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White Paper:

Business Lifecycle Management
Embracing Continuous Change

Version 1.0

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Executive Summary

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- In the dynamic landscape of today's business environment, one constant remains: change. But change is nothing new, it has always been around.

- However, we are at a new norm, the speed of technological advancements, geo-politics, shifting market dynamics, and evolving customer expectations. Necessitate a paradigm shift in how businesses approach change.

- The old ways are becoming a risk of investing in obsolete directives and people are on a rollercoaster of expectations and responsibility. Where not everyone is able or willing to stay for the ride.

- Since the ability to adapt, innovate, and evolve has become a strategic imperative for organizations seeking not only to survive but to thrive.

- This whitepaper aims to explain how Zimplicit create structure for Business Life Cycle Management so you can achieve your objectives. By embrace continuous change in Zimplicit for your organization.

Most digital transformations fail to meet their original objectives. The fail rate is stated to be between 70% to 95%, with an average at 87.5%. According to an article in Harvard Business Review 2022-09-20
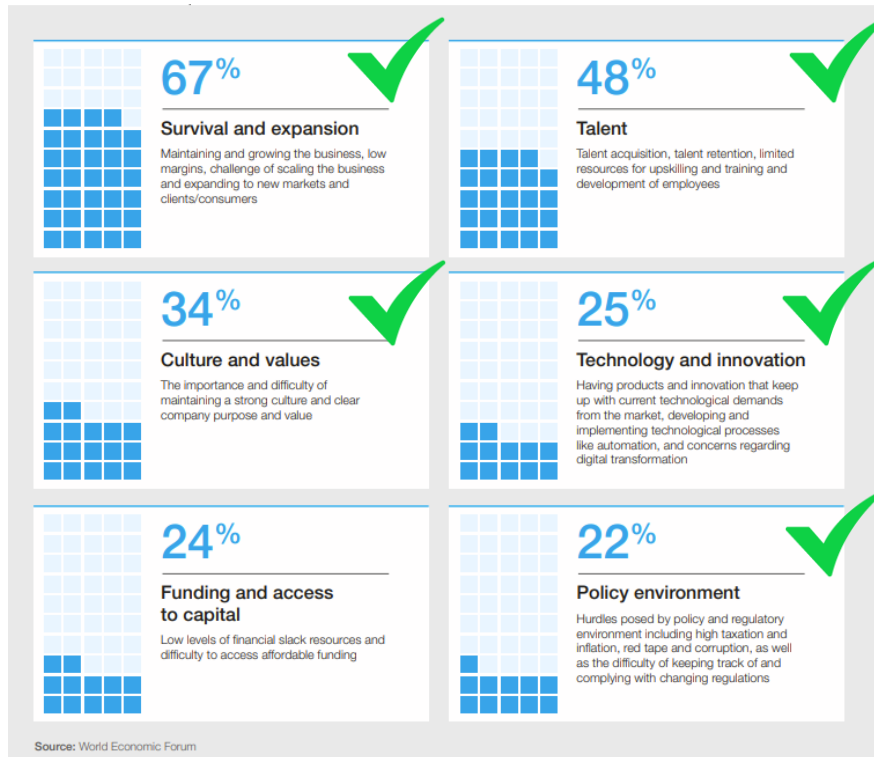

This is not so surprising if you also look at the workplace engagement being as high as 59% not being engaged and 18% actively disengaged.
According to Gallup, State of the global workforce 2023 report

Value Proposition

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Why bother what's in it for you?
Zimplicit address the below challenges.

FIGURE 2 · **Top Challenges for SME's**

Source: World Economic Forum

Area	Comment
Survival and expansion	On average 60% of managers do not know the work their teams do. In addition, 20% of personal is looking for internal information or tracking down colleagues who can help with specific tasks. • Makes the processes needed to achieve the company´s objective clear • Makes the information readily available when the people need it
Talent	69 percent of employees are more likely to stay with a company for three years if they experienced great onboarding • Reduce frustration by clear work instructions and responsibilities. • Increase engagement through collaboration and
Culture and Values	The average interaction worker spends an estimated 28 percent of the workweek managing e-mail. • Reduces the internal communication with role base communication • Find peers and collaborate with clearer responsibilities • Feeling involved by enabling easy way to contribute and see effect
Technology and innovations	Digitalization projects fail rate average at 87.5%. With an unknown number Cost of overengineering or not selecting the right fit of solution to your actual needs: • Know where Digitalization is needed and what the requirements are • Improved visibility throughout the project • Motivate the employees throughout the change
Policy environment	Using Zimplicit to manage your business process lifecycle makes being compliant more easy and full tracking of deviation and improvement actions accounted for
Total Cost of Ownership	50% Less: Although there is nothing like Zimplicit. It is compared to others systems not considering the need to integrated these systems and designing how they should communicate to each other.

Try Zimplicit today for free and see the value it brings you!!

