



SLNG

Stream 3: Implementing Process Enhancements and Workflow Improvements using K2

KPMG Services Pte. Ltd.

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This report contains 13 pages

Appendices comprise 3 pages

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Document review and approval

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This document has been reviewed by

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1	Abhishek Dubey	28 Sep 2023
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1 Background of K2 Workflow Improvement

Currently, SLNG adopted the Business process management (BPM) K2 platform (*Version: 5.0007.1000.1*) to drive process automation across the departments. SLNG aims to implement new IT process and improve the existing processes as outlined below.

1. New e-Form Creation in DCS Configuration Management
2. Enable process approval for IS Manager role via email
 - 1) Existing process – IT Change Request (**ITCR**)
3. Enable Print Function
 - 1) Existing process – Change Request Evaluation (**CRE**)
 - 2) Existing process – Change Request Deployment (**CRD**)
 - 3) Existing process – User Account Maintenance (**UAM**)
 - 4) Existing process – Ticket System (**TS**)
 - 5) Existing process – IT Change Request (**ITCR**)
 - 6) Existing process – Document Approval (**DA**)
 - 7) Existing process – IT Termination Process (**ITTP**)
4. Option to upload of supporting documents by the Requester
 - 1) Existing process – Uploading of supporting documents (**UAM**)
5. Operation Document Backup in SharePoint
 - 1) Existing process – DAP

The technical details of each process are explained in the following sections.

2 New e-Form Creation in DCS Configuration Management

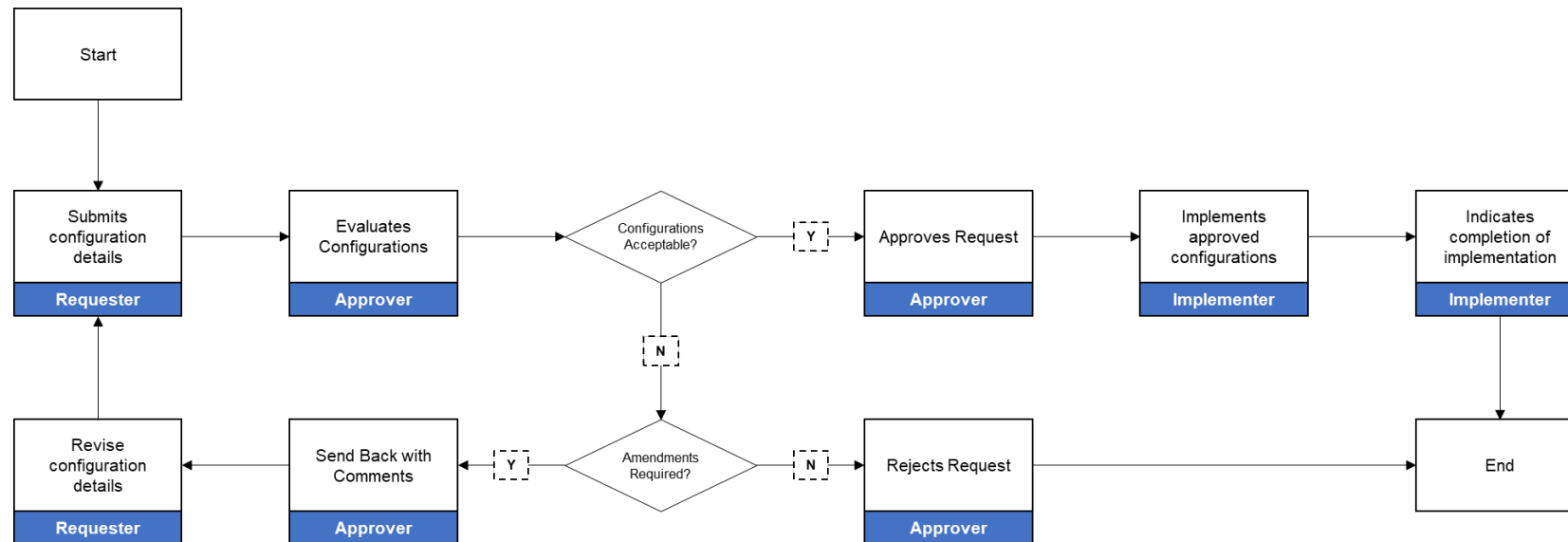
SLNG aims to add a new e-Form in the DCS Configuration Management to trace and track the process records and allow approvers to manage the end-to-end process online.

