



# Shaping the organization

Learnings of 2,5 years of process automation with Camunda and Optimize

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# T-Systems ALPINE Region

T-Systems International

Enterprise IT Service Provider

Subsidiary of Deutsche Telekom

28.000 Employees

Presence in 20 countries

T-Systems ALPINE Region

Austria and Switzerland

1.100 Employees

# Initial situation

## Goal

- Increase delivery speed
- Lower delivery cost

## Delivery processes (examples)

- Provide virtual servers
- Extend storage capacity
- Set up new SAP system
- Automatically patch operating system

## Analysis

- High degree of technical automation in most teams
- Teams struggle to get complete and valid data for their tasks
- High effort to track progress for requestors

## Requirements

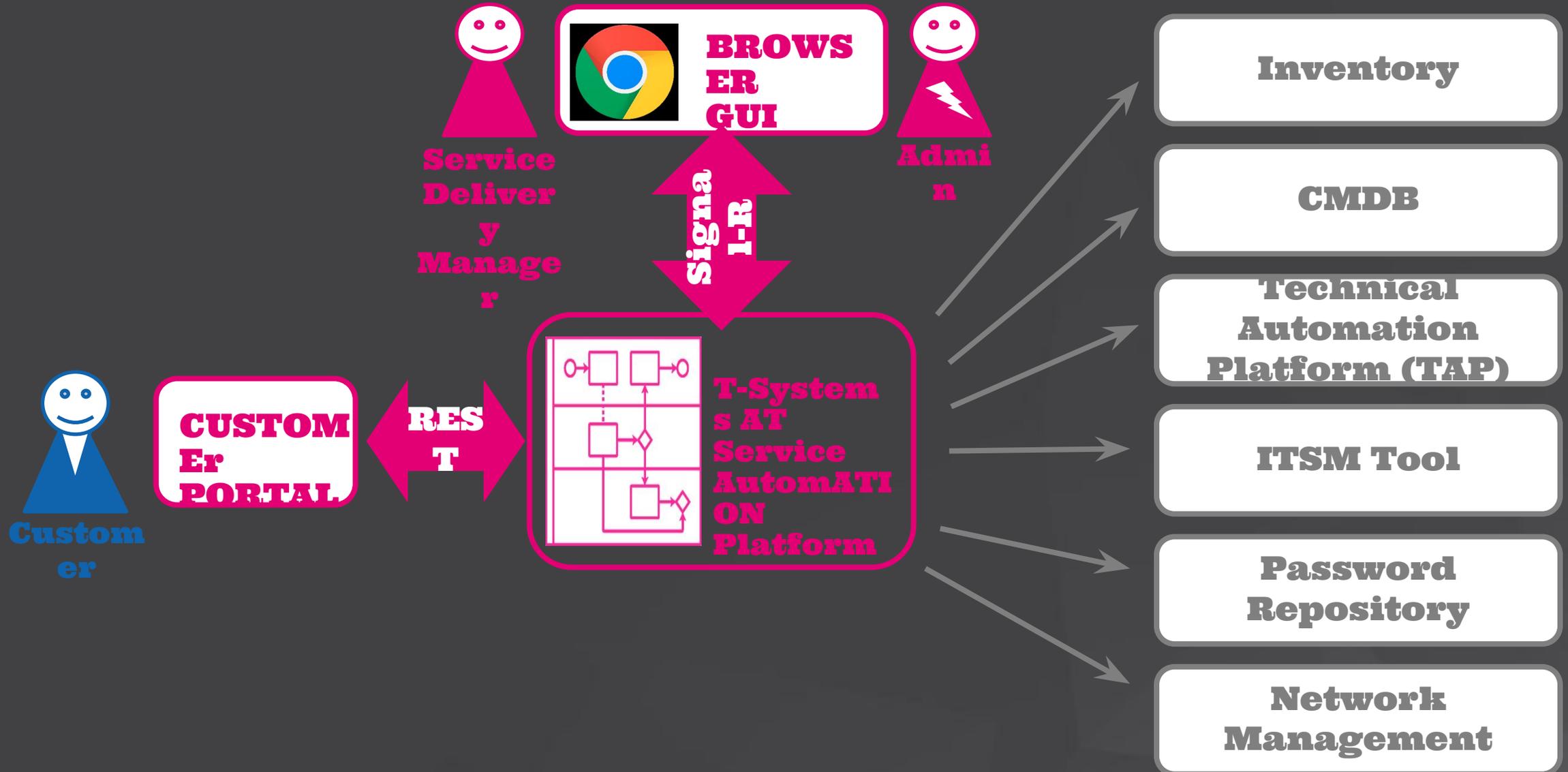
- Ensure requestors know which data are needed and what are allowed values
- Validate all input completeness and consistency
- Provide teams with complete and valid data at right time
- Allow requestors to see where the process is and who is working on it
- (Get hard data on process parameters)

