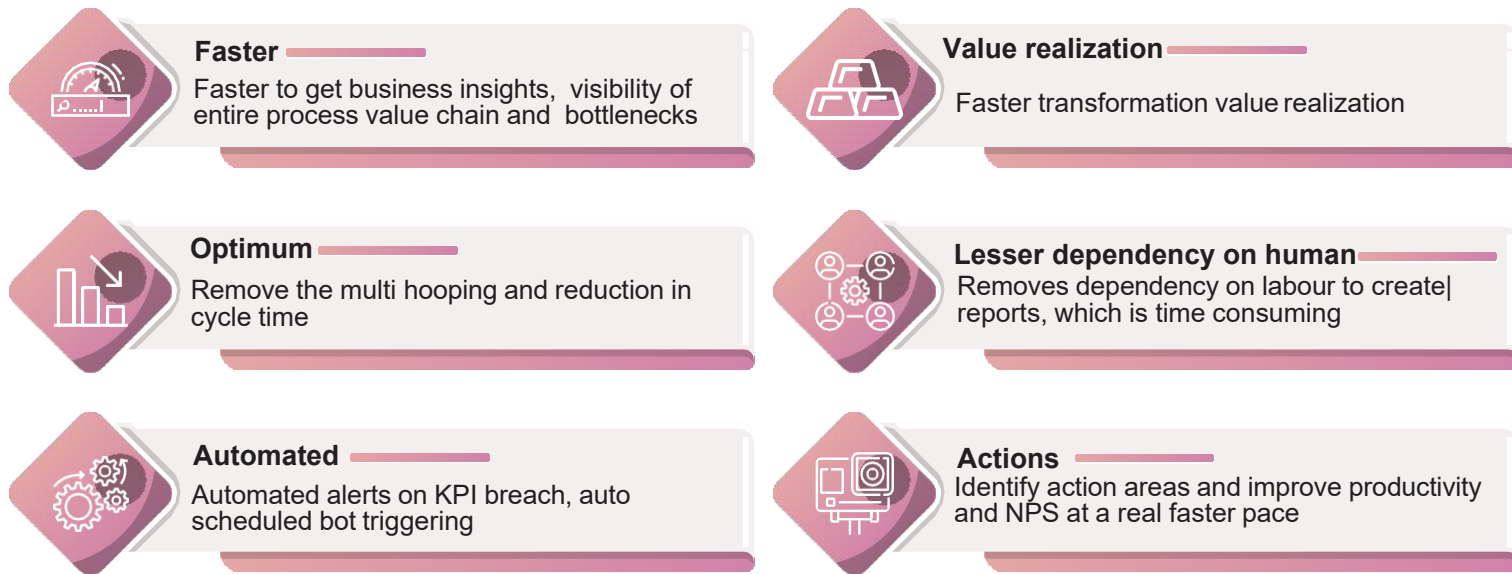
ENABLING REMOTE DIGITAL PROCESS MINING TO IT SYSTEMS

The Remote Digital Process Mining is designed to be a cost effective and secure solution for the client organization. In this process, clients can eliminate huge cost of running the process mining exercise and opt for yearly licenses for it. This capability will help them to get a one-time process mining report in a seamless manner and drive further IT transformation on top of it. Following diagram is to understand the complete value chain and key features:

No face to face meetings	Minimal effort from client	No Physical workshops
No infra cost	No Travel cost	No Data leakage

	Within Clients network	Within Clients network	100% secure cloud server with all security clearance	
Extract the audit log from your IT System	Enable the remote access into your share point	Mask or remove the customer info	Establish process to get the data feed to process mining engine	Get the business insight via automated email report out
Client organization	Client organization	Service provider organization	Service provider organization	Client organization

