# Unit 4 Assignment - Business Processes as Innovations

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Based on my experience, the business process that I would classify as true innovation pertains to the innovation type regarding structure. First, I wish to define business process. “A business process is a collection of linked tasks which find their end in the delivery of a service or product to a client. A business process has also been defined as a set of activities and tasks that, once completed, will accomplish an organizational goal. The process must involve clearly defined inputs and a single output. These inputs are made up of all of the factors which contribute (either directly or indirectly) to the added value of a service or product.” (“Business Process Definition - What is Business Process?”, n.d.) Secondly, I will define the term innovation. Marriam-Webster Dictionary defines innovation as “the introduction of something new, a new idea, method, or device : novelty, ” (Innovation, 2019)

When technology does not work as expected, there are teams of individuals that are contacted and/or receive alerts to assemble into incident response teams. The incident response teams react quickly to investigate and resolve technical issues as they arise and restore business functions. Hi-Tech Enterprises has a several technical teams. As a cost-cutting and added-value strategy, Hi-Tech Enterprises have decided to merge two departments into one. The two departments are Incident Command Center (ICC) and Technical Operations Center (TOC).

The Incident Command Center consists of full-time employees with basic workstation computer operating skills that respond to level 1 and 2 technology incidents that result in impaired functionality or a complete loss of functionality. The personnel in this department are referred to as incident commanders. Incident commanders are needed to ensure issues receive needed attention and get resolve in a timely manner.

Incident Commander Responsibilities

* Respond promptly to Level 0 - 4 incidents
* Assess incident impact and assign priority level accordingly
* Assemble Engineering Personnel from the Technical Operations Center to resolve technological incidents
* Document the progress of the incident from occurrence to resolution
* Advocate constant forward movement of the incident toward resolution
* Notify business leaders with constant updates of the progress regarding the incident

The Technical Operations Center consists of employees with information technology skills related to enterprise/corporation level computer hardware and software. The personnel in this department are referred to as technical operations engineers. Engineers in this department are grouped according to their specialization and level of skill. Skill levels 1 are 2.

Technical Operations Engineer Responsibilities

* Respond to all level of technical operation issues, levels 2 – 4
* Join incident conference bridges as needed
* Investigate and resolve technical issues within the constraints of Service Level Agreements (SLA)

Skill level 1 and 2 engineers are 3rd party contractors that respond to lesser impacting incidents with a priority of level 2 – 4. There is a separate team of skill level 3 engineers. That team consists of fulltime employees and are involved in the critical priority level 0 and 1 incidents. Why not eliminate the incident commanders and the technical operations center skill 1 and 2 engineers and transfer those responsibilities to skill level 3 engineers? Even though such engineers cover the entire skill level range, that workload would far outpace what is humanly possible and create a bottleneck.

The merging of the two departments will consist of the entire Incident Command Center (ICC) and skill level 1 and 2 engineers from the Technical Operations Center (TOC). This newly composed team will be termed the Digital Operations Center (DOC).

The DOC will hire fulltime employees. This new team will provide incident management and technical support. The scope of the technical support will exceed present and provide level 1 and 2.5 skills. This blending of the demarcation between level 2 and 3 skills will empower the DOC to also respond to level 1 priority incidents.

Advantages of the Digital Operations Center

* Bring level 1 and 2 support inhouse
* Eliminate the need for contract employees
* Expanding human and intellectual resources
* Decrease expenses by merging departments
* Creating cross-functional employees
* Improved level 2 – 4 response time for the engineer is initially engaged
* Eliminate the need for an incident commander to priority level 2 – 4 incidents
* Create level 2.5 support and relieve some of the workload from level 3 engineers.

References

Ticket received by ICC

ICC documents the progress

Close the ticket

TOC investigates and resolves the issue

ICC queries about progress

ICC sends notifications every 15 min.

Close the ticket

Investigate and resolve the issue

ICC assembles the teams from TOC

Priority Level 0/1

Priority Level 2 - 4

ICC assesses ticket priority

Reassign ticket to correct team

Production Issue

Non-production Issue

ICC assesses the ticket

ICC contacts the User

Business Process Definition - What is Business Process? (n.d.). Retrieved November 23, 2019, from https://www.appian.com/bpm/definition-of-a-business-process/.

Innovation. (2019). In Merriam-Webster.com. Retrieved November 23, 2019, from https://www.merriam-webster.com/dictionary/innovation.