Common Mistakes

To go behind the numbers of failed digitalization projects and why Zimplicit is needed. These are the most common mistakes in a digitalization journey:

- Unclear Goals (overall and breakdown so it makes sense to the people)

- Lack of IT Skills (internally and with vendors)

- Leadership Involvement (Availability, Change Management Skillset and Interest)

- Ignoring customers (do we need it to serve our customers)

- Unrealistic deadlines

- Ignoring data (OKR of the actual change initiative what is the ROI, and the lasting effect after the change initiative)

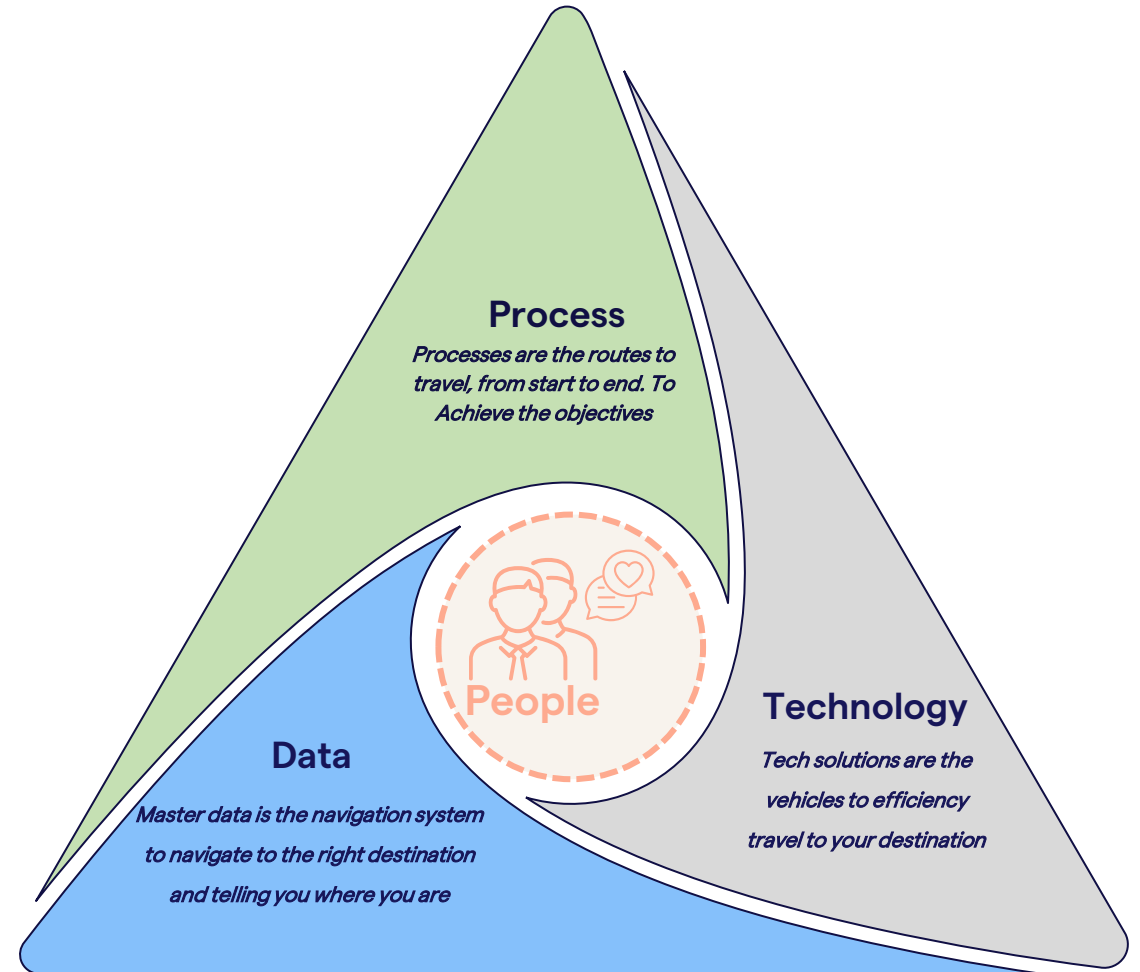- Lack of budget and resources

- Resistance to Change

There is now a simpler more effective alternative to address these, Zimplicit!!

Analysis of Common Mistakes

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When seeking common denominators of what could have been done differently to make each and every failed project more successful and achieve desired outcomes one thing stands out; PEOPLE:

- Technology: Choosing technology before defining processes is trapping people between old, new, and system standards, leading to overcomplicated solutions. Which make People have a higher resistance to change and low realized benefits.

- Processes: Aligning processes with strategy is a known challenge, often resulting in disconnected workflows and inefficiencies. Additionally, a lack of process awareness and training hinders People's consistency and collaboration across departments.

- Data: People's skill gaps in data handling are creating ineffective or broken processes, hinder decision-making, and result in financial losses, missed opportunities, and eroding trust in technology and processes.