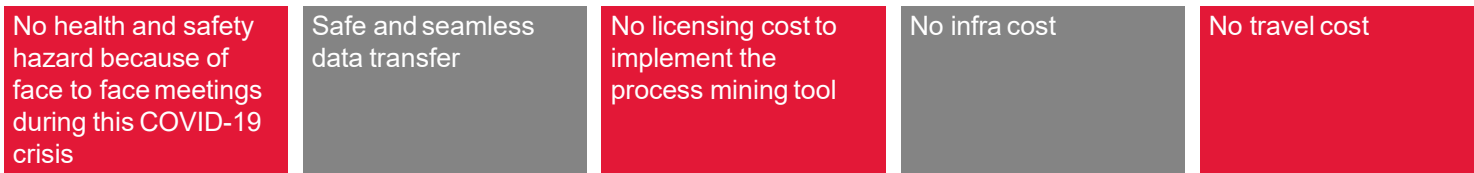| Fixed cost	Strong project pipeline	Transformation roadmap
Virtual workshops	Limited VC requirement	Automated Data Mining

KEY BENEFITS OF REMOTE DIGITAL PROCESS MINING

The Remote Digital Process Mining has brought a revelation on Traditional Process Mining and Data Discovery World. It is:
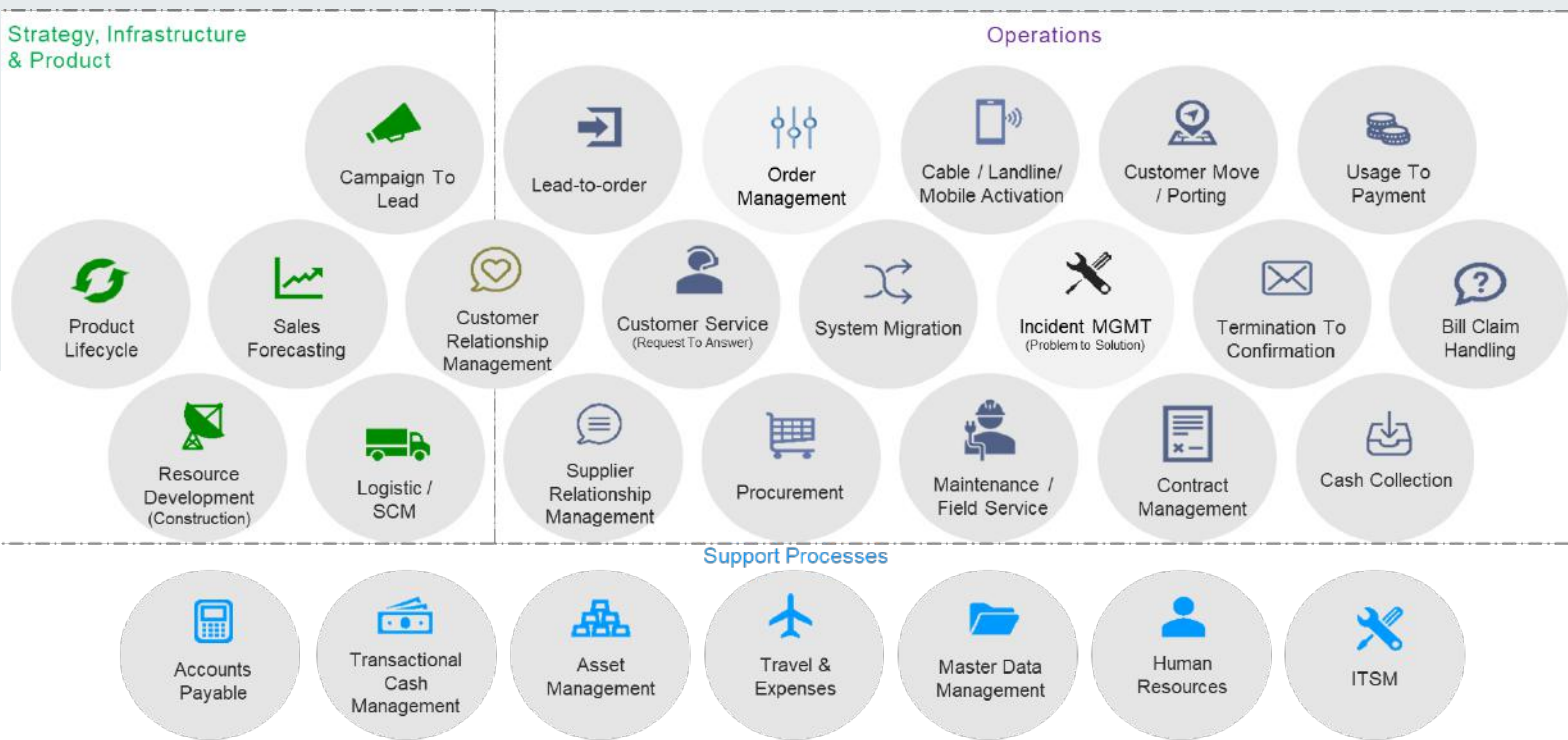
Faster
Faster to get business insights, visibility of entire process value chain and bottlenecks

