

CAMUNDA CON

LIVE

Racing Camunda Engine - Managing Human Workflows

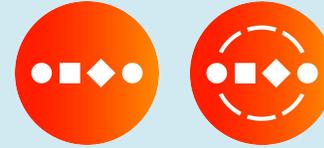
Presented by Tobias Conz and Niall Deehan



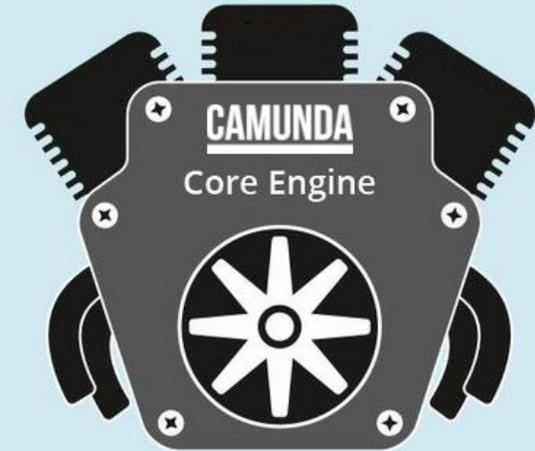
Engines ...



DESIGN

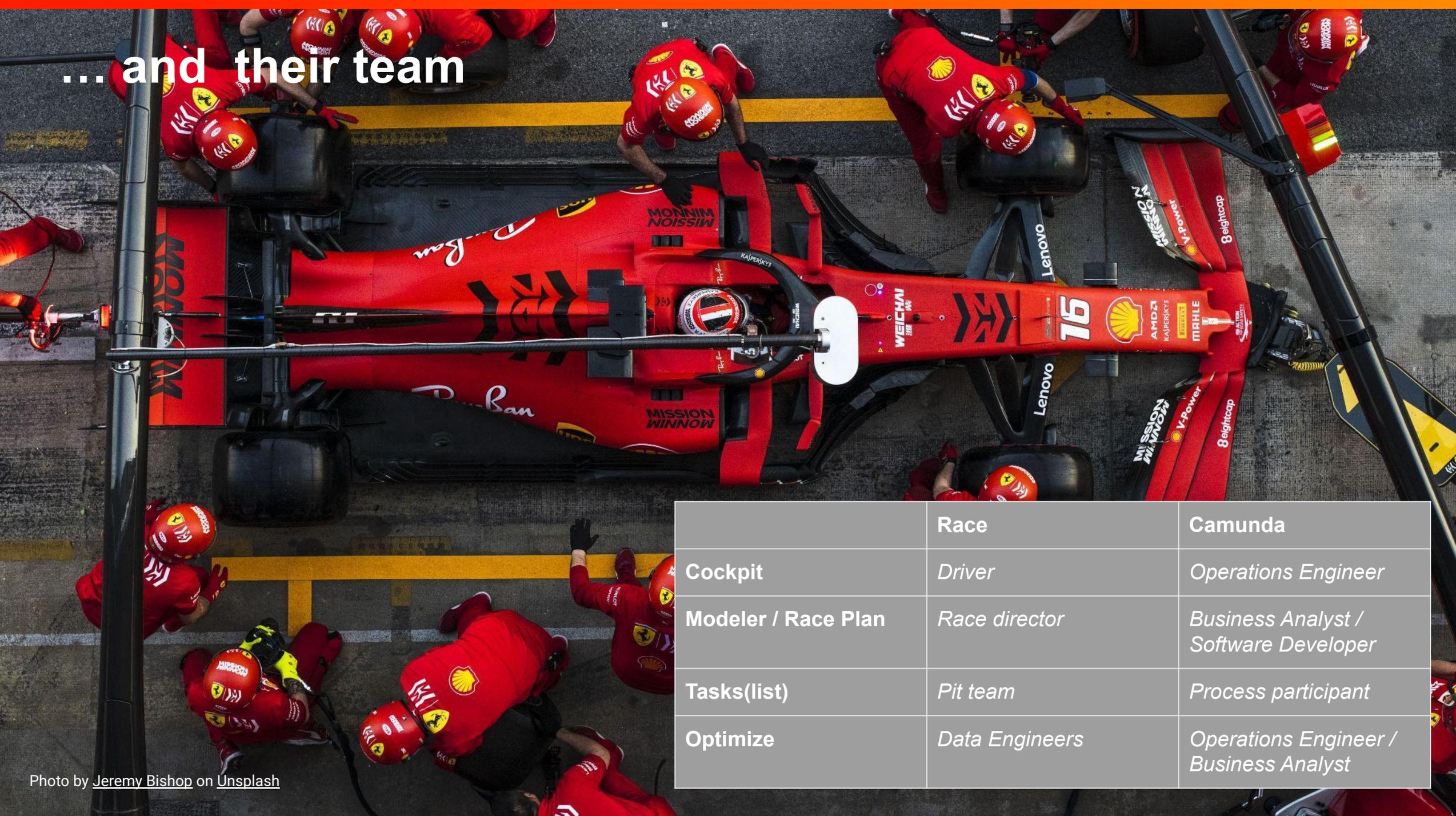


AUTOMATE



IMPROVE

... and their team



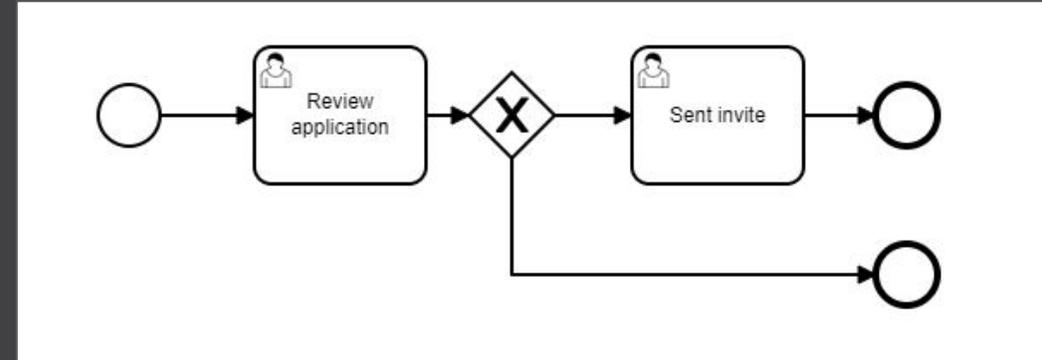
	Race	Camunda
Cockpit	<i>Driver</i>	<i>Operations Engineer</i>
Modeler / Race Plan	<i>Race director</i>	<i>Business Analyst / Software Developer</i>
Tasks(list)	<i>Pit team</i>	<i>Process participant</i>
Optimize	<i>Data Engineers</i>	<i>Operations Engineer / Business Analyst</i>

Agenda



Fun Race with the “Mystery Driver”

- 🏁 1st Race (**Optimize** and **Cockpit**)
- 🏎️ Optimize team (improve human workflow)
- 🏁 2nd Race