The workflow below illustrates the whole process of the Change Request Deployment from the request submission to the end of the implementation.

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Proposed features in the process are mapped in the table below:

No.	Process	Proposed Features in the Process
1	Raise Request.	<ul style="list-style-type: none"> The system allows requesters in different departments to create and edit a form of Change Request Deployment for DCS Configuration to submit.
2	Evaluate Request	<ul style="list-style-type: none"> The system allows Approvers to view and evaluate the form of Change Request Deployment submitted by Requester.
3	Approves Request	<ul style="list-style-type: none"> If the configuration submitted can be accepted, Approvers can approve the submission.
4	Rejects Request	<ul style="list-style-type: none"> If the configuration submitted isn't required and can't be accepted, Approvers can reject the submission.
5	Send Back with Comments	<ul style="list-style-type: none"> If the configuration submitted is required and can't be accepted, the system allows Approvers to send the submission back with comments to revise the detailed configuration.
6	Revise configuration details	<ul style="list-style-type: none"> The system allows requesters to edit the details in Change Request Deployment to resubmit the form.
7	Implements approved configurations	<ul style="list-style-type: none"> The Implementers implement approved configurations offline after approval is provided by an approver.
8	Indicates completion of implementation	<ul style="list-style-type: none"> The Implementers complete the configuration and upload the results onto the system

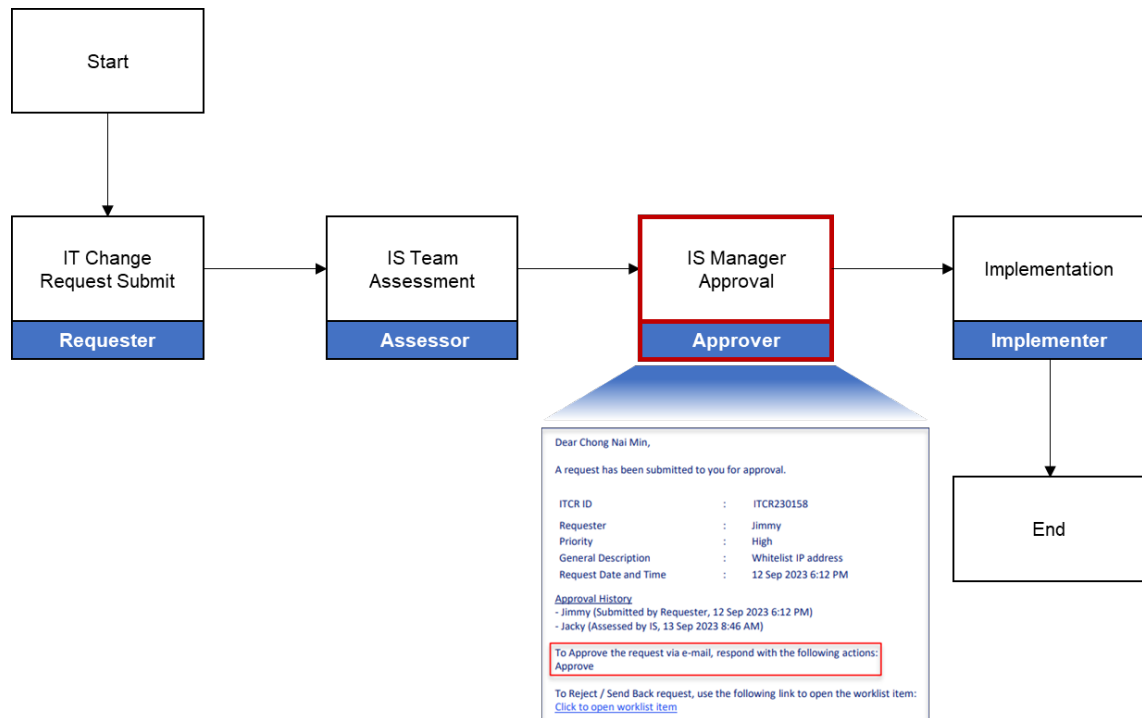
3 ITCR – Enable Email Approval for IS Manager role

SLNG would like to add an email approval function in an existing e-Form (IT Change Request (ITCR)) to allow approvers to proceed with the process by replying to the system-generated email. It is convenient for approvers to expedite the time-consuming approval process, instead of frequently logging into the system.