Process
Processes are the routes to travel, from start to end. To Achieve the objectives

People

Technology
Tech solutions are the vehicles to efficiency travel to your destination

Data
Master data is the navigation system to navigate to the right destination and telling you where you are
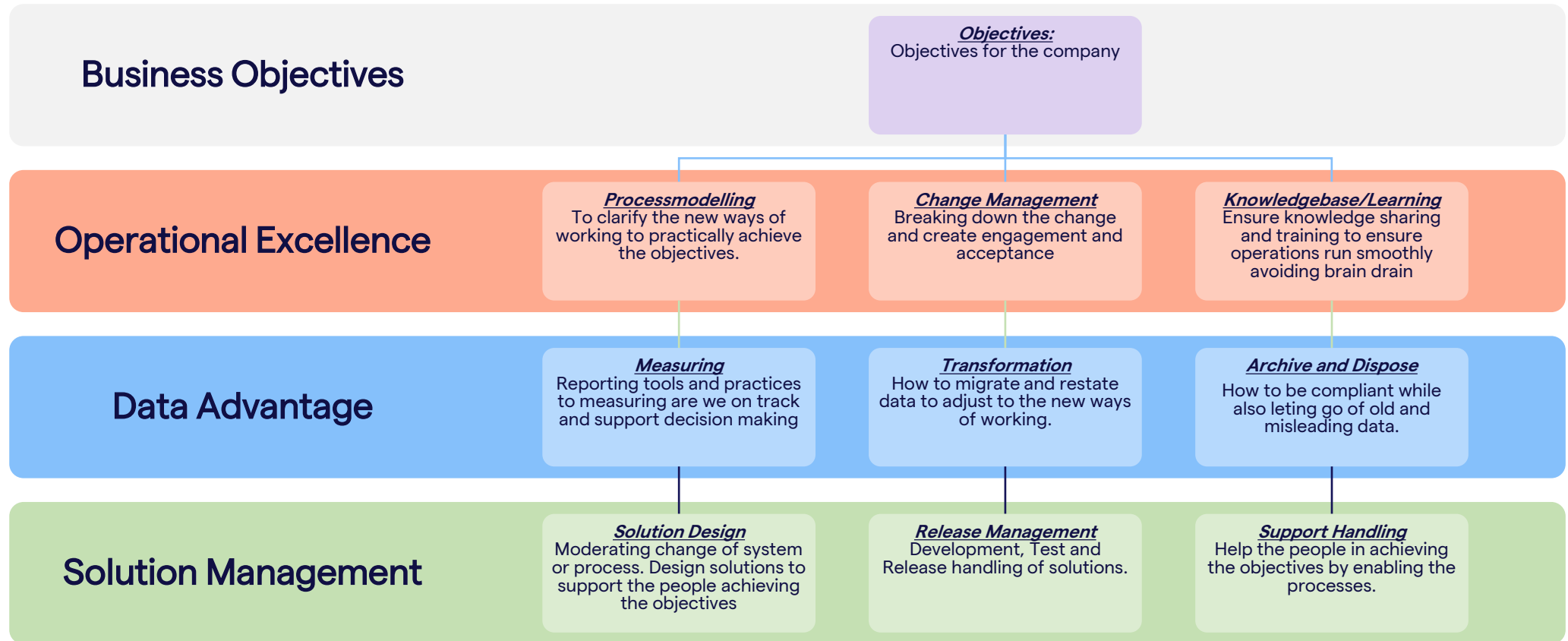
People need a drivers license to be able to operate their vehicle, driving on the route provided by their navigation system
People's involvement, acceptance and capability is the foundation for any success.

Zimplicit enables organizations to achieve desired outcomes by empowering their People to make it happen.

Current Practises

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Today there are many different practices and systems to support the practices. They are closely related to the different roles involved in a change. They have however caused a suboptimization with unnecessary layers of administration and confusion on what is the change. With their own task management solutions and practices to steer their work.

Business Objectives

Objectives:
Objectives for the company

Operational Excellence

Processmodelling
To clarify the new ways of working to practically achieve the objectives.

Change Management
Breaking down the change and create engagement and acceptance

Knowledgebase/Learning
Ensure knowledge sharing and training to ensure operations run smoothly avoiding brain drain

Data Advantage

Measuring
Reporting tools and practices to measuring are we on track and support decision making

Transformation
How to migrate and restate data to adjust to the new ways of working.

Archive and Dispose
How to be compliant while also leting go of old and misleading data.

Solution Management

Solution Design
Moderating change of system or process. Design solutions to support the people achieving the objectives

Release Management
Development, Test and Release handling of solutions.

Support Handling
Help the people in achieving the objectives by enabling the processes.

There is no holistic ready to go solution to cover any change end to end to cover the complete Business Life Cycle!!
This set's the scene for the whispers game. In the end the intended change get lost in translation between systems, role and people.
Causing unnecessary effort, cost and frustration!