## Solution: Automate process flow

### Decision: use BPMN 2.0

- Proven industry standard
- Easily understandable
- Directly executable – no need for “translation” into technical code

# Technical solution: Service Automation Platform



Infrastructure

Create F5 Virtual Server

Infrastructure  
Create F5 Virtual Server

Patch Automation

Infrastructure  
Automatically patches a list of hosts (including SM9 Change + Maintenance Window)

SnapshotCreate

Infrastructure  
Process for creating snapshots of ESXi

Check and Fix UAN Connectivity

AssignedTo: jdoe

Actions

VMCreate

Requestor : Adam Smith

Hostname: kxdrbx34  
ESX Cluster: SHDVI2-I

Network Connectivity could not be established

The network connectivity to the newly created VM could not be established. Please check the details mentioned below and check the checkboxes accordingly. Afterwards, mention whether you were able to fix the problem or not, and provide a comment. Then submit this task. Error Message (if available): <https://jenkins.int.neonet.at/jenkins/job/Camunda/job/OS/job/Linux/job/connectiontest/124/>

- Local Network Configuration checked.
- Routing checked.
- SSH access checked.
- I found the issue and fixed it.
- I could not fix the issue.

The error is/was caused ....

When the issue was fixed, the connectivity check will be triggered again. Otherwise, a task will be created for the account team.

Submit

Close

Save

Feedback

Support Teams

Specify the support options.

Supported By

MIS.INT.HU.TSA.DB.ORACLE

Service Time App Support

+43 57057 8118: MO-SU 00-24

Expert Mode (incl. Pay-Per-Use)

Increase the value.  
Decrease the value.

VMCreate v2

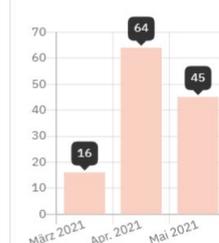
Details

+  
-  
F

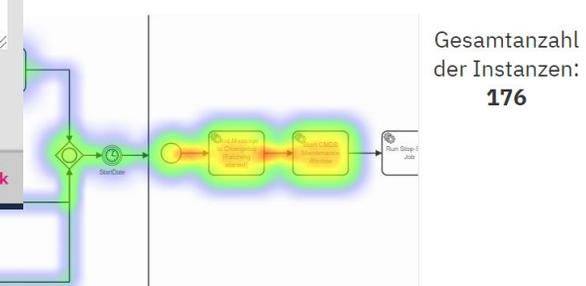


11 Minutes since CMDB entry (FOQN Sync)

Running instances (by month of sta...)

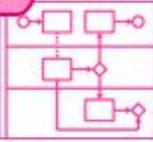


Gesamtanzahl der Instanzen: 125



Gesamtanzahl der Instanzen: 176

# Layered automation model

LAYER	PURPOSE	API	TOOL EXAMPLES (MORE...)
Portal Applications	<ul style="list-style-type: none"> <li>Catalogs, orders, requests, ITSM tools, shop systems via GUI or exposed API</li> </ul>	API	  
Process Automation 	<ul style="list-style-type: none"> <li>Business workflows (user tasks, service tasks, decision tasks)</li> <li>Approvals, acceptances, etc.</li> <li>Control of technical tasks</li> </ul>	API	   
Task Automation 	<ul style="list-style-type: none"> <li>Technical Task Automation</li> <li>Vendor abstraction layer</li> <li>Config based automation</li> </ul>	API	    
Element Managers	<ul style="list-style-type: none"> <li>Vendor specific command and control systems</li> </ul>	API	    
Elements	<ul style="list-style-type: none"> <li>Technical systems and devices by which services are being produced</li> </ul>	API	    

# Organizational Solution

Digital Acceleration Team  
as “enabling team”:

- Provide Platform
- Determine and implement use cases
- Exercise governance
- Drive standardization and optimization
- Train and supervise “citizen developers”

Technical automata are provided  
by technical teams

Implementation open to everyone  
interested and capable

Regular open BPMN trainings for  
all interested

# Some learnings

Automation is a **journey** – realizing automation value is a long term effort.

Tools allow for benefits. **Governance** and focus realize them.

Introducing automation is a **change process** (#peoplemakeithappen)

Automation drives the **evolution** of the organization

**Hard data** change conversations

Implementing the process is not enough – **follow through** until it is fully used

Each automation use case has a **sweet spot** –sometimes less is more

**CAMUNDA  
CON  
LIVE**

**Questions?**