Human Workflow

- Introduction
- Camunda support
- Adoption
- DSGF Ordinem

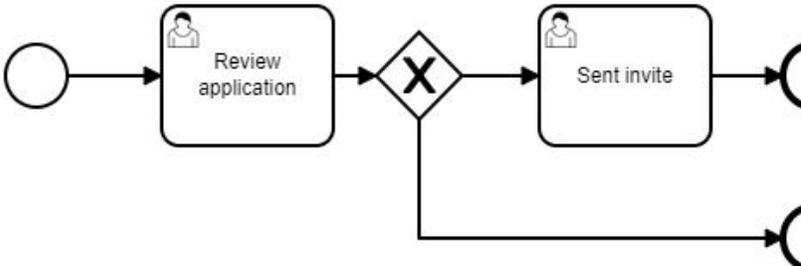
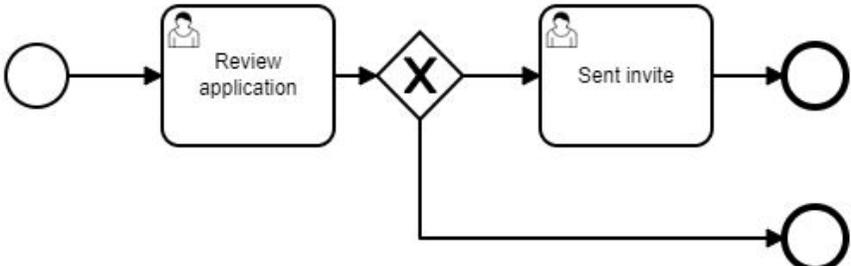
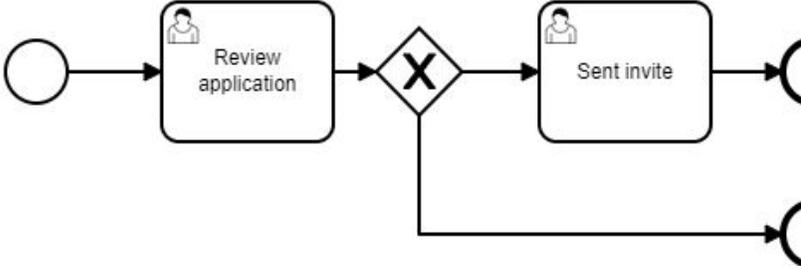
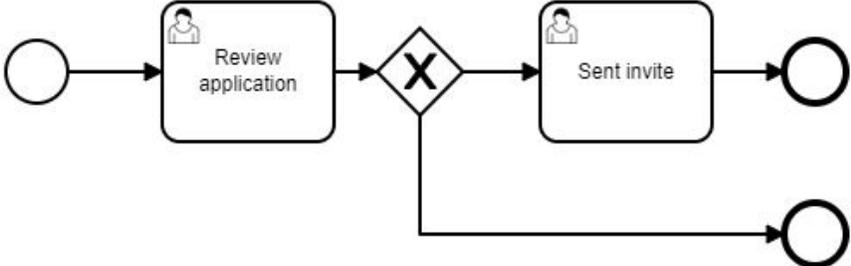
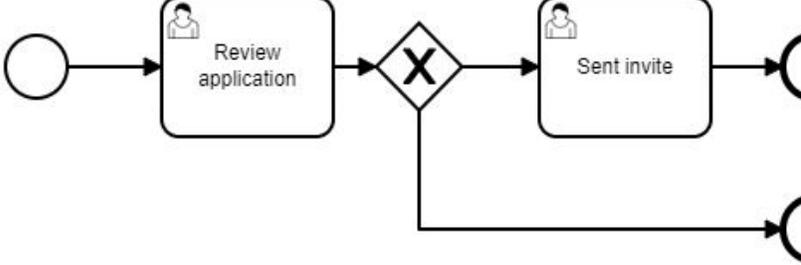
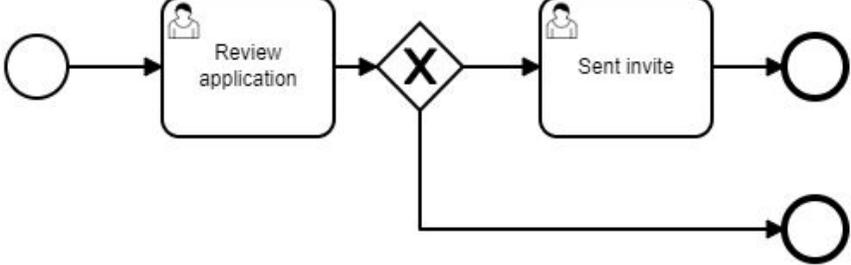
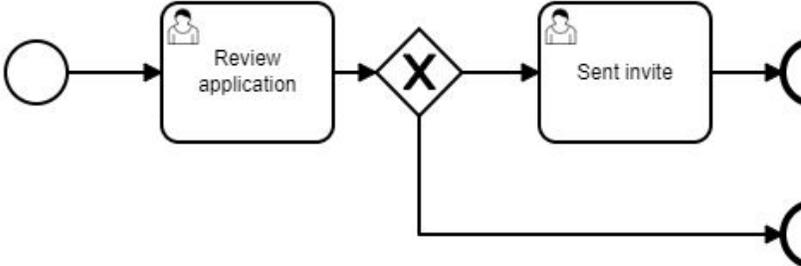
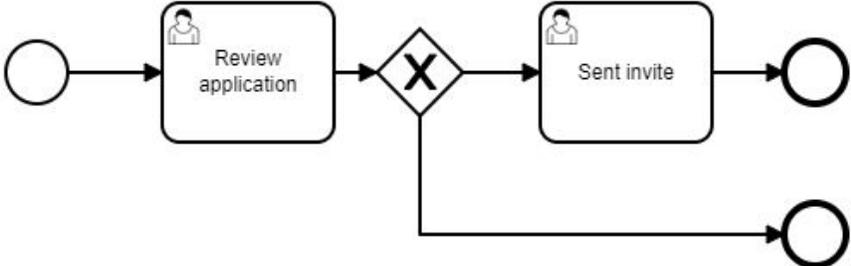
Fun Race

