

# Tracking our journey to Camunda 8 with myProcess Automation Platform

@ T-Systems Austria

Lukas Fröhlich  
Mohamed Aly



LIFE IS FOR SHARING.



# About us



**Lukas Fröhlich**  
Teamlead Automation



**Mohamed Aly**  
Senior Solution Architect



# About T-Systems

**#1** IT service provider  
in Germany & DACH

**3.9 bn** Revenue with +5.3% organic growth from  
2022 to 2023

**8** Security Operations Centers (SOCs) globally  
defending against >36mn attacks per day

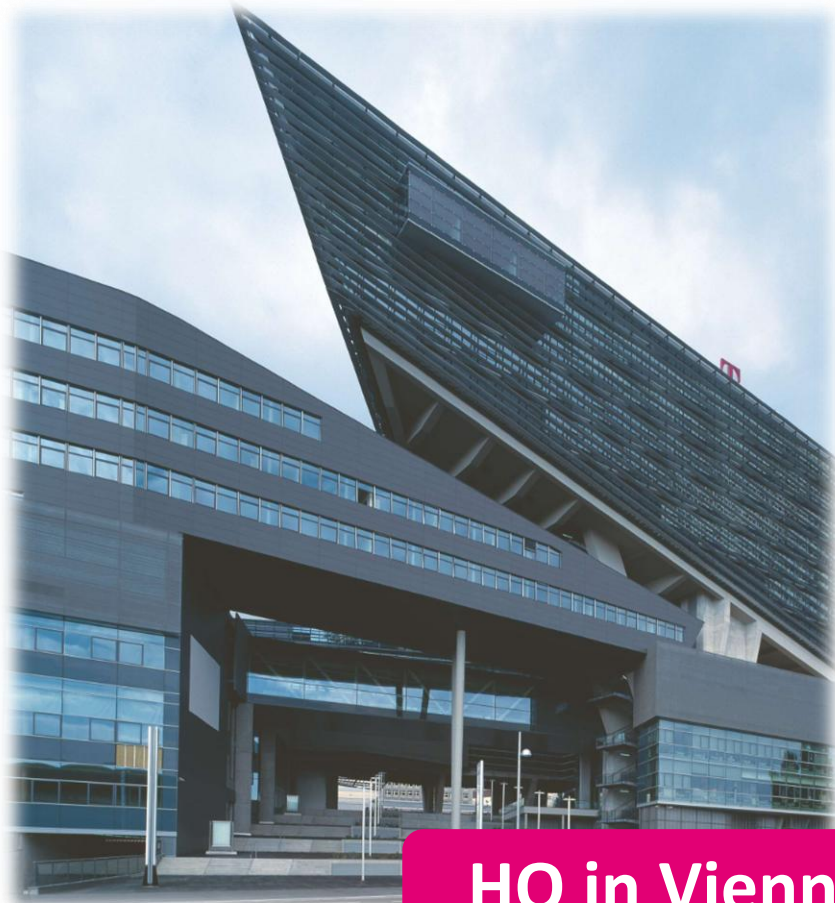
**20** Countries across US,  
LATAM Europe & Asia

