Putting People First

A Human Approach to Process Automation
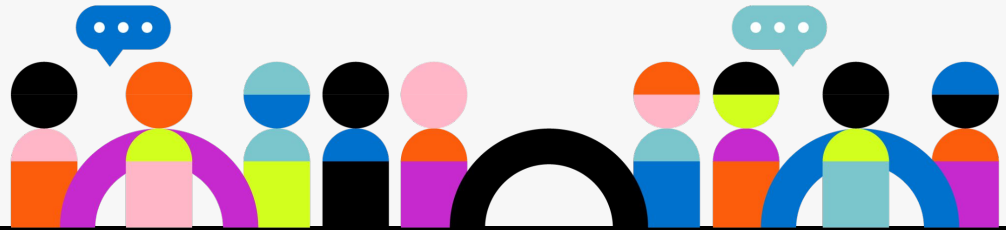
Why a "Human Approach"?

> " An intentional focus on and **investment in people development** closes the **alignment gap between technology and people**. Tight **integration between innovation and day-to-day** operations reduces complexity and increases adaptivity. Firms that can **converge their people-driven creativity and technology-driven innovation and productivity in a virtuous cycle** will **outperform their competition**.
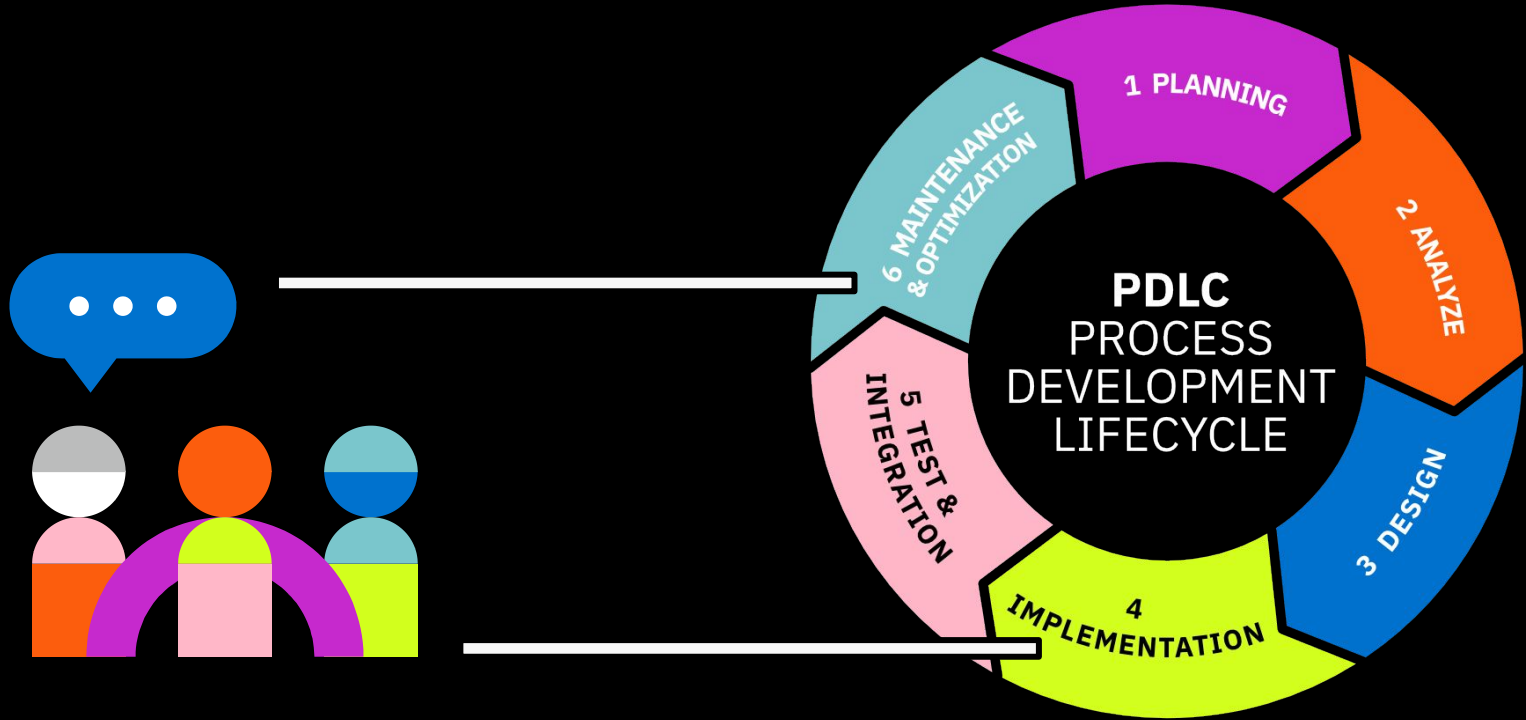
Forrester
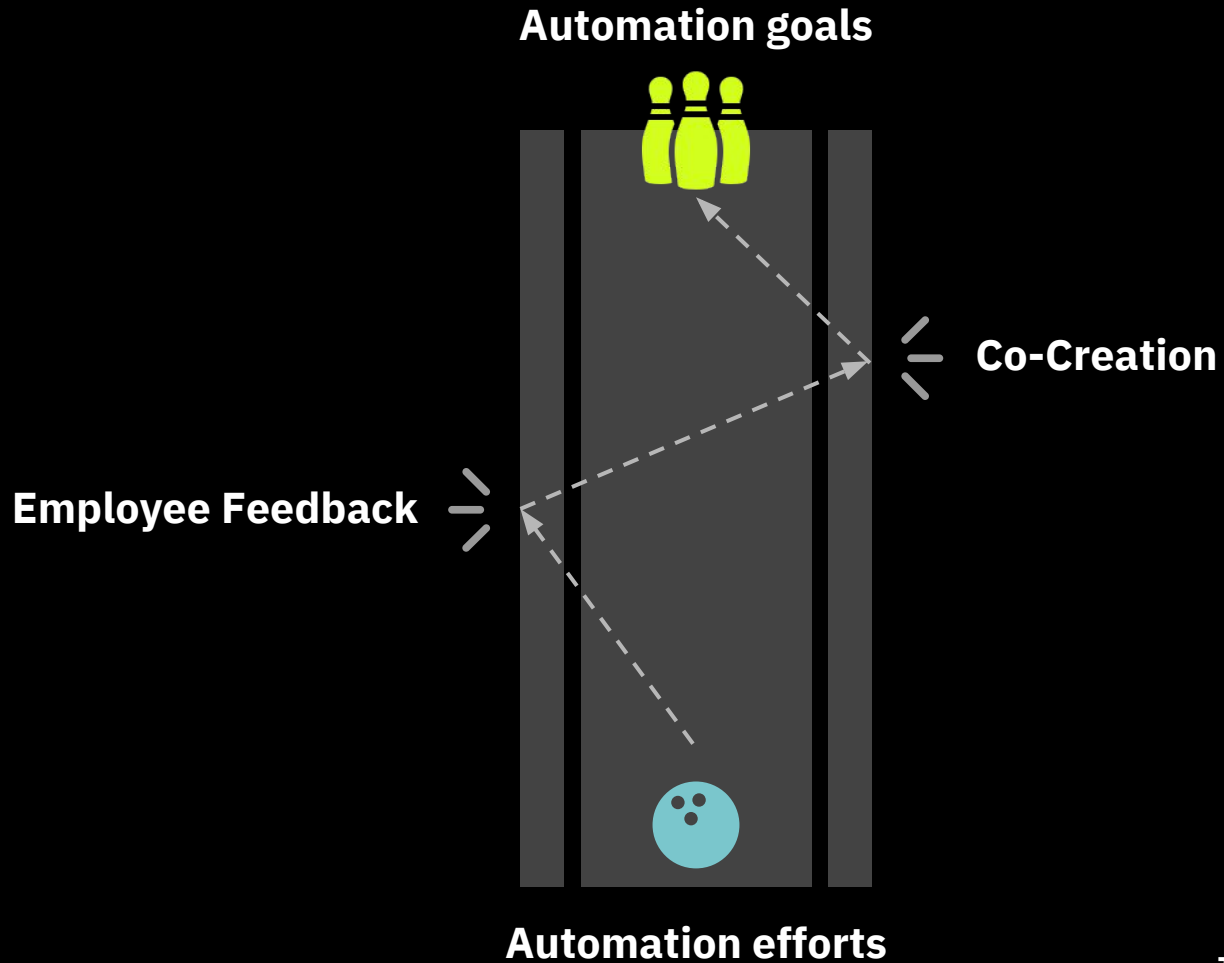Technology's Future Is Human-Centered, December 15, 2022
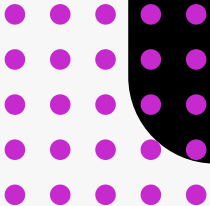
The Problem

Closing the PDLC Feedback Loop

EX

Discover ▶▶ Design ▶▶ Deliver

McKinsey - This time it's personal: Shaping the 'new possible' through employee experience

Automation goals

Co-Creation

Employee Feedback

Automation efforts

CCS 2023

The Bowling Alley Framework

> "
>
> Automation solutions evolve to form the **fabric of human-centered business**. Work is increasingly becoming a **team sport** as **the notion of 'a person assigned to do a job or task' wanes**. In this environment, **tasks need to be intelligently orchestrated across networks of human workers** [...]; [digital and] physical robots; and other forms of automation.
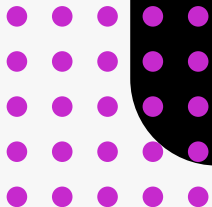
Forrester
Technology's Future Is Human-Centered, December 15, 2022

