

Social BPM

CTO Digital Studio NYU ITP Program

Project Lead

Mike Culshaw

Project Sponsors

Celina Morejon

Project Manager

Pierce Currid

Project Coordinator

Nicholas Delauney

NYU Team

Prof. Jean-Claude Franchitti

Krishan Dadlani

Kinjan Dusara

Vinutna Vintha

About Us



Kinjan Dusara
Intern at Altice, U.S.A.

Currently pursuing Master of Science in Information Systems from New York University.



Krishan Dadlani
Intern at McKinsey & Co.

Currently pursuing Master of Science in Information Systems from New York University.



Vinutna Vintha
Intern at Kuehne + Nagel

Currently pursuing Master of Science in Information Systems from New York University.

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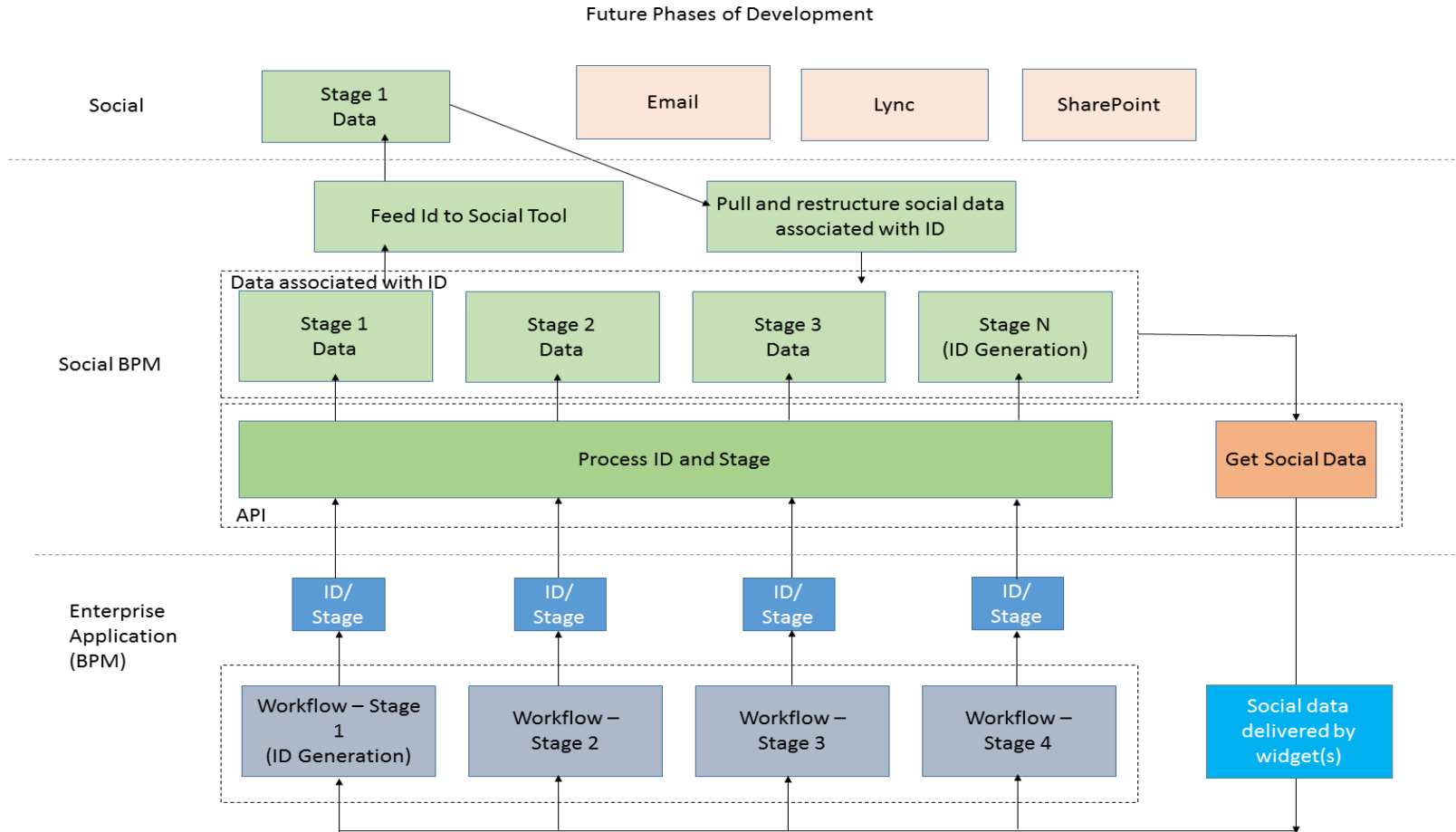
Overview