**> 500** Leading technology  
partners and suppliers

**> 1,000** Customer references  
as proof points

**> 26,000** Employees (FTE) with  
> 20.000 certified experts

# About T-Systems Austria



**HQ in Vienna**

**619 Employess**

**Advisory, Cloud Services,  
Digital Enabler, Security**

**Services provided for various  
industries**

**Manufacturing &  
Automotive**

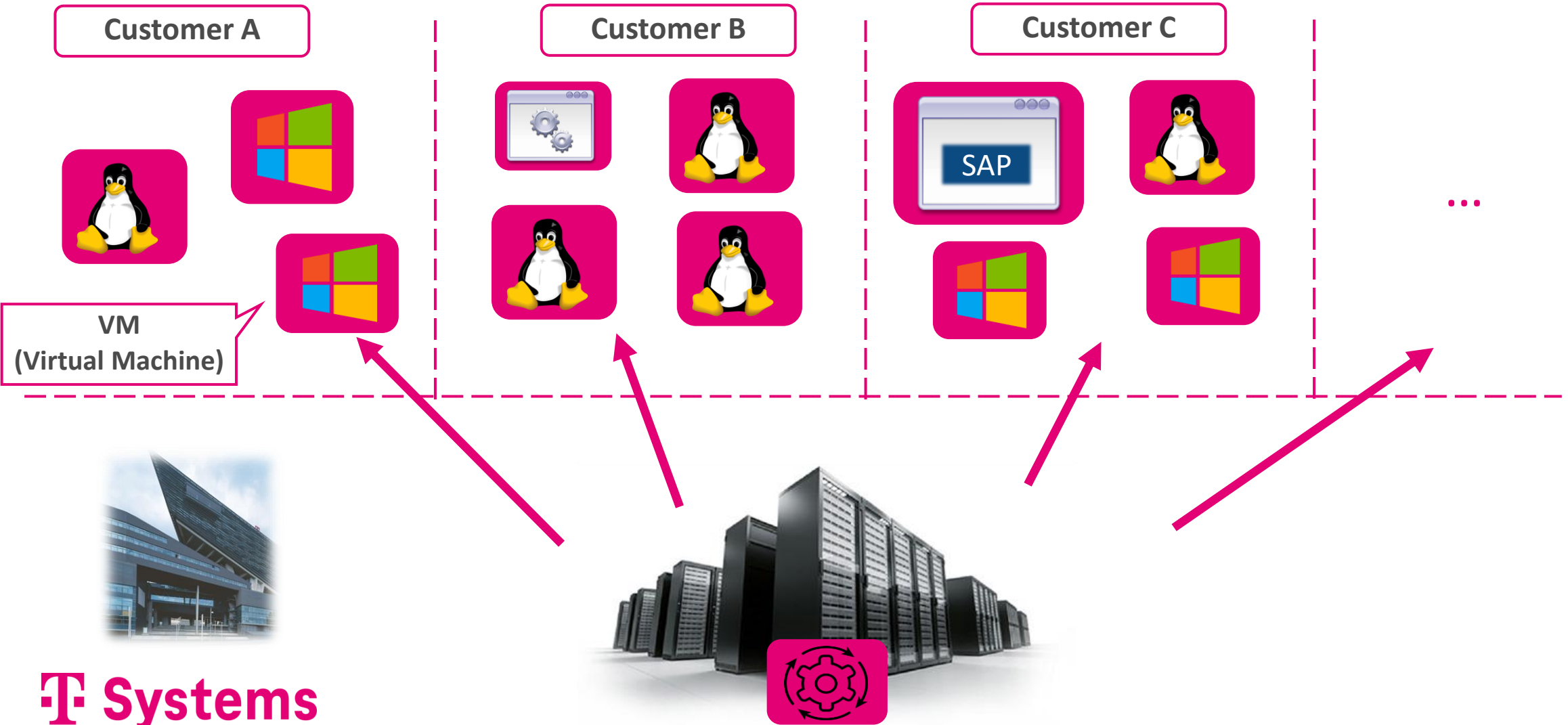
**Public & Health**

**Banking & Finance**

**Public Transportation**

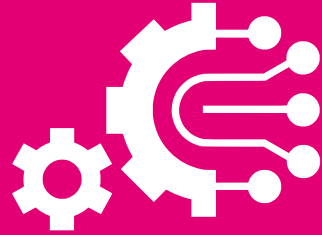
....

# T-Systems Austria



# Solution

In House  
Development



myProcess Automation Platform

# CAMUNDA 7

~60 000 started  
processes

~220 process  
definitions

in 2024

Available Requests

Infrastructure

**Autopatch Category Assignment**  
Infrastructure  
Autopatch Category Assignment

**Create F5 Virtual Server**  
Infrastructure  
Create F5 Virtual Server

**Create IP Network**  
Infrastructure  
Request a new IP Network

**Create Maintenance Window**  
Infrastructure  
Creates a Maintenance Window for a specified list of CIs (incl. Dependencies)

**Create NFS Volume**  
Infrastructure  
Creates a NFS Volume

**Create Windows Cluster**  
Infrastructure  
Create a new windows cluster.

**Create new Oracle Database**  
Infrastructure  
Create a new Oracle database on PCA.

**Create new Oracle VM**  
Infrastructure  
Create a new Oracle VM.

**Create or Delete DNS Entry**  
Infrastructure  
Create or delete DNS entry on internal DNS server

**Extend/Shrink NFS Storage**  
Infrastructure

**Flexera Installation**  
Infrastructure

**Generic Appliance Deployment**  
Infrastructure

VMCreate v4

Basic Settings

Specify basic settings.

**Customer \***  
select Customer ...

**WBS Installation \***  
select WBS Install ...

**WBS for Operation \***  
select WBS Operations ...

**Environment \***  
select Environment ...

**Criticality \***  
select Criticality ...

Use SLA  
select SLA ...

**Platform Specification**  
Specify platform settings.

T-Center  ODC

Enable Specific Infrastructure Selection

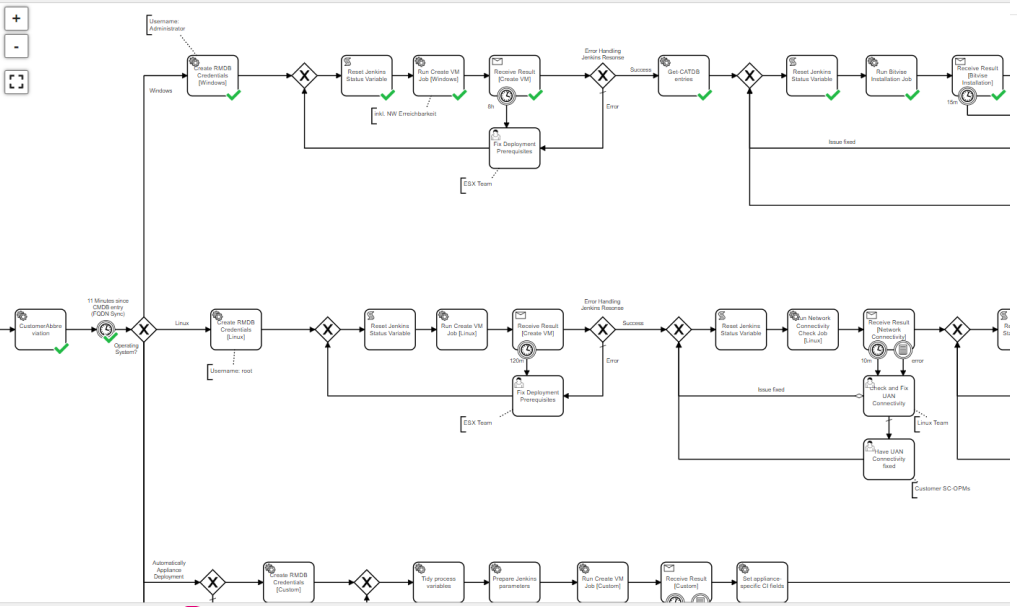
**Infrastructure \***  
select Infrastructure ...