Iteration over Perfection

Orchestration First ▶▶

Beats

Automation First

Often, **optimizing the company processes before automating** will result in a **better ROI** as compared to automating the process without optimizing it.
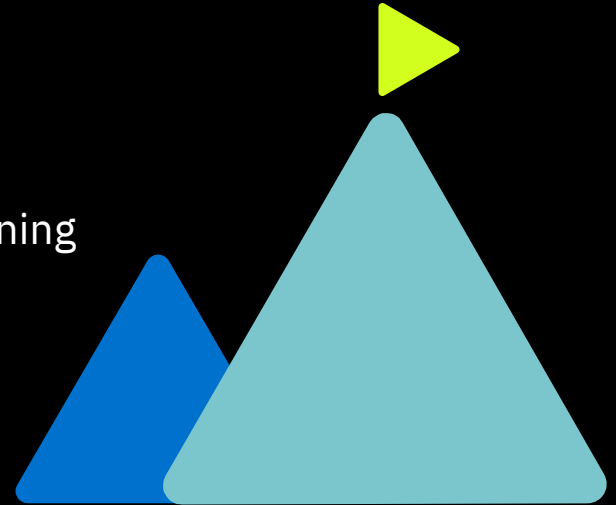
Process orchestration enables the

Automation Fabric

for successful organizations

Benefits of Orchestration First

▶▶▶ Start with the **happy path**

▶▶▶ Immediately have an **audit trail**

▶▶▶ Identify **edge cases** on the go

▶▶▶ Receive **feedback from users** right from the beginning

▶▶▶ Discover **unknown opportunities**

▶▶▶ Follows **agile software development** practices

Our highest priority is to **satisfy our employees and business** through **early and continuous delivery** of valuable process orchestration changes.

Agile Manifesto Principle #1, but for Processes

{ Let's Build }
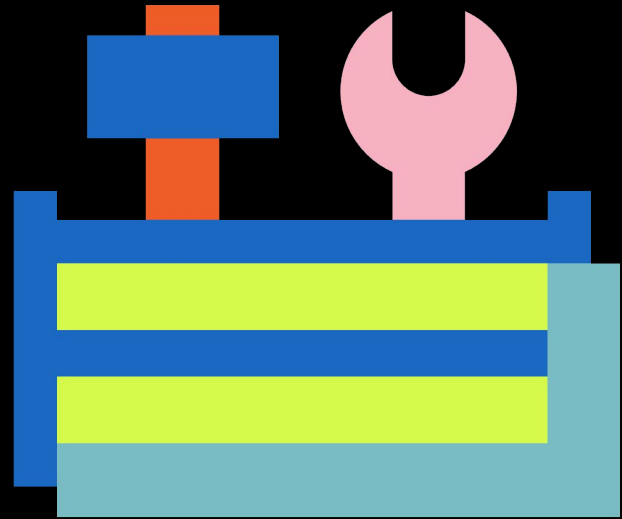
What We'll Be Building Today