The workflow below illustrates the whole process of the ITCR and the task required to add an email approval function.

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Proposed features in the process are mapped in the table below:

No.	Process	Proposed Features in the process
1	IS Manager Approval	<ul style="list-style-type: none"> The system allows approvers to proceed with the process into the next stage by replying "Approve" to the system-generated email for approval request. System to capture the user details in the log file when approved using email functionality.

4 CRE, CRD, UAM, TS, ITCR, DA, ITTP – Add Print Function

SLNG would like to add a print function in existing e-Forms as follows:

- 1) Existing process – Change Request Evaluation (**CRE**)
- 2) Existing process – Change Request Deployment (**CRD**)
- 3) Existing process – User Account Maintenance (**UAM**)
- 4) Existing process – Ticket System (**TS**)

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- 5) Existing process – IT Change Request (**ITCR**)
- 6) Existing process – Document Approval (**DA**)
- 7) Existing process – IT Termination Process (**ITTP**)

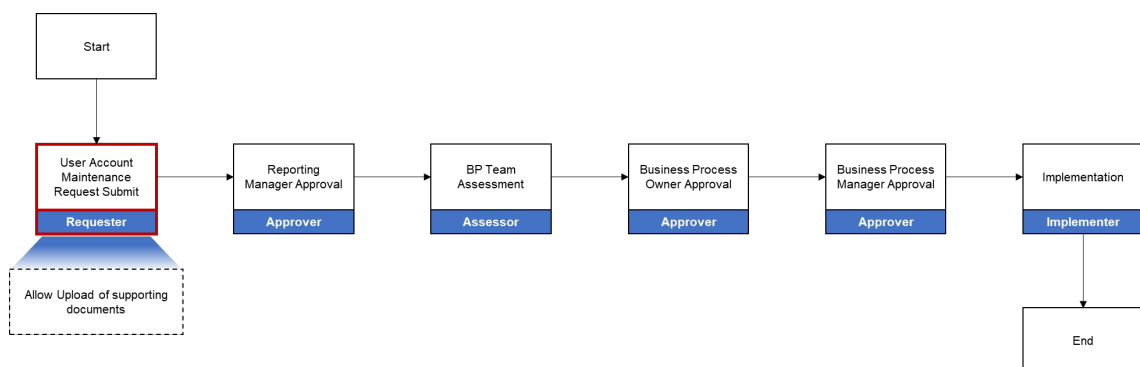
The system shall allow users to select the forms to print with the functions as follows:

- 1 Attach printing timestamps when users print the forms
- 2 Optional for users to print with/without attachments
- 3 Printing tabs details:
 - **CRE**: Request Information, Assessment, History
 - **CRD**: Requester's Information, CRD BP Assessment, After Deployment, History
 - **UAM**: UAM Request, Implementer
 - **TS**: Helpdesk Request, Solution Details, History
 - **ITCR**: Change Request, Assessment, Implementation, Approval History
 - **DA**: Request, Approval History
 - **ITTP**: Summary, History

5 UAM – Uploading of supporting documents

SLNG aims to attach documents in an existing e-Form. Currently, the system allows a requester to request multiple application access for different users in a single UAM form, which encompasses the corresponding workflow routed to the Business Process Owners (**BPO**), respectively. After improvements, the system shall allow requesters to attach the supporting documents when submitting the UAM request. (The type of submitted supporting documents is unlimited. The size of submitted supporting documents is required lower than 25 MB.)