**Cluster / Location \***  
SHDV12-L

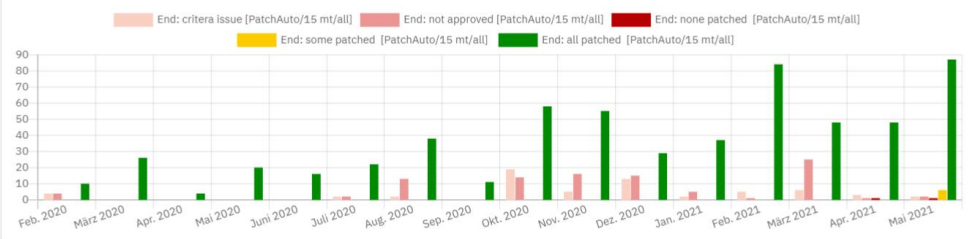
**Datastore Type \***  
select Datastore Type ...

VMCreate v4 -

Details Process Diagram Debug



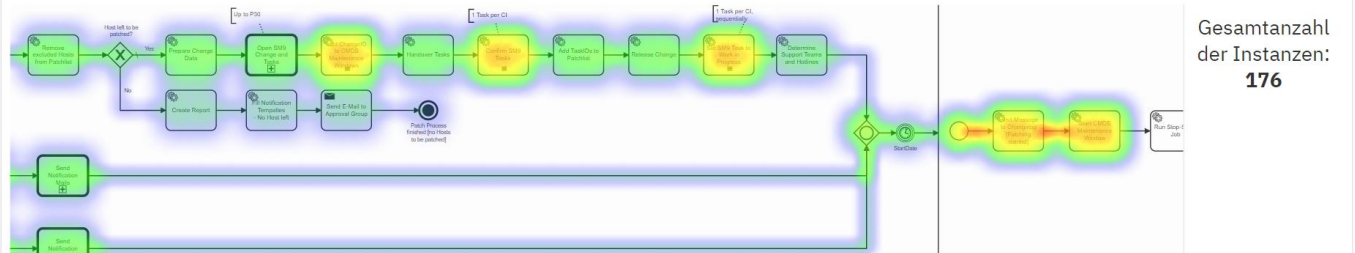
Process Result [PatchAuto/15mt/all]



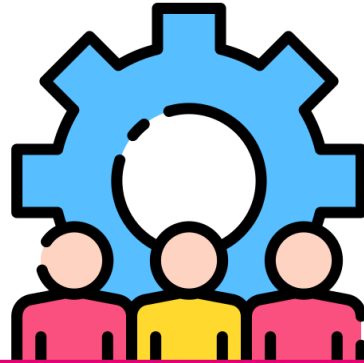
Running Instances (by month of sta...)



Heatmap Count [PatchAuto/last 2 months / all]








Gesamtanzahl der Instanzen: 176



## Automation Team

8 employees

2 Back-End Developers	
2 Front-End Developers	
2 Use-Case Engineers	
1 Infrastructure Expert	
1 Team-Lead	

# Throwback to May 2024....



In House  
Development



myProcess Automation Platform

**CAMUNDA 7**

The central graphic features a white icon of two interlocking gears on the left and a stylized circuit board on the right, all set against a magenta background. Below this, the text "myProcess Automation Platform" is written in white. The bottom section of the graphic has an orange background with the text "CAMUNDA 7" in white, where "CAMUNDA" is underlined and "7" is significantly larger.

Camunda 8?



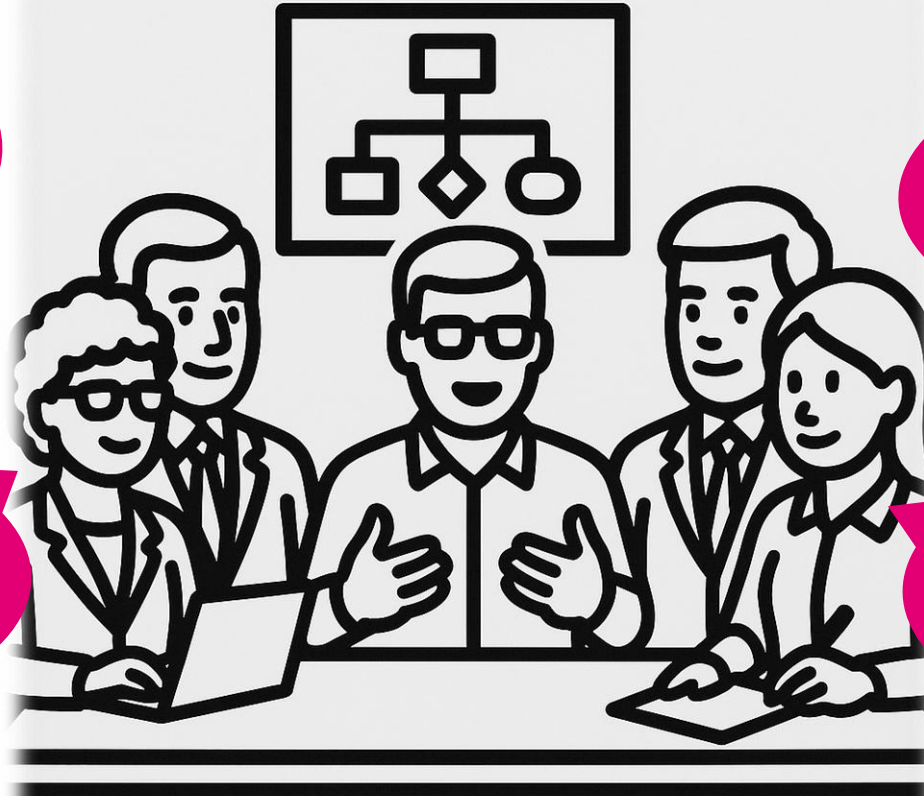
There is now a unified REST Interface! 🕶️



Camunda 8!