Zimplicit's Way
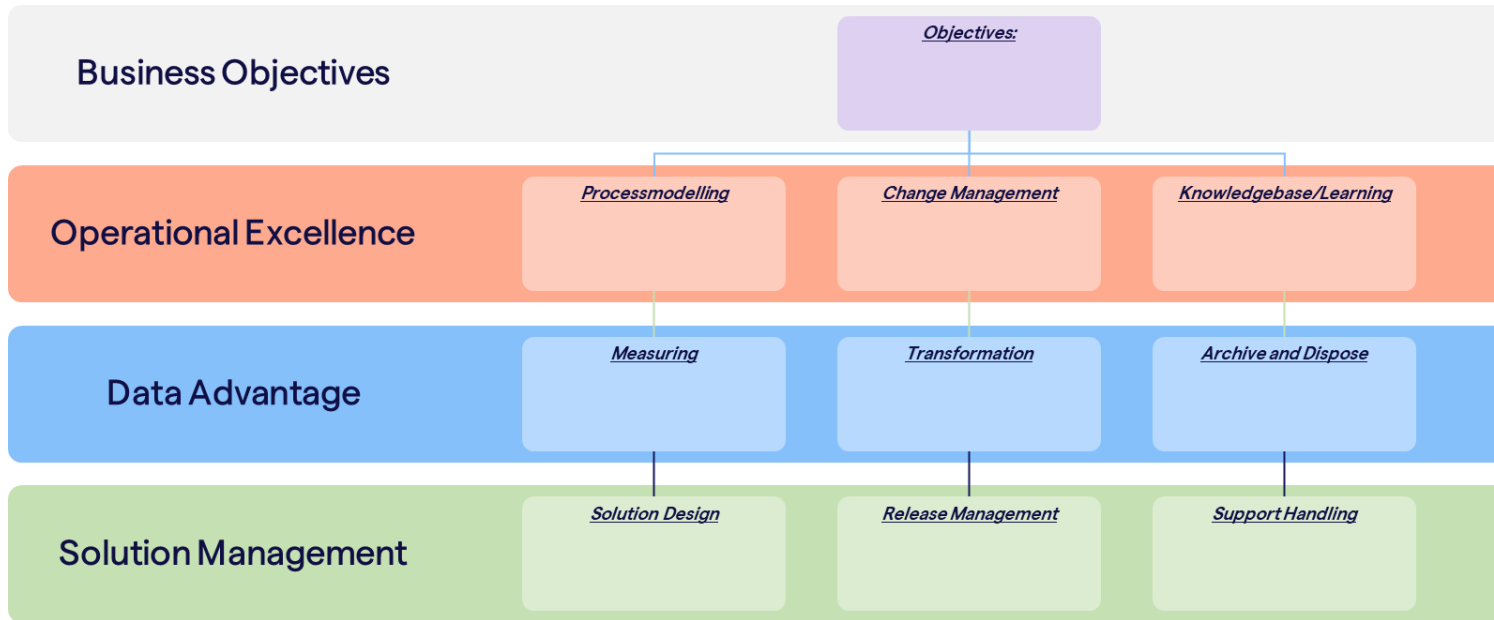
Business Lifecycle Management

Embrace continous change

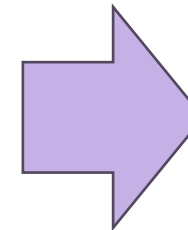# Business Lifecycle Management

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"Zimplicit - the Holistic and simple red thread for any transformation"

Change divided by area, role and department

Change structured around the process throughout
The change. Enabling transparency and engagement

Business Objectives		Objectives:	
Operational Excellence	*Processmodelling*	*Change Management*	*Knowledgebase/Learning*
Data Advantage	*Measuring*	*Transformation*	*Archive and Dispose*
Solution Management	*Solution Design*	*Release Management*	*Support Handling*

Level 4 — Level 0 — Level 1 — Level 2 — Level 3

People

Zimplicit is here to tear down the wall between these systems and practices that acts as a limitation for the people to change and for the company as a whole to achieve its desired outcomes. Therefor Zimplicit is system agnostic, it doesn't matter what your specific tool you use as vechicle for your company to execute it's processes.

Zimplicit keeps the thread together throughout the change regardless if it is with Business or IT. From creating the future state, with the user story requirements, Change request to IT, release planning, test cases, Instructions and communication on when it is available together with training material. Beyond that the new process and instruction are also available through the companion SAM when they need it to perform the new process.

Embrace Continuous Change

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"Start small adopt a continuous change practice"