-  1st Race
(**Optimize** and **Cockpit**)
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(improve human workflow)
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Human Workflows = Tasklist + Tasks



Guiding



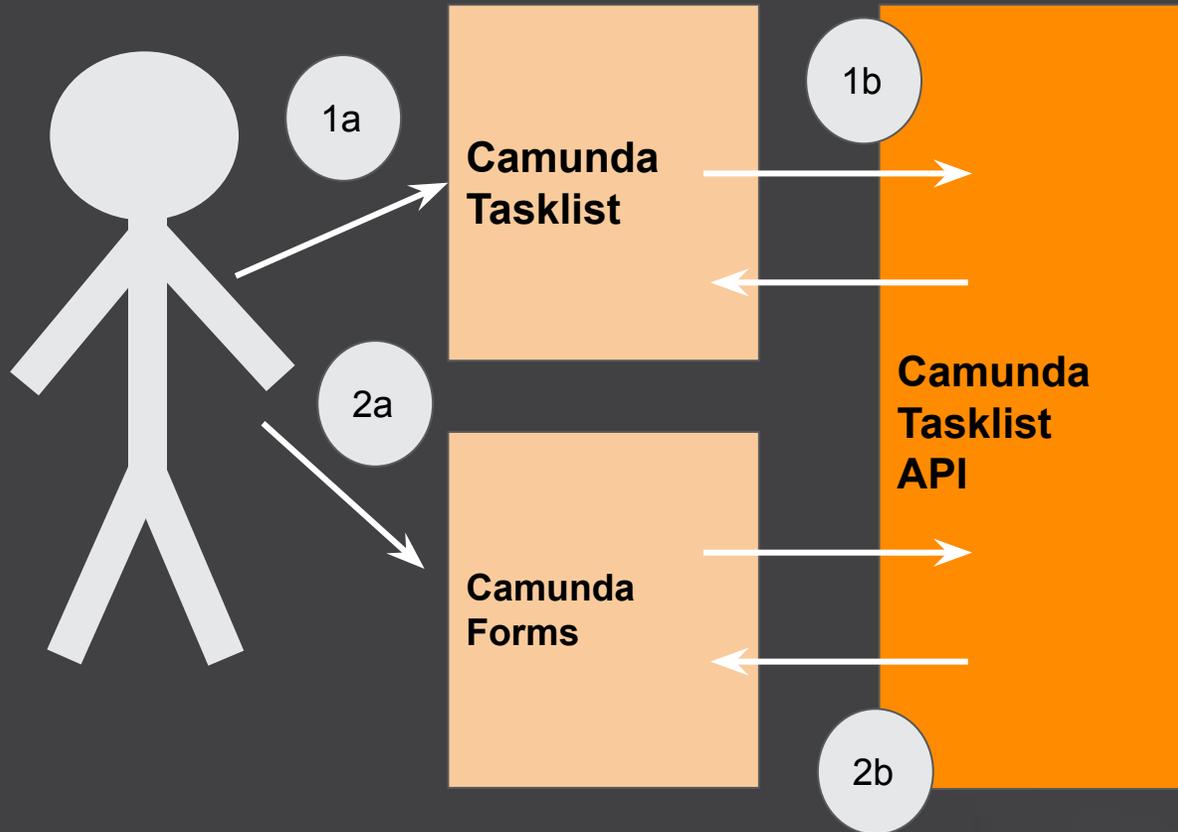
Priority



Information



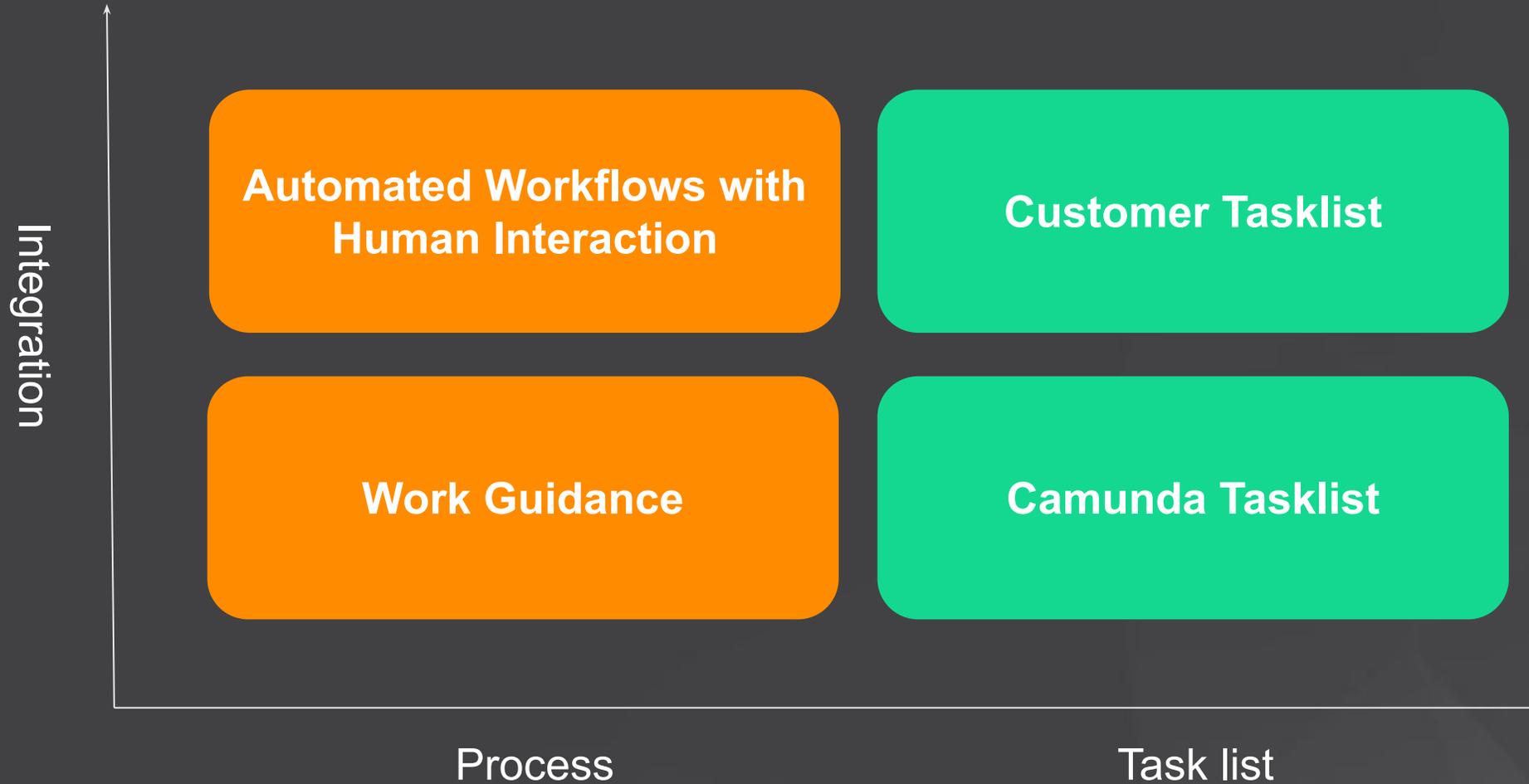