Camunda 8!





Early Adoption – Give Feedback

Improved Data Management

„Optimistic  
Locking Exception“

Kubernetes Native Architecture

Access to New Features

RPA / IDP / ...

Enterprise Support from Camunda



# Goals

First Version of myProcess by  
May 2025

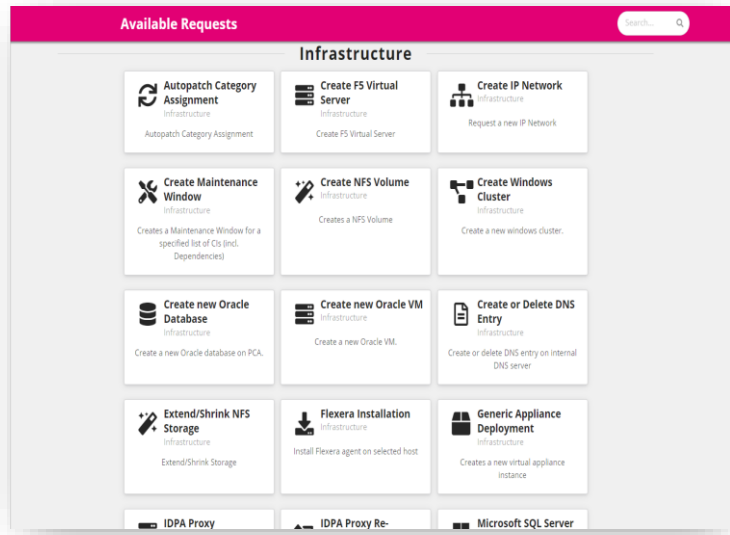
Migrate 2-3 workflows

Production-Ready

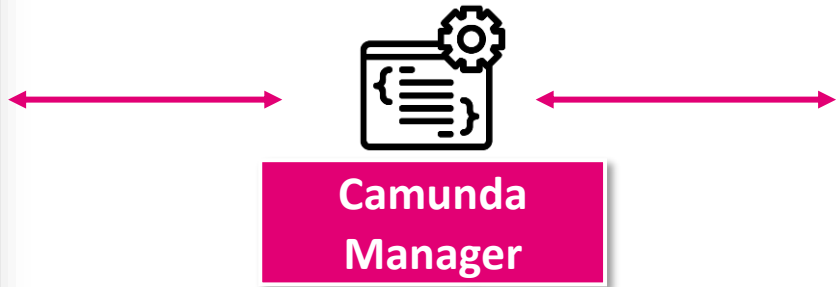




# The Old Kingdom



myProcess



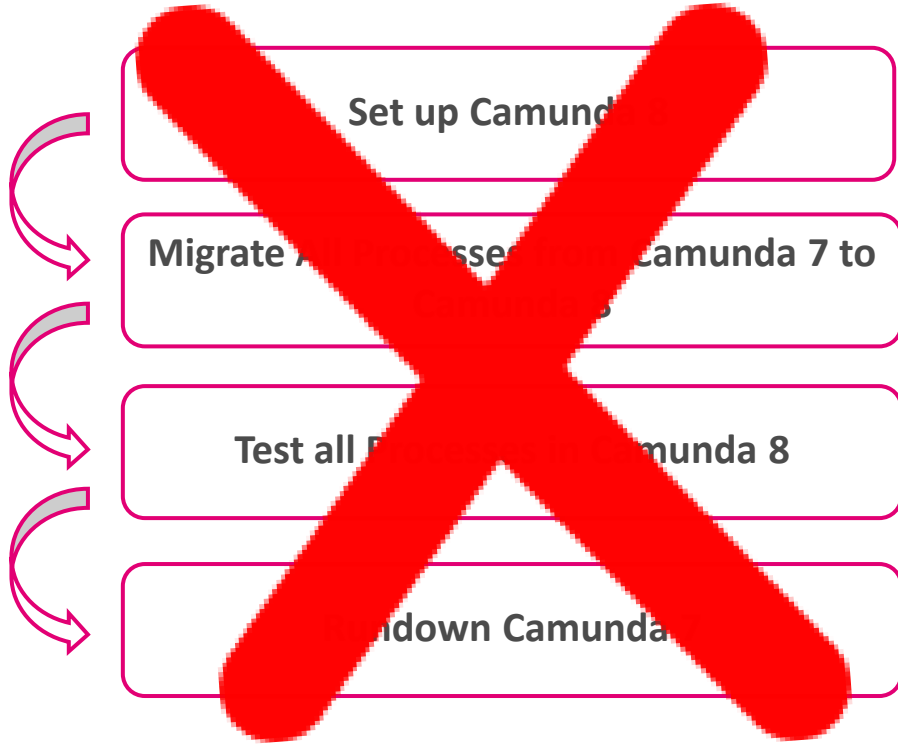
Camunda Manager



Camunda BPMN Engine

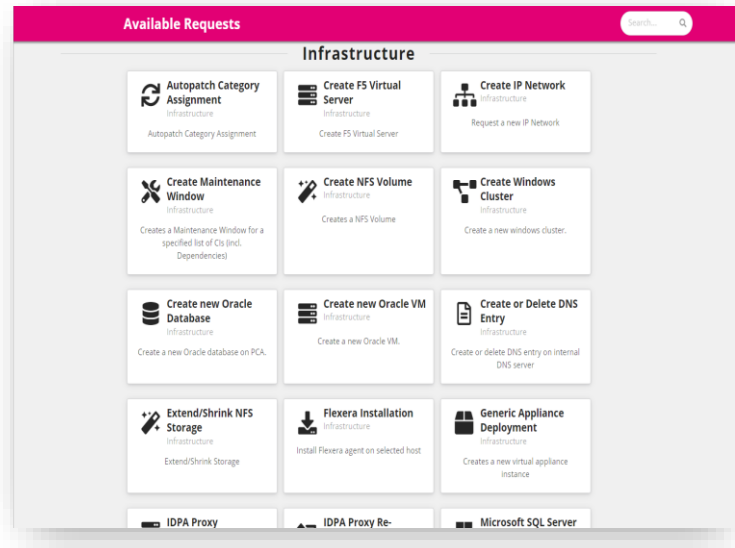


# The Big Decision – How to Migrate?



# The Big Decision – How to Migrate?

Run both Versions in Parallel!



