Determine the Automation Strategy

Business Value Prioritization

Business value	S1	S2	S3	S4	S5
Time Savings	35	15	47	70	25
Quality & Accuracy Improvement	60	40	39	30	55
Availability & Flexibility Increase	5	45	14	0	20
Total	100	100	100	100	100

Total scores / 7

Score
31,00
39,14
15,57
100,00

Automation Strategy

Business value	Score
Time Savings	31,00
Quality & Accuracy Improvement	39,14
Availability & Flexibility Increase	15,57
Risk level	Low

Fill in

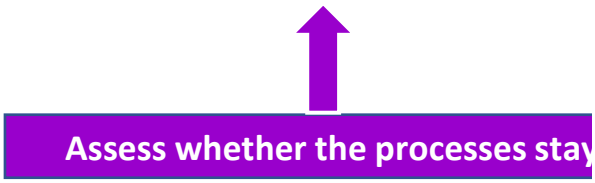
S6	S7	Total
25		217
50		274
25		109
100	0	600

Initial Process Collection

Process	Description
1	The manual searching for the right incident handling scenario for the different incidents.
2	Adding changes to the Marval ticket of an incident when a change is happening or done and the change(s) and incident are related.
3	Manually adding personal details for an access request for people related to a change when a change has been approved.
4	Send e-mail to OS (Operations Support) when a change has not yet been executed, but the change is prepared and the end time has arrived.
5	When having a priority 1 incident, sending a SMS via a web form to related people.
6	Creating a Marval ticket and solving the incident after receiving a NCSC notification by e-mail.

Mandatory Process Analysis

Criteria	P1	P2	P3	P4	P5
Digital and structured input	✓	X	✓	X	✓
Easy data access	X	X	X	✓	✓
Few variations	X	X	✓	X	✓
Repetitive	✓	✓	✓	✓	✓
Rules Based	✓	✓	✓	X	✓
Mature	✓	✓	✓	✓	✓
Stay in framework					



Make use of:

Color	Description
	Meets all criteria
	Does not meet all criteria

P6
✓
✓
✓
✓
✓
✓

Process Data Collection

Data collected for:

Process	Name
Process 5	SMS Prio 1 Process
Process 6	NCSC Process

Process Mining

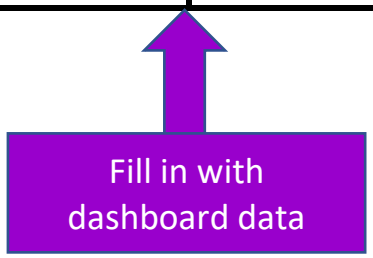
Dashboards created in Celonis for:

Dashboard SMS Prio 1 Process	Click

Dashboard NCSC Process	Click

Process Analysis

Criteria	SMS Prio 1 Process	NCSC Process	
Cycle Time			In hours
Case Frequency			Per year
Activity Frequency			Per year
Standardization			
Length			
Automation Rate			
Human Error Prone			



Criteria	Description
Cycle Time	Average throughput time in hours.
Case Frequency	Total number of occurrences of the process.
Activity Frequency	Total number of occurences of the different events in the process.
Standardization	Total number of variants.
Length	Average number of events per case
Automation Rate	Percentage of events performed by the system.
Human Error Prone	Rework rate

Task Analysis

Link to dashboard

Use this order for the tasks (same as in dashboard):

T1. Behandeling T2. Functieherstel T3. Geregistreerd T4. Gesl

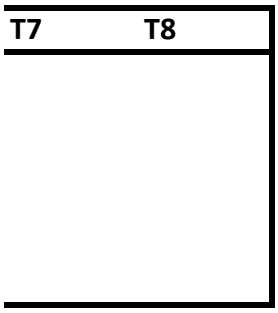
Values

Criteria	T1	T2	T3	T4	T5	T6
Activity Frequency						
Case Frequency						
Duration						
Automation Rate						
Human Error Prone						
Irregular Labor						

Colors will appear. The reason for this will be made clear in th

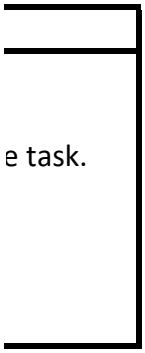
Criteria	Description
Activity Frequency	The total amount of occurrences of a task.
Case Frequency	The number of unique cases in which this task appears.
Duration	The average duration of the total number of executions of th
Standardization	Total number of variants.
Automation Rate	The percentage of occurrences performed by the system.
Human Error Prone	Rework rate of the task.
Irregular Labor	Irregular work ratio.

oten T5. Heropen T6. Opgelost T7. Opgelost KA klant geïnformeerd T8. Wacht



<- if value is negative, fill it in positive

ıe next step.



e task.

Suitable Task Prioritization

T1. Behandeling T2. Functieherstel T3. Geregistreerd T4. Gesloten T5. Heropen T6. Opg

Task analysis (copied from Step 1)

Criteria	T1	T2	T3	T4	T5
Activity Frequency	0,00	0,00	0,00	0,00	0,00
Case Frequency	0,00	0,00	0,00	0,00	0,00
Duration	0,00	0,00	0,00	0,00	0,00
Automation Rate	0,00	0,00	0,00	0,00	0,00
Human Error Prone	0,00	0,00	0,00	0,00	0,00
Irregular Labor	0,00	0,00	0,00	0,00	0,00

Business value prioritization (copied from Step 1)

Business value	Score
Time Savings	31,00
Quality & Accuracy Improvement	39,14
Availability & Flexibility Increase	15,57

Ranking

Criteria	T1	T2	T3	T4	T5
Activity Frequency					
Case Frequency					
Duration					
Automation Rate					
Human Error Prone					
Irregular Labor					

Prioritization

Criteria	T1	T2	T3	T4	T5
Activity Frequency	0,00	0,00	0,00	0,00	0,00
Case Frequency	0,00	0,00	0,00	0,00	0,00
Duration	0,00	0,00	0,00	0,00	0,00
Automation Rate	0,00	0,00	0,00	0,00	0,00
Human Error Prone	0,00	0,00	0,00	0,00	0,00
Irregular Labor	0,00	0,00	0,00	0,00	0,00
Total	0,00	0,00	0,00	0,00	0,00

elost T7. Opgelost KA klant geïnformeerd T8. Wacht

T6	T7	T8	
0,00	0,00	0,00	
0,00	0,00	0,00	
0,00	0,00	0,00	
0,00	0,00	0,00	
0,00	0,00	0,00	
0,00	0,00	0,00	

T6	T7	T8	BV Score	BV Name
			0	Quality & Accuracy Improvement
			0	Quality & Accuracy Improvement
			0	Time Savinggs
			0	Quality & Accuracy Improvement
			0	Quality & Accuracy Improvement
			0	Availability & Flexibility Increase

T6	T7	T8	
0,00	0,00	0,00	
0,00	0,00	0,00	
0,00	0,00	0,00	
0,00	0,00	0,00	
0,00	0,00	0,00	
0,00	0,00	0,00	
0,00	0,00	0,00	