Transparency



Community Projects

- GraphQL (Camunda Community Hub)
- Polyflow (Holunda-io)

Adoption





Deutsche **Servicegesellschaft**
für Finanzdienstleister

- Full service provider for Sparkassen operations in Germany
- “Member of Sparkassen-Finanzgruppe”
- 1900 Employees in 12 Subsidiaries all over Germany

DSGF-

“Produktionsnetzwerk”

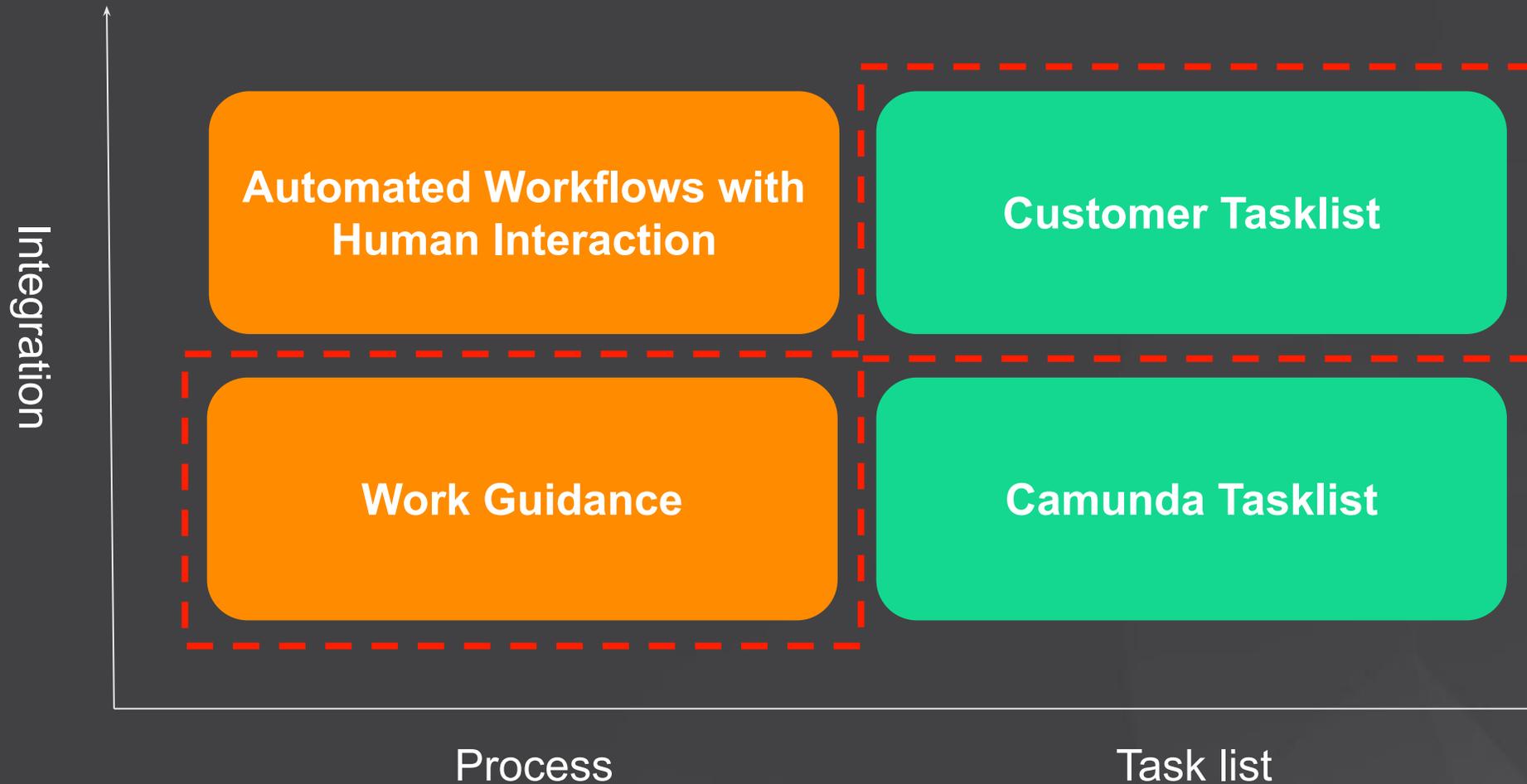
- Connects all subsidiaries as centrally controlled production network
- Optimized utilization of all resources independent of the location
- Allows high-quality “industrialized process” all over Germany, also in low industrialized areas