While Zimplicit is a comprehensive tool it is recommended to get used to the practice of continuous change and focusing on different parts throughout the change and maturity of adapting to the new way of working. This enable you to crawl before you run.
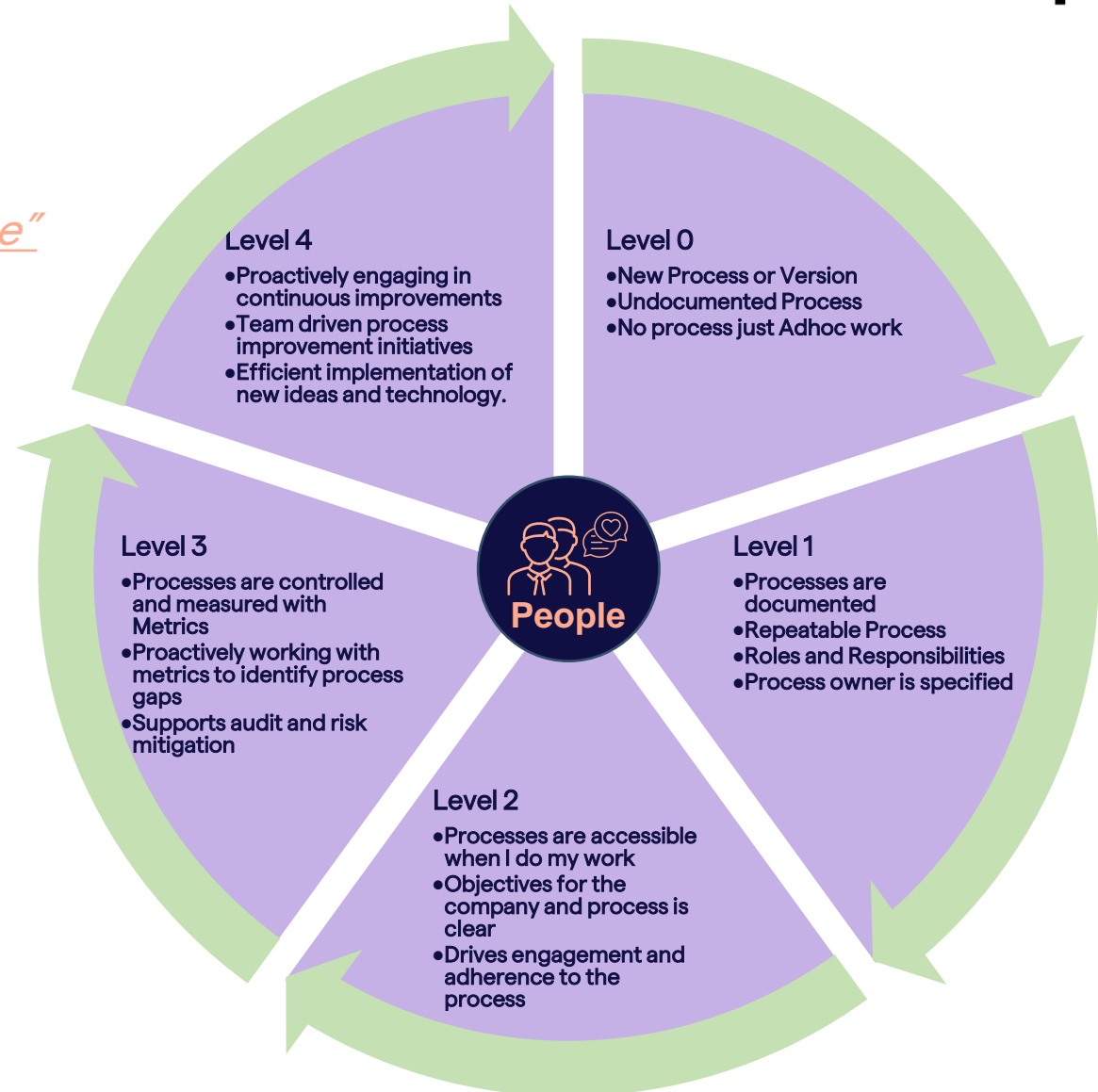
Maturity need to be coming from experience by working with the new changes. Therefor if a change in the way of working, measuring or adding features and systems to make it easier. One need to see it as they are starting from level o to make sure not miss a step in enacting the change. Also to keep things simple depending on where you are in the execution of the change.

As an example; there is an unintended bias that people are problematic and leading to an informal best practice *it is easier to change the solutions than to change people.*

That's why the bullets in the circle show a guideline on what to emphasize at the different levels before leveling up.

Regardless of level open collaboration on how to achieve the objectives makes the people do the work to change, not your temporary projects.

In Zimplicit all stages can be collaborate worked on and nothing gets lost in transition.

Level 4
- Proactively engaging in continuous improvements
- Team driven process improvement initiatives
- Efficient implementation of new ideas and technology.

Level 0
- New Process or Version
- Undocumented Process
- No process just Adhoc work

Level 3
- Processes are controlled and measured with Metrics
- Proactively working with metrics to identify process gaps
- Supports audit and risk mitigation

People

Level 1
- Processes are documented
- Repeatable Process
- Roles and Responsibilities
- Process owner is specified

Level 2
- Processes are accessible when I do my work
- Objectives for the company and process is clear
- Drives engagement and adherence to the process

Zimplicit is not just a set of features it helps keep it simple while it offers support for the complete business life cycle of processes.

Getting to Level 1:
Process Basic's

Moving to the first level, getting structured can be both challenging and exciting. The wish for something better combined with the dread of doing a lot of admin without benefit. Although Zimplicit supports all stages of process maturity start with the basics of what you have and evolve!

Not knowing the answer to below questions is a way to know you have opportunity for improvements.