myProcess



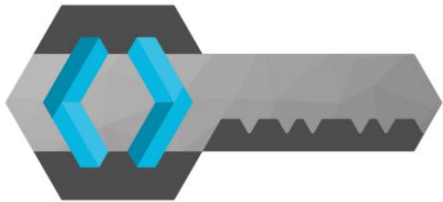


# Challenges

# The First Obstacles: The Infrastructure Jungle



kubernetes



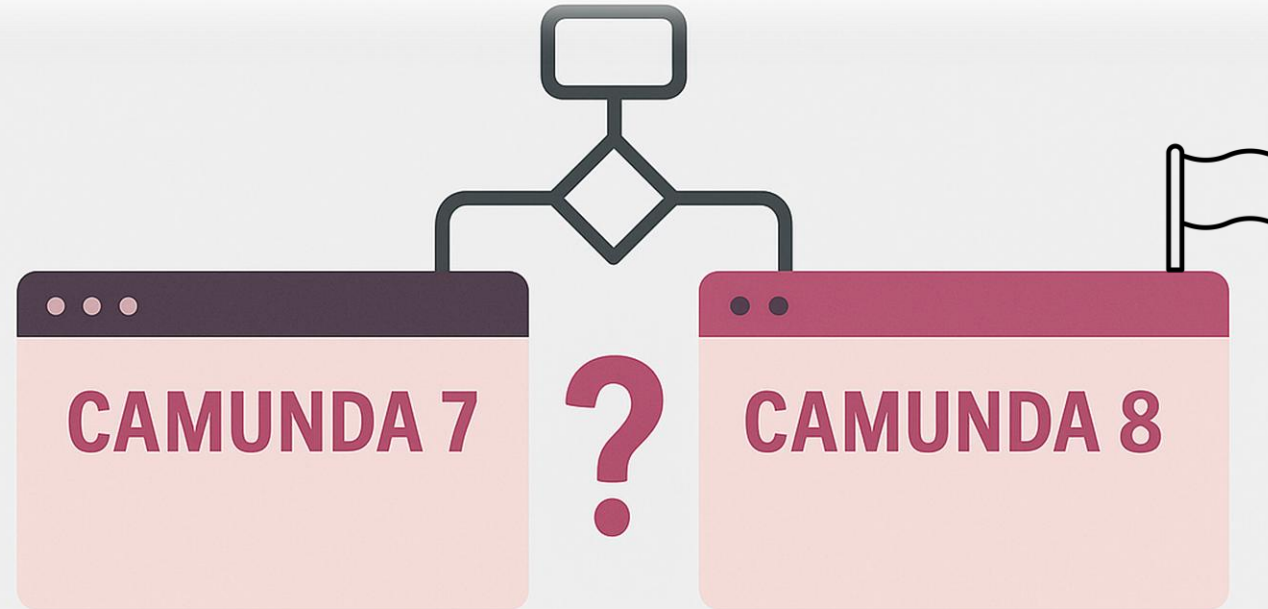
KEYCLOAK

**T Systems**



elasticsearch

# One Process Two Camunda Versions?





# Dealing with Topic Limitations in Camunda 8

Fetch multiple  
Topics in one  
Request

**External Tasks**

**CAMUNDA 7**

**VS**

Only one Topic per  
Request allowed

**Jobs**

Camunda **8**

One shared Job  
Type for all Tasks ✓

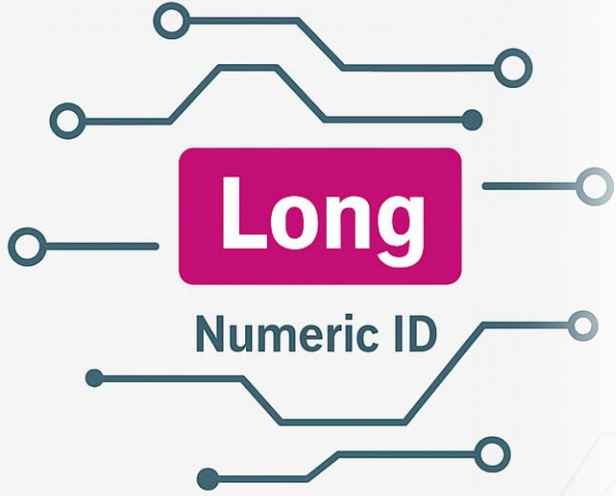
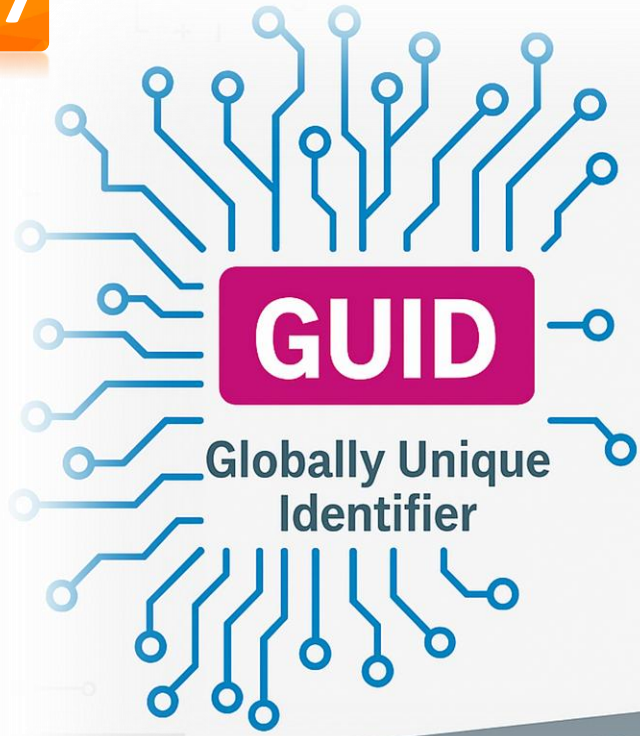
Job Headers to pass  
Topic Name ✓