Ordinem

(GO-Live 2021/03)

- 200+ Users working on 2.500 Cases per month (set up for 60.000 Cases per month)
- Central component of the “Produktionsnetzwerk” (replacement of IBM Filenet Process Engine)
- 1 year development time with 6 Developers

Adoption Ordinem



Ordinem Feature Set

The screenshot displays the Ordinem web application interface. On the left, a sidebar menu lists various organizational units and tasks, such as 'Auszahlung/ QS', 'Bestandsgeschäft', and 'Baufinanzierung'. A callout bubble points to this menu with the text: "Tasks filtered by org unit".

The main content area is divided into several sections. At the top, there's a 'Postkörbe' (Inboxes) section with a callout bubble: "Vorgangsparkhaus" - overview of all tasks waiting at a gateway. Below this is a table of 'Einzelleistungen' (Individual Tasks) with columns for 'Einzelleistung', 'Anzahl', and checkboxes. The table lists tasks like 'Erfasste Einzelleistungen', '100 - Vorgeblendete Einzelleistung', '009 - Übergreifende Einzelleistung', '101 - Kontrollpflichtige Einzelleistung', and 'Einzelleistung wählen'. Below the table is a 'Folgeprozesse' (Follow-up Processes) section with a 'Startoptionen' (Start Options) button.

On the right side, there's a 'Checkliste' (Checklist) section titled 'Auftragsdetails' (Order Details). It shows a traffic light indicator (red, yellow, green) and a table of checkpoints. A callout bubble points to the traffic light with the text: "Checklist for status of related processes".

Below the checklist is a 'Freitext 1' (Free Text 1) section.

Tasks filtered by org unit

"Vorgangsparkhaus" - overview of all tasks waiting at a gateway

Checklist for status of related processes

Easy file management (upload, view, ...)

SLAs for each individual task / dashboard

“Overall performance, super fast”

Sebastian Kurth (*Team Lead*)

Technology

- Camunda REST API
- Additional microservices for responsive UI
- Camunda authorization for task locking and claiming

Benefits of Using Camunda

- “Developers wanted to code”; full flexibility for developers to implement complex UIs
- Lightweight, granular deployment (monthly) of new features
- Easy operations & maintenance of Camunda Engine

Next Steps

- Connect to Optimize for further process optimization
- Start with fully automated processes

Fun Race

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Takeaways:

- 1 - Start executing human workflows to be able to improve them
- 2 - Use **Optimize** to compare processes
- 3 - Keep racing :-)

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Q&A

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