Process Questions

1. What are you trying to Achieve? -> ⊙ Goals
2. What must the process be compliant to? -> § Rules/Policys
3. How is it measured? -> KPI/Reports
4. What are the risks for the process? -> Risks

Activity Questions

5. What do you have? (static)-> ▪ Input Object
6. What do you do with it? (verb) -> ▪ Activity or ▶ Sub Process
7. What do you get? -> ▪ Output Activity
8. Who does it? -> Roles
9. Where is it done? -> Systems
10. How do you do it ? -> Instructions

Flow Questions

11. Criteria for deciding path? -> ◆ Decision for paths
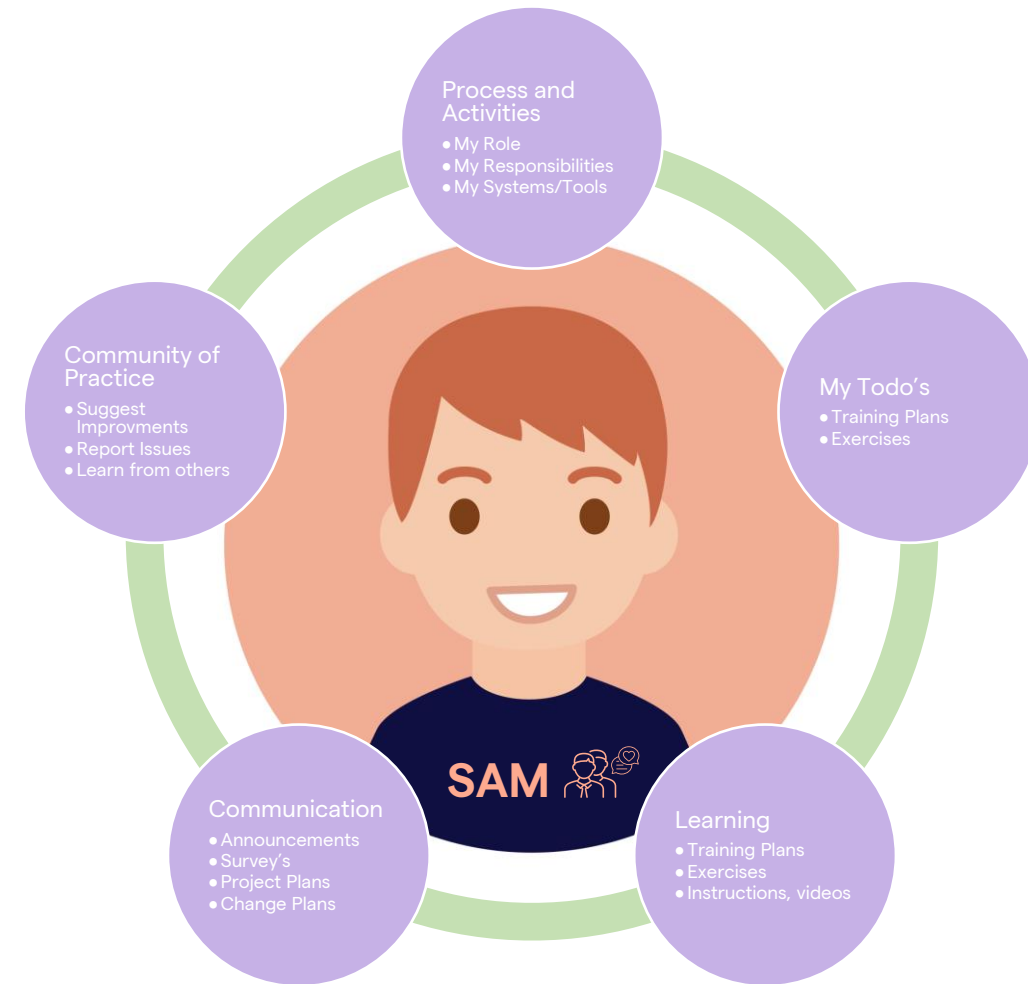

Process 1 version 2.0

Process 1.1 version 2.0
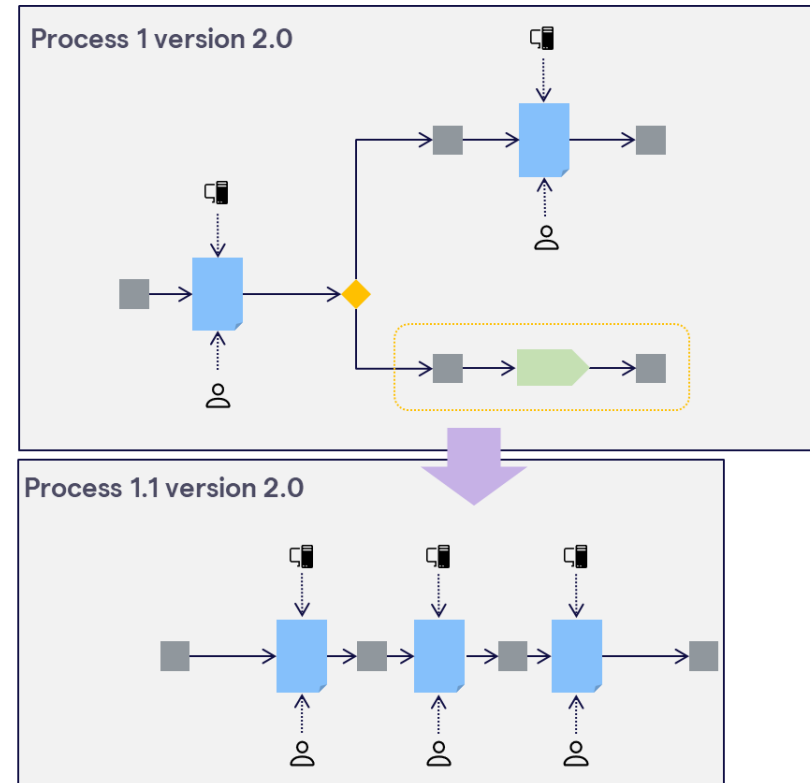
Getting to Level 2:
Enabling People

At the second level Zimplicit is not just creating another process chart it is also enabling you to drive change by seeing who is affected and interact with them through it's the companion SAM. To fully engage and support engagement Zimplicit help you answer the below questions to your people.