The workflow below illustrates the whole process of the **UAM** and the task required to add an attached document function.



Proposed features in the process are mapped in the table below:

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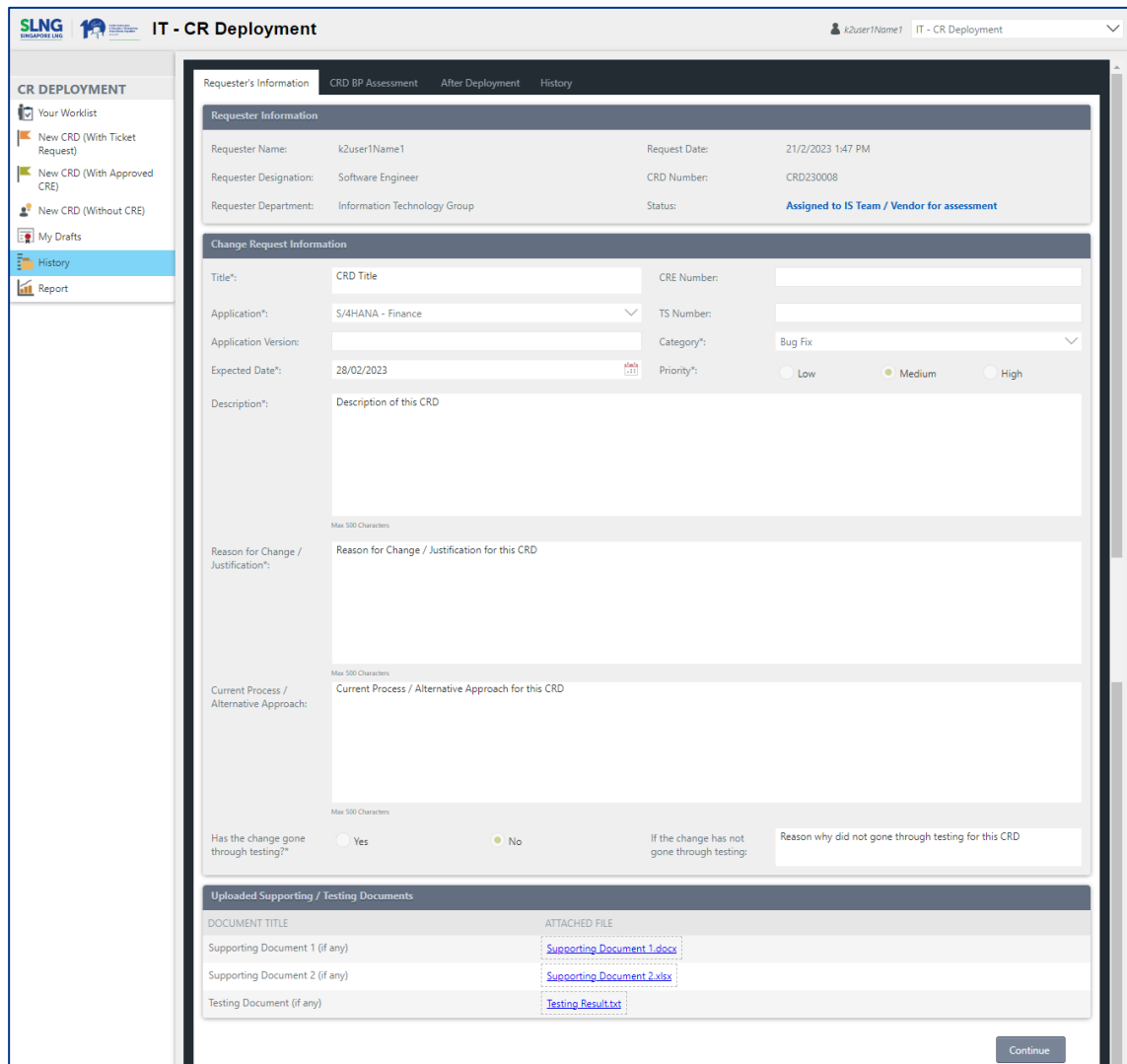
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No.	Process	Proposed Features in the process
1	User Account Maintenance Request Submit	<ul style="list-style-type: none">• The system allows requesters to attach supporting documents when submitting a User Account Maintenance Request.• The type of submitted supporting documents is unlimited.• The size of submitted supporting documents is required lower than 25 MB.