Self-Service Taxpayer Registration Process

A collaborative, custom task application around legacy systems

What We'll Be Using Today

- New Tasklist and Modeler REST API

- New Form Editor

- form.js

- Camunda Web Modeler

- Protocol Connectors

- A Low-Code Application Platform

- Our Legacy System of Record

Some Requirements

Allow file/document upload

Start a process via form

Orchestrate a legacy system

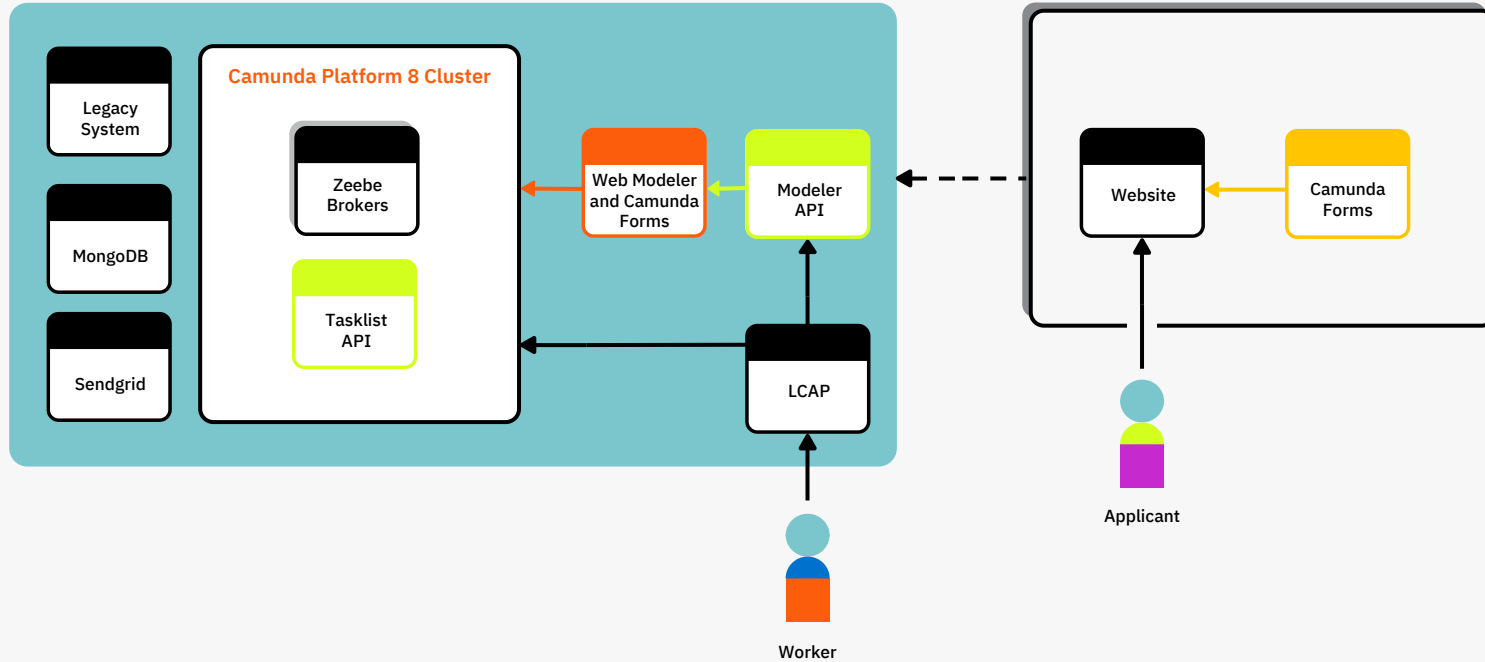Allow task workers to file improvement feedback
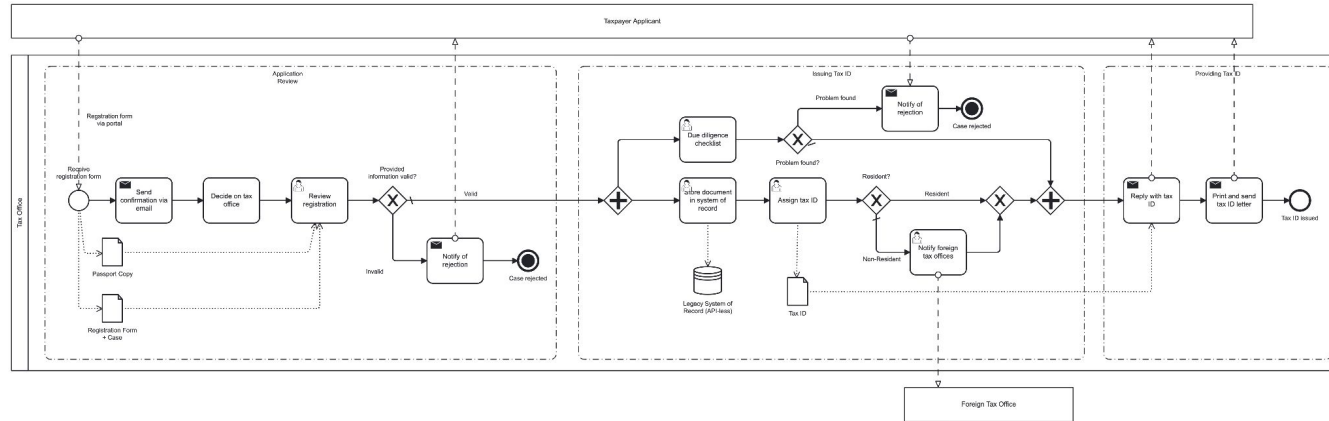
Build extremely ffffast

Our App's Architecture

Tax Office Task Application

Taxpayer Registration Portal

Legacy System

MongoDB

Sendgrid

Camunda Platform 8 Cluster

Zeebe Brokers

Tasklist API

Web Modeler and Camunda Forms

Modeler API

LCAP

Worker

Website

Camunda Forms

Applicant

The process

Takeaways

▶▶▶ Orchestrating existing implicit processes is easy to do with Camunda

▶▶▶ Use a flexible approach to be agile

▶▶▶ Together with external data storage, you can build powerful task + case apps

▶▶▶ The happy path can be set up in days

▶▶▶ Legacy systems are no roadblock

Thank You

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