1. Who owns the process and our way of working ->   Process Owner
2. What are we trying to Achieve? ->   ⊙ Goals
3. What must I be compliant to in this process? ->   § Rules/Policies
4. How can I see the impact of the process changes ->   Version Control and Impact Analysis
5. Who is doing what activity? ->   👤 Roles assigned to resources
6. How will I know it is relevant to me ->   Communication based on Roles
7. How do I know I need to do something ->   Project Tasks
8. How do I know what is expected of me ->   Role linked to activities in processes
9. How can I train ->   Instructions & Exercises
10. How can I express my thoughs & improvements ->   Feedback & Surveys

Process and Activities
- My Role
- My Responsibilities
- My Systems/Tools

My Todo's
- Training Plans
- Exercises

Learning
- Training Plans
- Exercises
- Instructions, videos

Communication
- Announcements
- Survey's
- Project Plans
- Change Plans

Community of Practice
- Suggest Improvments
- Report Issues
- Learn from others

SAM

SAM provide a 360 view for the People

Although Zimplicit gives the business a collaboration area and structure the change. It needs continuous dialogs to get people fully Engaged.

Getting to Level 3:

Data

Data Objects from your process chart is your key to start measuring your process and make sense of your data

Process 1.1 version 2.0
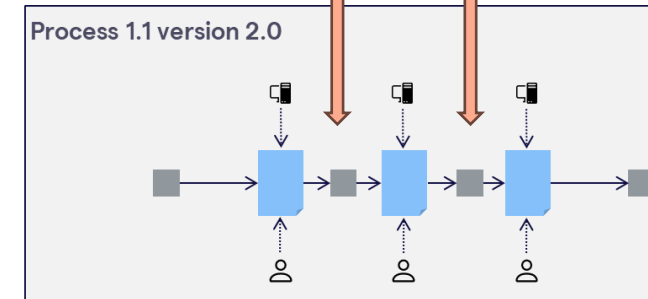
1. How is the process controlled and measured? -> Metrics
2. Do I have the data required for the Metrics? -> Data Objects and data sources (mapped systems to the activities)
3. How can improve the data -> Analyze at the activities affecting the data (after and before the data objects):
   1. Data GAP Analysis for reports needed (is the data available for the report, e.g., data sources connected and available in BI)
   2. Does the systems/solutions capture the data as needed for the reports
   3. Are the instructions covering what need to be entered to generate the data needed for the metric
   4. Are the employees trained on the importance of the data that they are entering and understand how it affects the measuring for their process
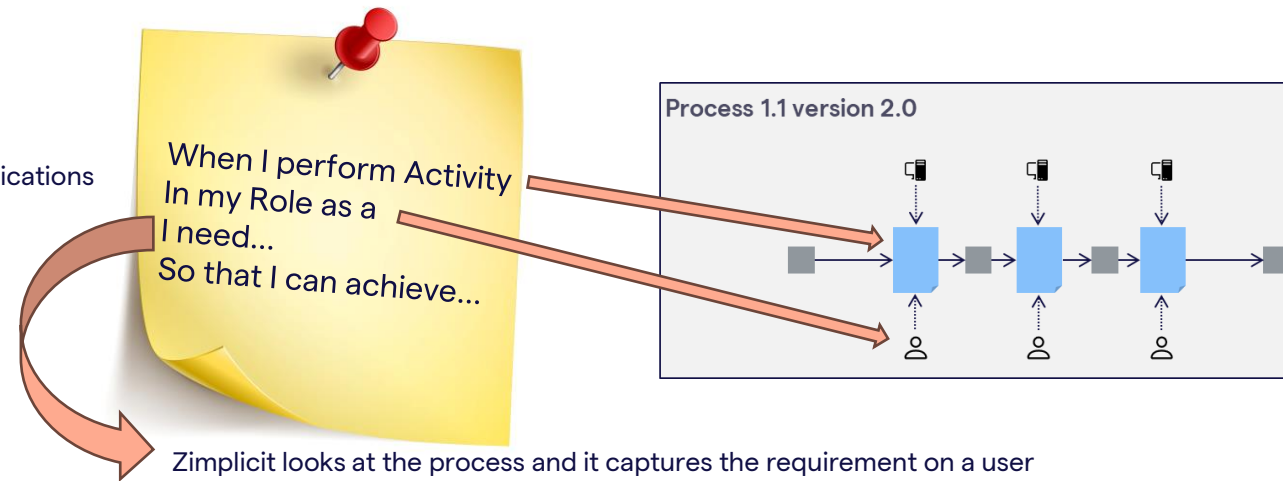   5. Are there multiple databases and are they readily accessible in a common BI

Getting to Level 4: Technology

At the fourth level it is not about technology is the solution, it is about being ready to decide if a technical solution is needed and what it should do.
Zimplicit offers full traceability from motivation if a technical changes should be done to the actual implementation. With easier communication between business and IT to what they do best to make the change happen.