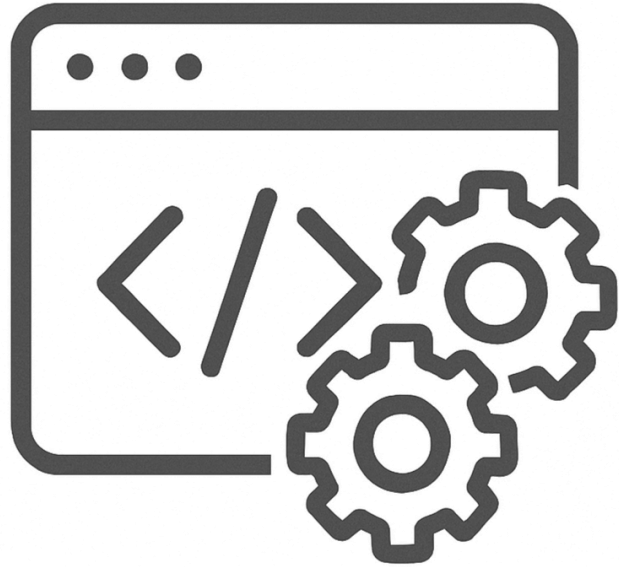
# Usertasks



**CAMUNDA 7**

Camunda **8**





# Implementation



# Essential APIs: Tools for the Journey



**Start Process Instance**

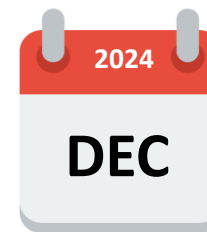
**Get all Process Instances**

**Get completed Instances after  
a specific Date**

**Load Process Model**

**Load and Complete User Tasks**

**Load and Complete Jobs**



# Implementation Phase: Development in Action

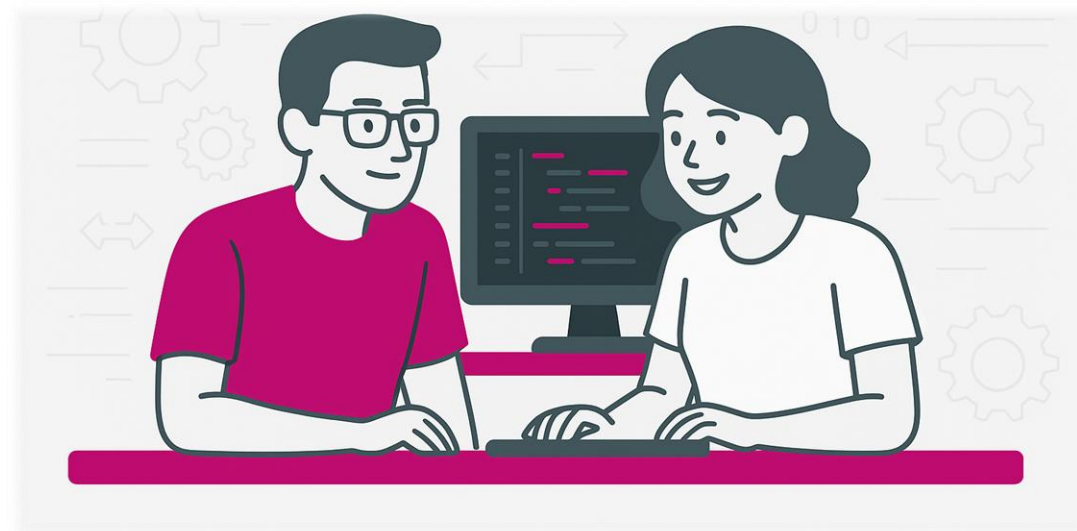
C8 Deployment in Kubernetes

Implement required Endpoints

Pair Programming

Fewer Errors