Value realization
Faster transformation value realization

Optimum
Remove the multi hooping and reduction in cycle time

Lesser dependency on human
Removes dependency on labour to create reports, which is time consuming

Automated
Automated alerts on KPI breach, auto scheduled bot triggering

Actions
Identify action areas and improve productivity and NPS at a real faster pace

Remote digital process mining will add on top of it as below:

No health and safety hazard because of face to face meetings during this COVID-19 crisis	Safe and seamless data transfer	No licensing cost to implement the process mining tool	No infra cost	No travel cost

AREAS WHERE REMOTE DIGITAL PROCESS MINING CAN BE ENABLED IN IT LANDSCAPE

The remote digital process mining can be deployed in any IT process (function or department) of a business organization:

Strategy, Infrastructure & Product

Operations

- Campaign To Lead
- Lead-to-order
- Order Management
- Cable / Landline/ Mobile Activation
- Customer Move / Porting
- Usage To Payment
- Product Lifecycle
- Sales Forecasting
- Customer Relationship Management
- Customer Service (Request To Answer)
- System Migration
- Incident MGMT (Problem to Solution)
- Termination To Confirmation
- Bill Claim Handling
- Resource Development (Construction)
- Logistic / SCM
- Supplier Relationship Management
- Procurement
- Maintenance / Field Service
- Contract Management
- Cash Collection

Support Processes

- Accounts Payable
- Transactional Cash Management
- Asset Management
- Travel & Expenses
- Master Data Management
- Human Resources
- ITSM

REMOTE DIGITAL PROCESS MINING FOR IT SYSTEM MIGRATION

IT system migrations require extensive face-to-face workshops with the business teams which can be avoided by enabling remote digital process mining during all the 4 phases:

Pre-Migration

- Document the As-Is process from business and IT perspective
- Identify and prioritize issues and areas for creating a backlog to be focused on during and after the migration
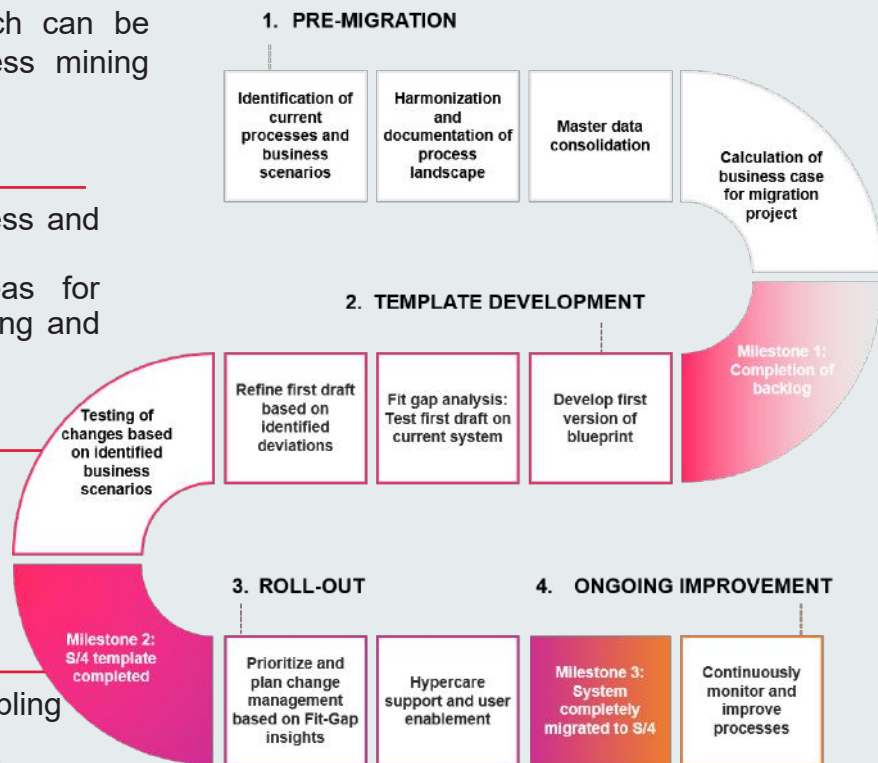
Template Development

