

Callis Author

Process Management Solution



The scenario and the need

More than ever before companies around the world struggle to improve business processes in an effective and efficient way. A **significant amount of the effort spend is going into trivial tasks** e.g. structuring process descriptions, ensuring consistency, manually building process overviews, supporting tailoring, doing layout work, making processes available, keeping cross references to standards updated, etc. Often, **this effort accounts for between 30 and 40% of the total effort used on process improvement - which does not add any real value.**

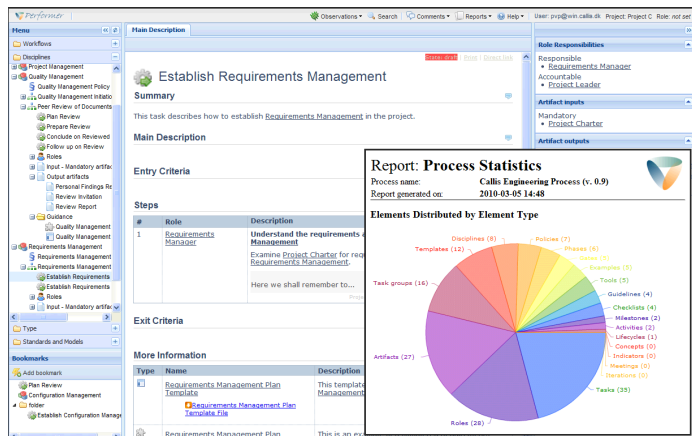
What is Callis Author?

*Callis Author is a web based solution helping organizations to **structure, author, publish, and improve** their business processes. Furthermore, Callis Author supports working in a **multi-standard environment***

To support the needs of modern businesses a process management solution must support the full life-cycle needs when defining, using, and improving process descriptions. This should include:

- **Integrity and consistency** of processes
- **Efficiency and insight** when authoring
- **Integrated, lightweight reviews**
- **Multiple, consistent process views**
- **Multi-model compliance management support**
- **Supporting multiple process versions**
- **Supporting process tailoring**
- **Automatically comparing different processes**
- **Metrics** on your process descriptions

Effective and efficient business process leadership requires these needs to be addressed.



Tailoring and compliance, cont.

Callis Author will generate bi-directional traceability matrices - from your process to the standards, and from the standards to your process - making it easier for both process authors and process users to understand the compliance background for your processes. Furthermore, Callis Author makes it possible to create templates for organizational CMMI PIIDs (Process Implementation Indicator Documents).

One model, multiple views

Based on content of your process model, menus and overviews are automatically generated. Examples of this are the menu structure and the "Roles and Responsibilities" table which provides an overview of the involvement of different roles in different tasks.

Tasks	Review Leader
Plan Review	C
Prepare Review	I
Conclude on Reviewed Documents	R
Follow up on Review	

Process information is stored only one place in the system which makes it a lot easier to maintain and keep consistent, but the information is used to create multiple views on the process. Another example of this is our "Discipline Overview" report, which is useful to understand the structure or "process architecture" of your process.

Report: Discipline Overview

Process name: Scrum framework process (v. 0.8)
Report generated on: 2010-05-19 09:56

Scrum framework(Discipline)

Scrum(Task group)

Task name	Roles	Inputs	Outputs
Establish Product Backlog	• Product Owner(Resp)		• Product Backlog
Perform Sprint planning	• Team(Resp) • Scrum Master(Cons) • Product Owner(Cons)	• (M) Product Backlog	
Monitor Sprint progress	• Scrum Master(Resp) • Team(Cons)	• (M) Sprint Backlog	
Review Sprint results	• Scrum Master(Resp) • Team(Cons)	• (M) Sprint Backlog	
Perform Sprint Retrospective	• Scrum Master(Resp) • Team(Cons)	• (M) Sprint Backlog	

Multiple outputs

Out of the box Callis Author can publish process content for your web server, as self-contained files (which can be burned on a CD and shipped to your auditor), and as PDF files for printing. And all outputs being consistent!

Tasks	Measurement and Analysis Group	Measurement and Analysis Leader
Establish or Revise Organizational Measurement Objectives (p. 22),	R	A

Artifact Inputs	>> Task & Roles >>	Artifact Outputs
• Measurement Objectives(O) (p. 60),	>>	• Company Strategy (placeholder) (p. 58), • Measurement Program Evaluation Report (p. 61),

#	Performing Role	Description
1	Measurement and Analysis Group (p. 63),	Read and understand the business goals of the organization The goals defines the long-term objectives of the organization.
2	Measurement and Analysis Group (p. 63),	Read and understand company strategy The Company Strategy (placeholder) (p. 60), is based on the organization's business goals and formulates an approach to achieve the goals. Reading and understanding the strategy will be helpful when organizational objectives are to be defined.

Tailor, approve, and diff processes

Callis Author supports archiving process elements, approving elements or packages with process content, and even doing structured diffs which is very useful when understanding changes in process descriptions from one version to another. Just compare and check the output...

#	Role	Description
1	Author	Correct work product
2	Author	Analyse for errors in related work products - new title here Modified new description block Modified
3	Chief of Engineers Modified	Correct related work products or create issue to correct, as necessary
4	Customer	Completely new step New step to there

Contact information

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