

Adonis

Adonis Business Process Management

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1 Abstract

Adonis is a Business Process Management application. It was developed in 1995 at the University of Vienna. Adonis can support the documentation, analysis, and optimization of business processes.

2 Access and Usage

Companies can purchase a regular Adonis license:

<https://www.boc-group.com/en/adonis>

Individuals can use the free Adonis:CE application:

<https://www.adonis-community.com/en/account-registration>

This Adonis User Manual is a detailed online user guide:

https://docs.boc-group.com/adonis/en/docs/16.0/user_manual

3 Limitations of the free Adonis:CE

After 60 days without logging in, an Adonis:CE account will be deactivated. The free Adonis Community Edition (:CE) is limited to 256 models and 2000 objects.

The report process presented below already uses 62 models and 615 objects. Therefore, Adonis:CE is likely only suitable for evaluations. However, you can also simply model a business process with Adonis:CE, export the model, and then delete it in Adonis:CE. If you want to use or modify it again later, you can import it again. This is described below in the Download section.

4 A Report Process Template

How would you model a typical report process?

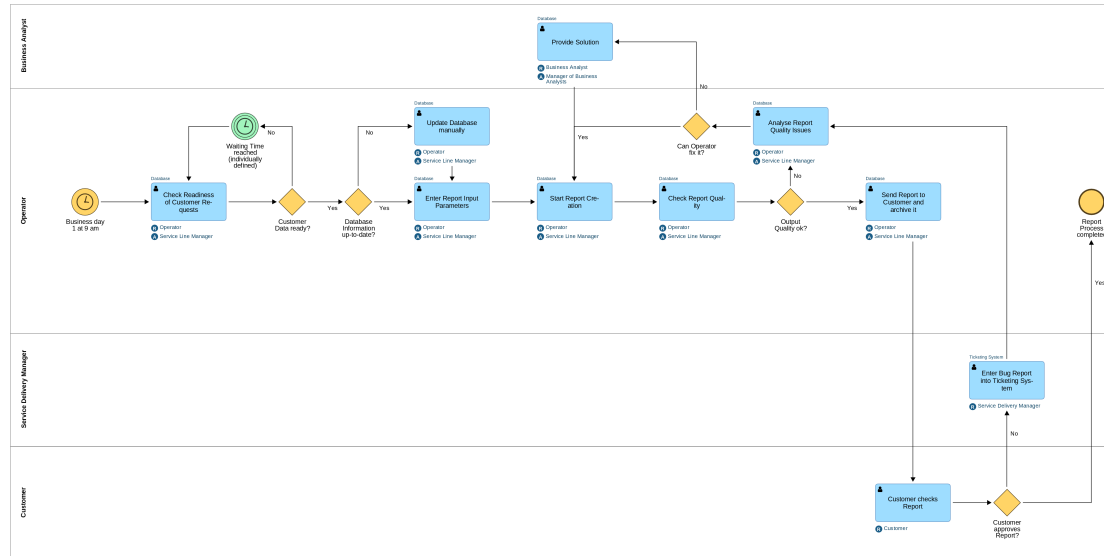


Figure 1: Report Process

4.1 The Positive Process Branch (Happy Path)

If you want to model your own business process and it resembles the report process described here, then copy it and start adjusting the positive process branch:

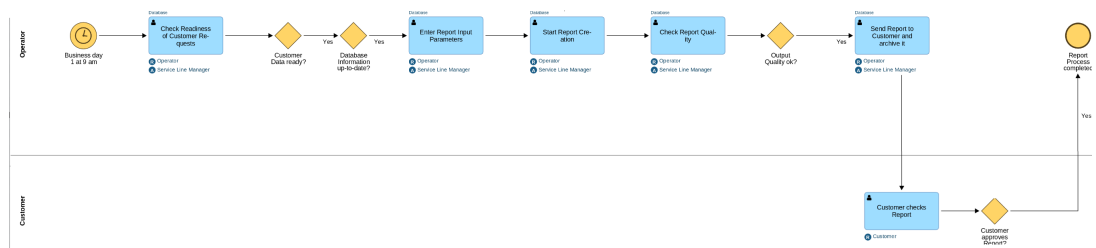


Figure 2: Happy Path

The horizontal lanes (Swim Lanes) should be named after the responsible individuals or teams. For each task, specify at least the person responsible for execution and the person accountable for the task (Manager).

Avoid redundancies when filling in the Adonis task fields. Instead, insert references to existing documentation.

4.2 Negative Loops (Unhappy Loops)

Now adjust the negative loops that deal with process problems.

4.2.1 Customer Data Not Available

If the customer data is not yet available in the database, the operator must wait for it.