- Create a first process blueprint
- Analyze the Fit/Gap of the new template
- Test templates based on real-life business scenarios

Rollout

- Speed up the hypercare period by self-enabling users to improve their user behavior
- Prioritize changes based on Fit/Gap insights

Ongoing Improvement

- Monitor standardization and efficiency of systems
- Continuously improve the processes

1. PRE-MIGRATION

| Identification of current processes and business scenarios | Harmonization and documentation of process landscape | Master data consolidation | Calculation of business case for migration project |

2. TEMPLATE DEVELOPMENT

| Testing of changes based on identified business scenarios | Refine first draft based on identified deviations | Fit gap analysis: Test first draft on current system | Develop first version of blueprint | Milestone 1: Completion of backlog |

3. ROLL-OUT **4. ONGOING IMPROVEMENT**

| Milestone 2: S/4 template completed | Prioritize and plan change management based on Fit-Gap insights | Hypercare support and user enablement | Milestone 3: System completely migrated to S/4 | Continuously monitor and improve processes |

Process Documentation

Up-to-date documentation is a key requirement before starting any migration project. Enterprise / Business Solution Architects can use process mining to generate documentation for the current configuration of the system using a structured data driven approach.

- Easy to document as-Is processes
- Low dependency on availability of process experts
- Can benchmark different organizational units (e.g. systems, company codes, plants)
- Easy identification of business scenarios and consolidation of similar ones
- Data Migration Architect to consolidate the vendor and customer master via live database connections

Fit / Gap Analysis

The solution validation team can use remote process mining to identify deviations between the business process blueprint and the legacy process. It may also quantify the impact of identified gaps allowing for an efficient creation of a prioritized backlog which can be used for the planning of the next project.

- The Fit/Gap analysis also provides you the means to monitor the evolution of your conformance
- Use of automated checking of as-is vs to-be processes
- Focus on deviations instead of the identification of deviations
- Preparation can be done autonomously

Test Coverage Monitoring

Test mangers can use remote process mining to track the execution of the tests. In contrast to test management systems, a remote process mining tool does derive the test coverage based on manual entered data from the test teams but it derives it from the system under test.

- Ensures that test managers have full visibility on the current test status even if test teams enter wrong data in the test management system
- Tests can be accurately designed to test only what's relevant
- Improvement of time to test changes
- Monitoring of end-to-end testing scenarios

Monitor User Adoption

Organizational change managers can use remote process mining tool to track to user adoption after go live of their system. In case users are following unwanted process paths, they can derive a custom training plan or can trigger further technical amendments of the system. Additionally, users can be proactively approached and supported by highlighting in which cases they didn't conform to the desired usage. Based on this, an improved usage can be proposed.

• Push instead of pull of necessary information
• Possibility to act proactive instead of reactive
• Objective assessment of system usage

ABOUT AUTHOR

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Saurabh Chaturvedi has 12+ years of industry experience in Business Process Consulting. He is currently working with Tech Mahindra BPS as a Lead Business Consultant. Prior to this, he has worked with Accenture Consulting, Ernst & Young and Siemens. He is responsible to define transformation strategy and solution in areas of Process Mining, RPA and Intelligent ERP for large enterprises. He is a certified consultant in process mining as well as CRM area covering lead to order, order to cash and customer service.

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