- Combines traditional Business Process Management methods with social tools and technologies, to facilitate business improvement efforts
- Allow numerous enterprise applications across Citi technical space to utilize the data captured in Citi Collaborate
- Provide access to business intelligence that would otherwise be hidden in disparate platforms
- Encourage the use of Citi Collaborate platform as it will become one stop solution to all queries
- Objective is to develop a reusable solution that would cater to this specific problem using cutting edge technologies so that it could be easily interfaced with the existing systems leveraging the existing infrastructure without any compatibility issues

Work Flow

- User initiates new business workflow in enterprise application – e.g. project management tool
- ID, workflow stage and user entitlement meta data is sent to the Social BPM API
- The Social BPM application sends the ID and entitlement data to Citi Collaborate
- A widget is used in Citi Collaborate to allow entitled users to ‘tag’ any content they create or that was created by others with the ID supplied from the enterprise application – e.g. an infrastructure rate card being used to justify the forecast financial costs for hosting a new application
- All tagged content will be pushed, in real-time, to the Social BPM application data store and will be transformed before it is persisted to make it more easily mineable
- HTLM5 widget(s) will be embedded in the enterprise application and these will pull data from Social BPM based on the workflow ID and user entitlements. The widget(s) will allow the user to search and filter the data

Architecture




Technology Stack




- HTML5
- CSS3
- jQuery
- AngularJS
- Java
- MongoDB
- GitHub
- Amazon Web Services









Demo




- Data is provided to the Social BPM widget in the form of JSON
- The widget reads the data and displays it in the required format
- Users can follow/subscribe to feeds and channels using this widgets
- Users receive notifications whenever there is a new comment or reply in the widget
- The widget is organized into questions and answers format
- The contents of the widget can be sorted and filtered
- It is built as a reusable component and can be embedded into any application


Citibank Social BPM Widget **Settings** 

**Christina Gross**
Associate @NYU
C# Web Browser Automated Functionality Not Working, While Manual Functionality Does?
January 17, 2016,10:36:55 EDT  2  2

**Van Tyler**
Mortgage Consultant @Amazon
C#7: Is there any perceived improvements in returning a ValueTuple instead of a Dictionary?
January 05, 2016,11:36:55 EDT  5  1

**Sophie Maxwell**
Finance Analyst @Citi
Display column names in their original order?
January 08, 2016,11:36:55 EDT  3  2

**Ricky Rhodes**
Branch Manager @NYU
assign column value to a variable SQL
January 25, 2016,13:36:55 EDT  2  1

**Heather Fitzgerald**
Business Analyst @Amazon
java.sql.SQLException: No suitable driver found for jdbc:mysql://localhost:3306/dbname

Last updated at: 14-August-2016

Demo

Citi Collaborate

New

Groups

Colleagues

Search People, Groups and Documents

51

Meeting output

Version 1

Classification - Internal

Created by Pierce Currid on Apr 15, 2016 12:19 PM. Last modified by Pierce Currid on Apr 15, 2016 12:19 PM.

Decisions pending:

- NodeJS vs Java for main stack
- Should we use MongoDB in Primary – Secondary – Secondary with Secondary's set to read and used for Social Widget data pulls
- How will we present the tag to entitled users in Citi Collaborate (gritter style notification, @ mention, BPM button...)
- How will we handle the push of binary content from Citi Collaborate to SocialBPM (through the API or separate ETL)
- How will the social widget poll for new content and what filtering/searching facilities will be provided
- Handling for unavailability of SocialBPM API on social widget pull or Citi Collaborate push

Decisions made:

- Use ActivityStream JSON format for Social BPM collection – need to investigate how to handle binary data
- We will not push any confidential data from Collaborate even if it has been tagged

Citibank Social BPM Widget

Settings

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Business Impact

- Identify inefficiencies in the business workflow and make improvements
- Capture dialogues between the various stakeholders providing qualitative information to the quantitative information already present in BPM
- Justifications for data input can be captured and supplied to the enterprise application
- Eliminate the barrier between BPM decision makers and users affected by their decisions
- Break down silos by encouraging a more collaborative, transparent approach to process improvement
- Approvers have all the requisite information at one portal to drive all approval decisions

Moving Forward

- Easily on boarded into any application that needs the functionality.
- Using advanced analytical tools, mine the data captured in Social BPM to provide insights
- Further integrated with Lync(Skype), Exchange(EWS), SharePoint and other social applications
- Leveraging Artificial Intelligence and Machine Learning to make decisions with the data captured

Challenges and lessons learned

- Unavailability of infrastructure and data
- Learned and explored new technologies
- Exposure to corporate experience
- Leveraged the technical experience and insights

Questions