Most of the project costs are related to admin and misinformation on perceived requirements.
User stories and the work done to achieve throughout the implementation in a common system ensure no whispers game occur.

1. What Improvement suggestions exist -> Feedback
2. What do we need to perform the process or activity -> Requirements
3. What are we missing to enable or improve the process/activity -> Change Request
4. What to invest in (Change the process or Change the solution) -> Business Case
5. How and when do you inform the persons new features are coming -> Release Plan, Notifications
6. How do you verify that it works -> Test Cases
7. How do we know that it has been verified -> Test Runs
8. How do I know it affects me and/or I should take actions -> Companion and Notifications
9. How can I use it -> Instructions
10. How can I try -> Exercises
11. How can I get help -> Support

When I perform Activity
In my Role as a
I need...
So that I can achieve...

Process 1.1 version 2.0

Zimplicit looks at the process and it captures the requirement on a user story basis against the activity performed.

Not only as a business to IT requirements gathering but as:
- Feedback (I need this, improvements suggestions)
- Audits (I didn't do this, compliance and deviation handling)
- Support (I can't do this,

Planning and Operation

Although Zimplicit encourage continuous change in how to improve processes. It Many times need to be driven as a project for budgeting and securing resources and competence for the change initiative to take place. Zimplicit therefor also have support on how to plan both projects as well as regular operations and communicate effectively to the people.

Many of the failed digitalization projects where not able to track progress towards the goals and effort. Making budget overruns and delays a surprise when it is to late to fix it.

Zimplicit uses the roles specified in the processes to steer activities and plan the projects. Which helps communication to be effective and noise is reduced for the people to focus on what they need to do.
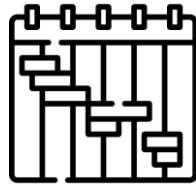
The transition between Operations to Project and back to Operation need to be smooth. To ensure the change sticks.
Zimplicit SAM is always there to support

Conclusions

Conclusions

"Zimplicit the Holistic and simple red thread for any transformation"

1. Transformation still comes down to people! As such, one simple and enabling factor; to have and act on the same information throughout the change is critical but did not exist before Zimplicit.

2. Many different best practices clashes and creates suboptimization in the change journey.

3. Many transformations have great attention during the project but not fully reaching the intended objectives or the potential of the business.
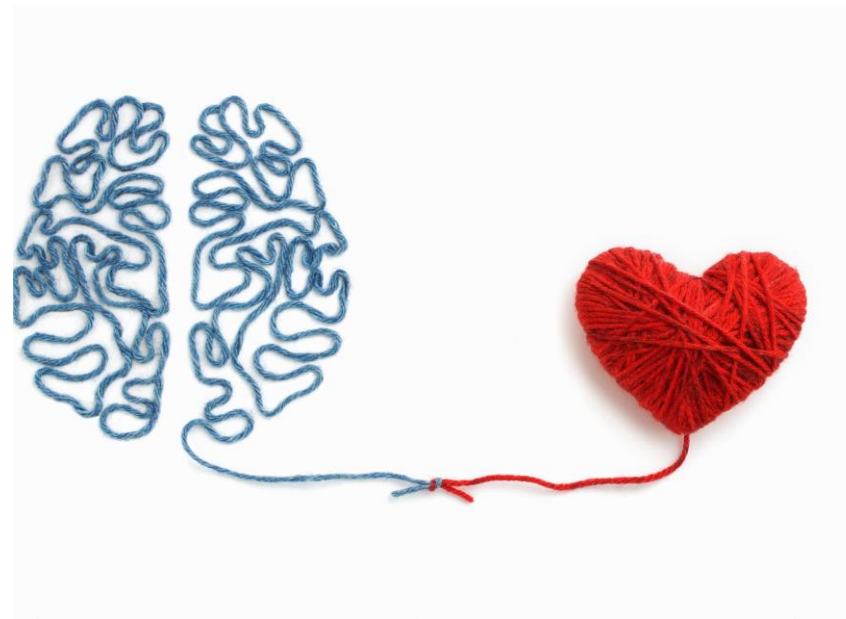
1. Zimplicit offers a close connection to the employees through its companion (SAM) both in operation as well as during change. Zimplicit makes the change stick!

2. Zimplicit gives a ready to go simple methodology that spans across all aspects throughout the complete change. No need to reinvent the wheel.

3. Zimplicit offers a lower TCO compared to combining and integrating other solutions. With added and holistic functionality design for the complete Business Lifecycle.

Try Zimplicit today for free and see the value it brings you!!

References

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