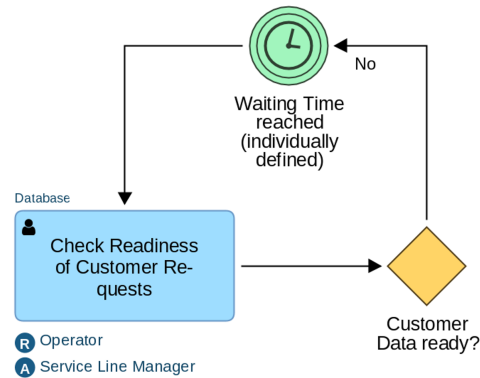


Figure 3: Customer Data Not Available

If you need to record these delays, you can extend the model with a measure for continuous improvement. See below.

4.2.2 Database Information Not Up-to-Date

If the customer data in the database is incorrect or incomplete, the operator can manually correct or complete it.

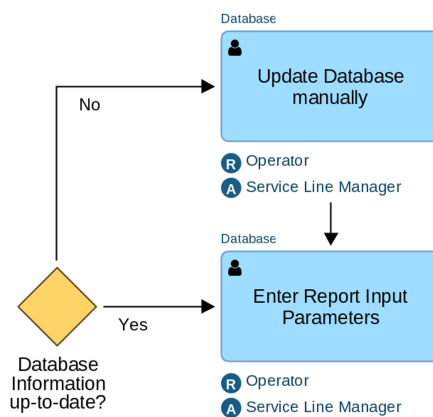


Figure 4: Database Information Not Up-to-Date

In general, you can check your data quality and completeness as follows:

- Define the criteria for your data quality.
- Perform automatic data profiling - integrate and analyze your data, and present and evaluate the results professionally.
- Implement rules for your data validation that take your experience with your data into account. Then all data should be within an acceptable range for their assigned fields.
- Perform data verification. After that, all data should be accurate and consistent.
- Monitor and document the results of your data quality assurance. This should lead to continuous improvement.

4.2.3 Output Quality Not Acceptable, But the Operator Can Fix It

Some output problems can be fixed by the operator themselves.

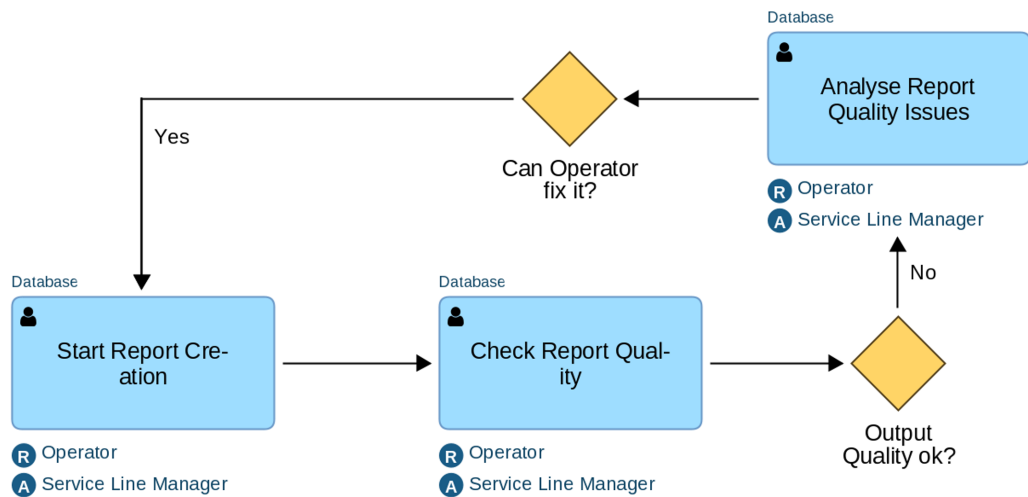


Figure 5: Operator Improves Output Quality

4.2.4 Output Quality Not Acceptable, But the Business Analyst Fixes It

If the operator cannot fix a report problem, the Business Analyst from the third support level must help.

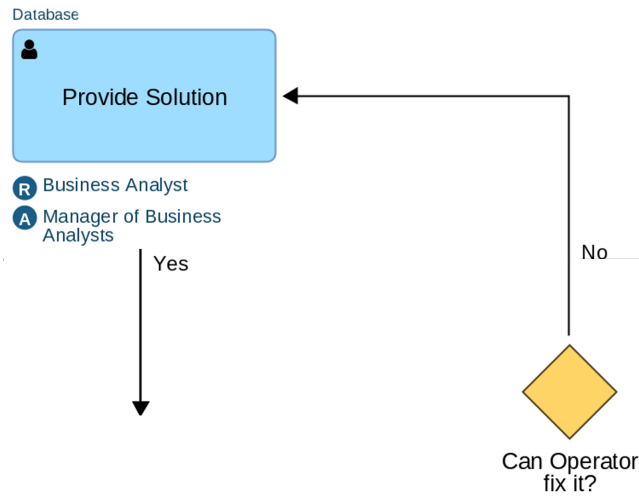


Figure 6: Business Analyst Fixes Output Error

4.2.5 Customer Rejects the Report

The customer can also discover an issue in the report and notify the Service Delivery Manager, who creates a service ticket and forwards it to the operator.