6 DAP – Operation Document Backup in SharePoint

SLNG aims to archive the latest copy of the Operation Document (Upload Document) in SharePoint when the document has been approved in K2. Currently Operation documents are uploaded by the Business Process Owners (**BPO**) and saved in the database.

7 Appendix A: Screenshots of Printed Pages



The screenshot displays the 'IT - CR Deployment' web application. The left sidebar contains a 'CR DEPLOYMENT' menu with options: 'Your Worklist', 'New CRD (With Ticket Request)', 'New CRD (With Approved CRE)', 'New CRD (Without CRE)', 'My Drafts', 'History', and 'Report'. The 'History' option is selected. The main content area shows the 'Requester's Information' tab, which includes the following fields:

- Requester Information:**
 - Requester Name: k2user1Name1
 - Requester Designation: Software Engineer
 - Requester Department: Information Technology Group
 - Request Date: 21/2/2023 1:47 PM
 - CRD Number: CRD230008
 - Status: Assigned to IS Team / Vendor for assessment
- Change Request Information:**
 - Title*: CRD Title
 - Application*: S/4HANA - Finance
 - Application Version:
 - Expected Date*: 28/02/2023
 - CRE Number:
 - TS Number:
 - Category*: Bug Fix
 - Priority*: ☐ Low ☒ Medium ☐ High
 - Description*: Description of this CRD
 - Reason for Change / Justification*: Reason for Change / Justification for this CRD
 - Current Process / Alternative Approach: Current Process / Alternative Approach for this CRD
 - Has the change gone through testing?: ☐ Yes ☒ No
 - If the change has not gone through testing: Reason why did not gone through testing for this CRD
- Uploaded Supporting / Testing Documents:**

DOCUMENT TITLE	ATTACHED FILE
Supporting Document 1 (if any)	Supporting Document 1.docx
Supporting Document 2 (if any)	Supporting Document 2.xlsx
Testing Document (if any)	Testing Result.txt

A 'Continue' button is located at the bottom right of the form.

Graph 1: Requester Info

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Requester's Information	CRD BP Assessment	After Deployment	History
Assessment			
Procedure for Implementation of Proposed Change*:	<Vendor to fill in>		
Expected Start Date*:	<input type="text"/>		
Expected End Date*:	<input type="text"/>		
Proposed Downtime of Production System*:	<Vendor to fill in>		
Infrastructure Support Required*:	<BP Team to fill in>		
Financial Risk*:	<Vendor to fill in>		
Technical Risk*:	<Vendor to fill in>		
Recovery Procedure*:	<Vendor to fill in>		
Recovery Plan - Financial Risk*:	<Vendor to fill in>		
Recovery Plan - Technical Risk*:	<Vendor to fill in>		
Comments (if any):	<BP Team / Vendor to fill in> (if any)		
BP In Charge:	User 1		
BP In Charge Designation:	Administrator (Procurement)		
Assignee:	Jacoe Moore		
Assignee Designation:	BPO Manager		
Continue			

Graph 2: BP Assessment

Requester's Information	CRD BP Assessment	After Deployment	History
After Deployment Documents			
DOCUMENT TITLE		ATTACHED FILE	
No items to display.			
After Deployment Details			
Comments	<input type="text"/>		
Max. 500 characters			
Date of Implementation	<input type="text"/>		

Graph 3: After Deployment



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Requester's Information CRD BP Assessment After Deployment History				
DATETIME	ACTIVITY	ACTION TAKEN	COMMENTS	BY
21/02/2023 01:47 PM	Submit new request	Submit		k2user1Name1
21/02/2023 01:54 PM	Saving request	Save		User 1
21/02/2023 01:56 PM	BP Assessment	Assign to IS Team / Vendor for assessment	Assign to IS/Vendor for assessment	User 1

Graph 4: History



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