Knowledge Sharing



# The Unexpected Roadblock: API Limitations

Missing Features



Sessions with Camunda

Alpha Version with  
required Features



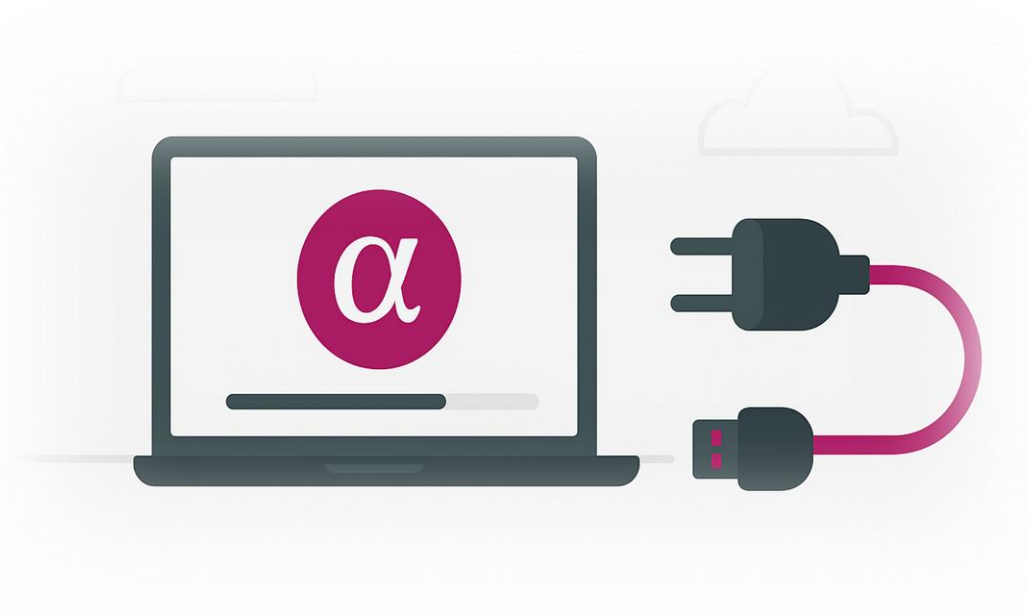
# Installing the Alpha Version: Not Quite Plug-and-Play

Challenging Installation

Little Documentation

Changed environment  
Variables

Code Refactoring



Camunda Support

Required Features

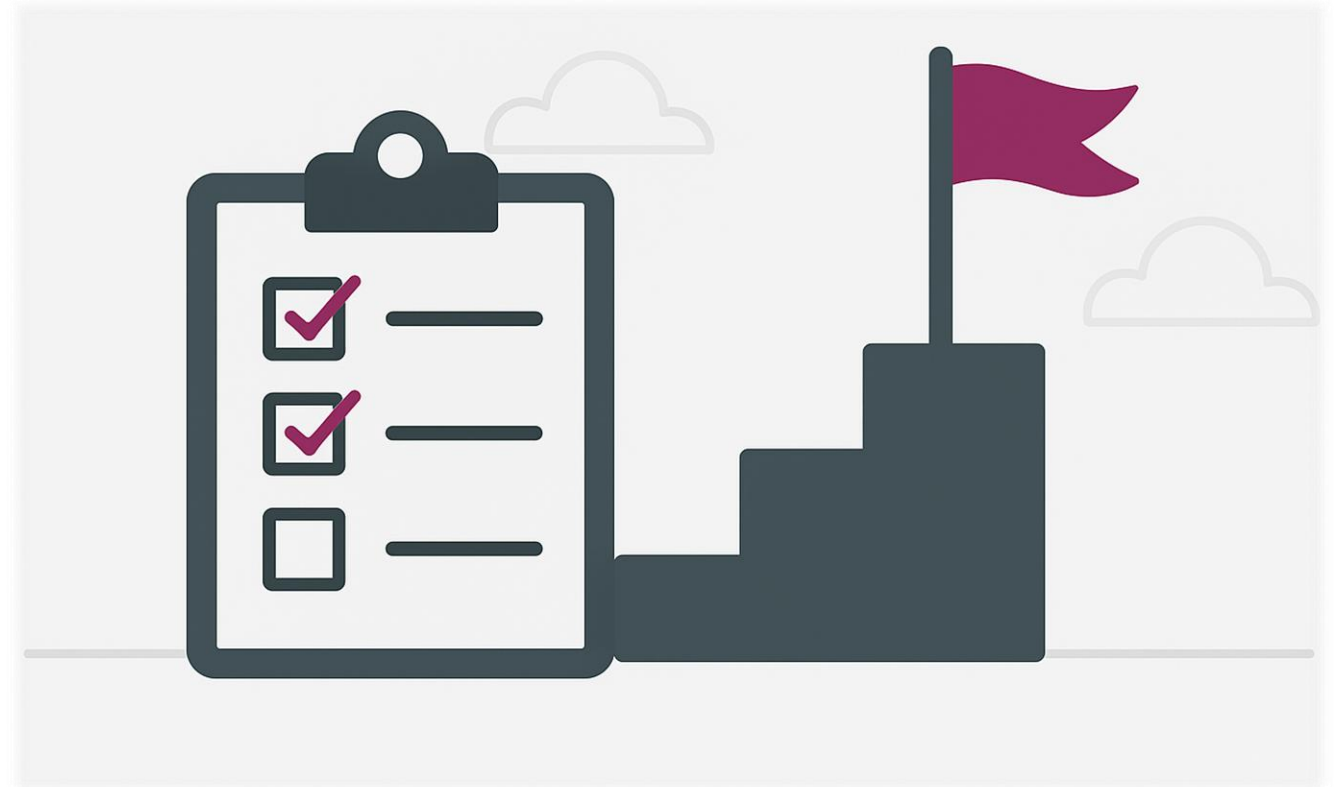
# Last Steps



Finishing Implementation

Testing

Usecase Migration



# Use Case Selection for Migration



Available Requests

Search...