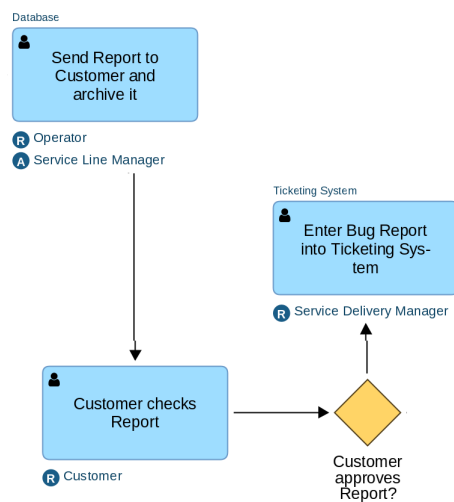


Figure 7: Customer Disputes Report

In general, an error can occur at any point in the process chain between data delivery and report delivery. You can locate, analyze, and fix an error as follows:

- First, check if the correct report was actually sent to the customer.
- Then reproduce the error. If this is not possible, send the new correct report and ensure that this production can be correctly repeated the next time.
- After reproducing the error, find out which part of the process chain was last modified. This is often the cause of the error.
- If you still haven't found the cause of the error, create the report step by step and carefully check each step before performing the next one.
- After finding the cause of the error, fix the error and carefully test the fix.
- After fixing the error and correcting the process, ensure that this error cannot occur again. Install an automatic check for this.

5 Validating the Business Process Model

Adonis offers an automatic quality check for your business process model - the validation.

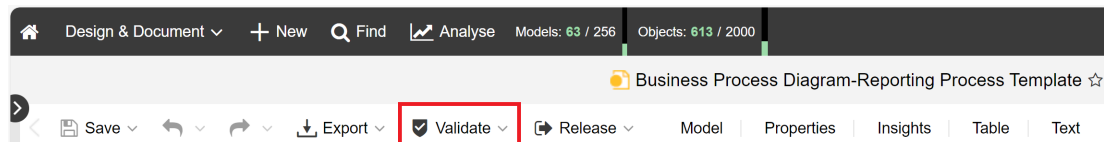


Figure 8: Validate the Business Process Model

Our template was validated with 77 checks without any issues.

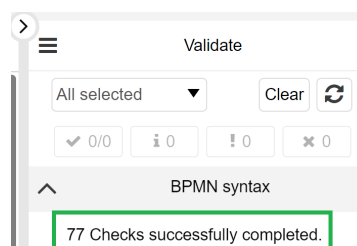


Figure 9: Validation Results

6 Extending the Model

You can perform and document additional business model functions, such as continuous improvement and risks.

6.1 Continuous Improvement

If you want to track delays in input data:

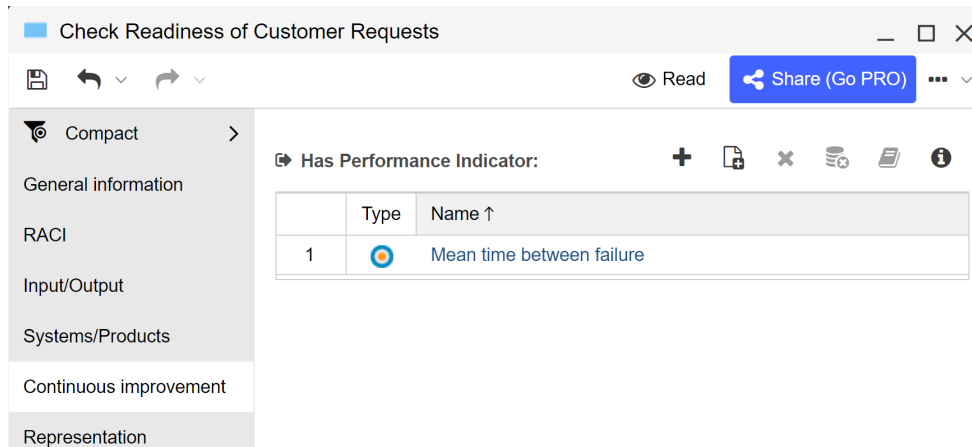


Figure 10: Continuous Improvement

6.2 Risks

If you need to monitor the risk of an internal violation:

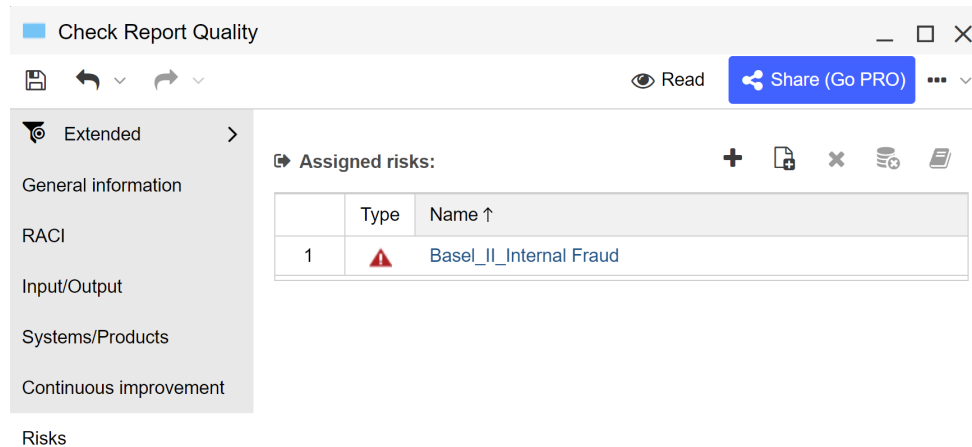


Figure 11: Risks

7 Order a Free BPMN Poster

You can order a free BPMN poster (approx. size A1) from the BOC Group:

<https://www.boc-group.com/en/resources/bpm/free-poster-bpmn-2-0-symbols-explained-poster>

8 Import

You can import this file into Adonis or Adonis:CE (without any warranty):

https://www.sulprobil.de/Business_Process_Reporting_Template.bpmn

How to import into Adonis:

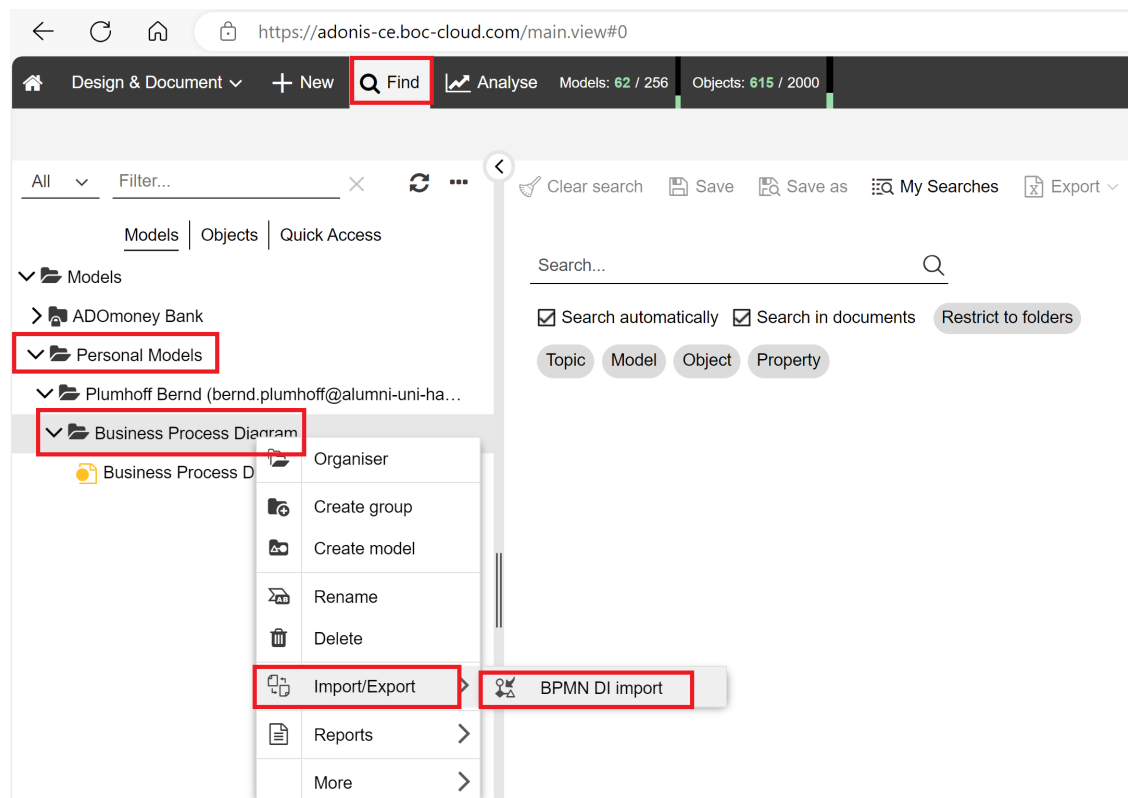


Figure 12: Import