### Infrastructure

<b>Autopatch Category Assignment</b> Infrastructure Autopatch Category Assignment	<b>Create F5 Virtual Server</b> Infrastructure Create F5 Virtual Server	<b>Create IP Network</b> Infrastructure Request a new IP Network
<b>Create Maintenance Window</b> Infrastructure Creates a Maintenance Window for a specified list of CIs (incl. Dependencies)	<b>Create NFS Volume</b> Infrastructure Creates a NFS Volume	<b>Create Windows</b> Infrastructure Create
<b>Create new Oracle Database</b> Infrastructure Create a new Oracle database on PCA.	<b>Create new Oracle VM</b> Infrastructure Create a new Oracle VM.	<b>SnapshotCreate</b> Infrastructure Process for creating snapshots of ESXi + Nutanix VMs
<b>Extend/Shrink NFS Storage</b> Infrastructure Extend/Shrink Storage	<b>SnapshotCreate</b> Infrastructure Process for creating snapshots of ESXi + Nutanix VMs	<b>Generic Appliance Deployment</b> Infrastructure Creates a new virtual appliance instance
<b>IDPA Proxy Deployment</b> Infrastructure	<b>IDPA Proxy Re-Deployment</b> Infrastructure	<b>Microsoft SQL Server</b> Infrastructure

Meaningful Use Case

Technical Relevance

Sensible for first Migration

# Migration of BPMN Model



Datei auswählen SnapshotCreate\_New\_AllPlattformen\_C7.bpmn

Camunda 7 BPMN file

Append messages to documentation

Enable Default job type usage

Check

Convert and download

Download Checklist as CSV

**Delivers a first Starting Point**

Arranged results

process **SnapshotCreate**

INFO: Unused attribute 'historyTimeToLive' on 'process' is removed.

serviceTask **Activity\_1pzf60e** Set Requestor

REVIEW: Attribute 'topic' on 'serviceTask' was mapped. Is set as job type.

REVIEW: Element 'inputParameter' was transformed. Parameter '\_\_Requestor': Please review transformed expression: " -> '=null'.

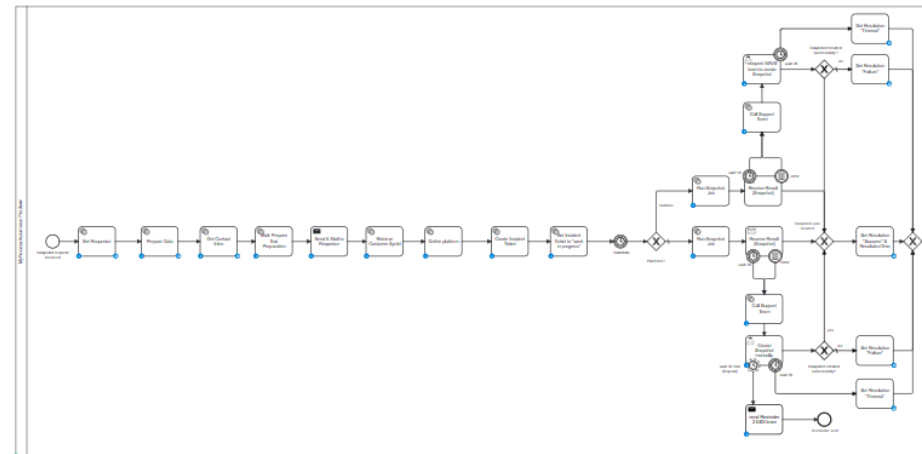
REVIEW: Element 'inputParameter' was transformed. Parameter 'Requestor': Please review transformed expression: " -> '=null'.

REVIEW: Element 'outputParameter' was transformed. Parameter 'Requestor': Please review transformed expression: '\${Requestor}' -> '=Requestor'.

INFO: Unused attribute 'type' on 'serviceTask' is removed.

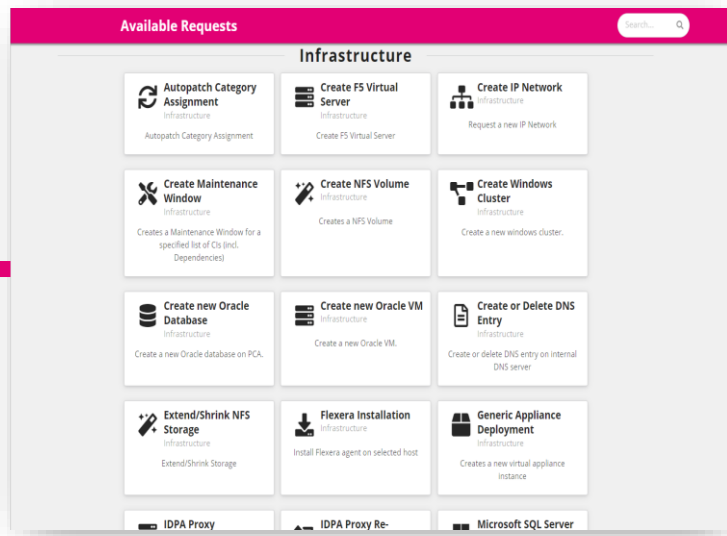
serviceTask **Activity\_0qb4f1i** Prepare Data

REVIEW: Attribute 'topic' on 'serviceTask' was mapped. Is set as job type.



Version: 0.10.2-SNAPSHOT

# DEMO



myProcess





myProcess Portal  
DEV

Lukas Fröhlich  
Lukas.Froehlich@t-systems.com

**MENU**

- New Request
- My Requests
- Open Tasks
- All Active Requests
- News

**REPORTS**

**ADMINISTRATION**

- Open User Tasks
- Dynamic Endpoints
- External Task Topics
- Deploy BPMN
- Scheduler
- Request Types



**myProcess Portal**  
Welcome to the myProcess Portal.



# The Future of Camunda 8 @ T-Systems Austria



## **CAMUNDA** 8.8.0-alpha2

No Production Readiness 🙄

Stable Release scheduled for October 2025



# The Future of Camunda 8 @ T-Systems Austria



# Thank You



There are many challenges when performing this migration. However, having the right approach makes everything possible.

Don't hesitate to ask for help; it's a sign of wisdom, not weakness.



lukas.froehlich@t-systems.com  
mohamed.aly@t-systems.com



<https://www.linkedin.com/in/lukas-fr%C3%B6hlich-749043137/>  
<https://www.linkedin.com/in/mohamed-aly-0b0339115/>



<https://www.myprocess.at>