



Technische Universität München



Design and Implementation of a Workflow-based Software Solution to Support IT Project Management at Sky Deutschland AG

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Agenda

1. Sky Deutschland AG
2. Motivation – Problem Analysis
3. Goals
4. Method
5. IT Project Management Process
6. Conceptual Overview
7. Data Model
8. Workflows
9. Live Demo
10. Outlook

Sky Deutschland AG

- Media company based in Unterföhring
- ~ 3,4 mio. customers
- ~ 2000 employees
- ~ 80 employees in the IT Department
- ~ 180 concurrent running IT projects at all times
- ~ 200 IT projects finalized last year
- 9 IT Demand Manager



Motivation – Problem Analysis

- High number of projects running in parallel
- Many media breaks within the process
 - Digital: Word, Excel, Email, SBM
 - Physical: Transaction Approval Form
- No centralized information source
- Redundant data storage

➔ Error-prone, limited reporting abilities,
limited invoice matching abilities

Request for Transaction Approval																																																																				
1. Description of transaction (contract, investment, order)											TA-No:																																																									
Requester:			Department/stand order/budget:				Link to existing framework contract:				Date:																																																									
ID Nr. (to be filled out by CFO):			Cost Center/Responsible:				Capex/Opex (to be filled out by Requester)																																																													
1. Transaction name and description (additional information can be attached to this form for further explanation)																																																																				
2. Contractual party/service provider																																																																				
3. Transaction amount in €																																																																				
4. Financial result (additional information can be attached to this form for further explanation)																																																																				
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5. Order is processed in: ☐ Yes ☐ No If "No", specify:																																																																				
6. Applicable VAT-rate: ☐ 19% ☐ 7% ☐ Other: _____%																																																																				
7. Structure of order group: from: _____ till: _____																																																																				
8. Date(s) of payment(s) + amount: ☐ monthly ☐ fixed price																																																																				
9. Business case attached: ☐ Yes ☐ No If "No", specify: cf. capex request																																																																				
II. Signatures for Approval:																																																																				
1. Cost Center Responsible: _____ Date: _____ Name: _____ Signature: _____																																																																				
2. Department Controller: _____ Date: _____ Name: _____ Signature: _____																																																																				
3. VP/SVP department: _____ Date: _____ Name: _____ Signature: _____																																																																				
4a. EVF/CxO department: _____ Date: _____ Name: _____ Signature: _____																																																																				
4b. VP Commercial Finance: _____ Date: _____ Name: _____ Signature: _____																																																																				
5a. CFO: _____ Date: _____ Name: _____ Signature: _____																																																																				
5b. CEO: _____ Date: _____ Name: _____ Signature: _____																																																																				
If declined, why: _____																																																																				

Goals

- Create a single point of truth
- Give users easier access to real-time data
- Eliminate the amount of media breaks
- Enable collaborative working throughout the company

Method

- Conceptual Phase
 - Define stakeholders, key process steps and application requirements through interviews
 - Define a data structure and workflows
- Implementation Phase:
 - Development using Serena Business Manager (SBM): A software platform for process application prototyping and development
 - Consists of a composer (application development), an administrator (configurations) and a web interface (UI)
- Post-Analysis Phase:
 - Analyze user acceptance of the application

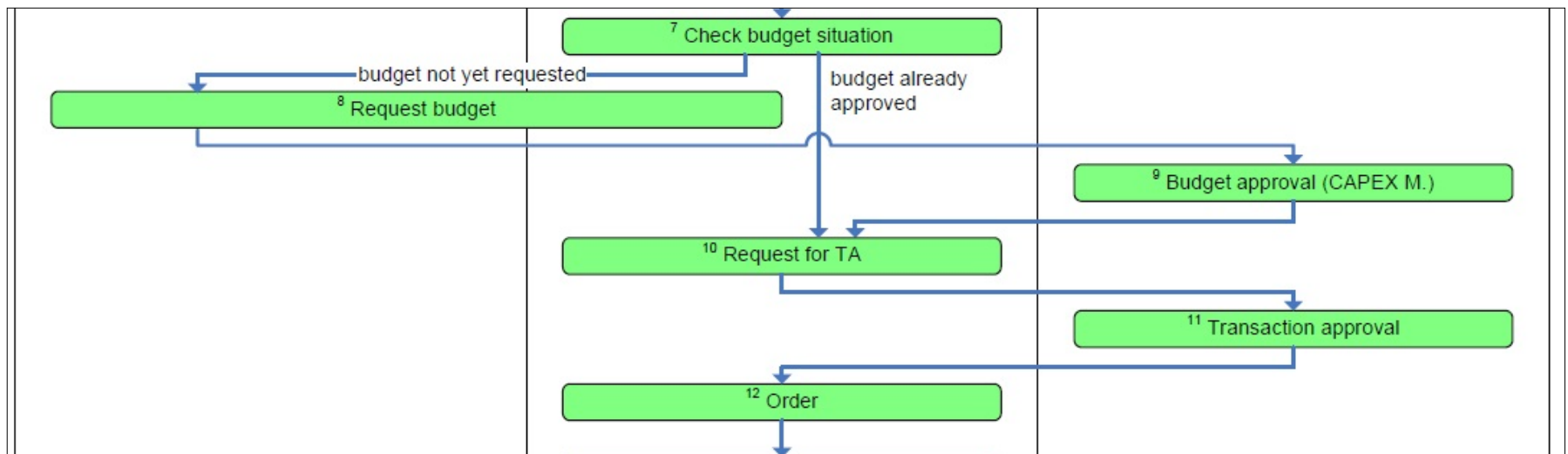
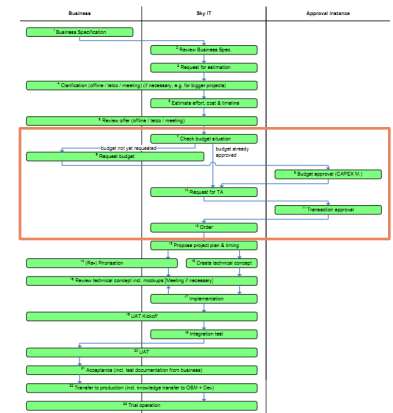
IT Project Management Process



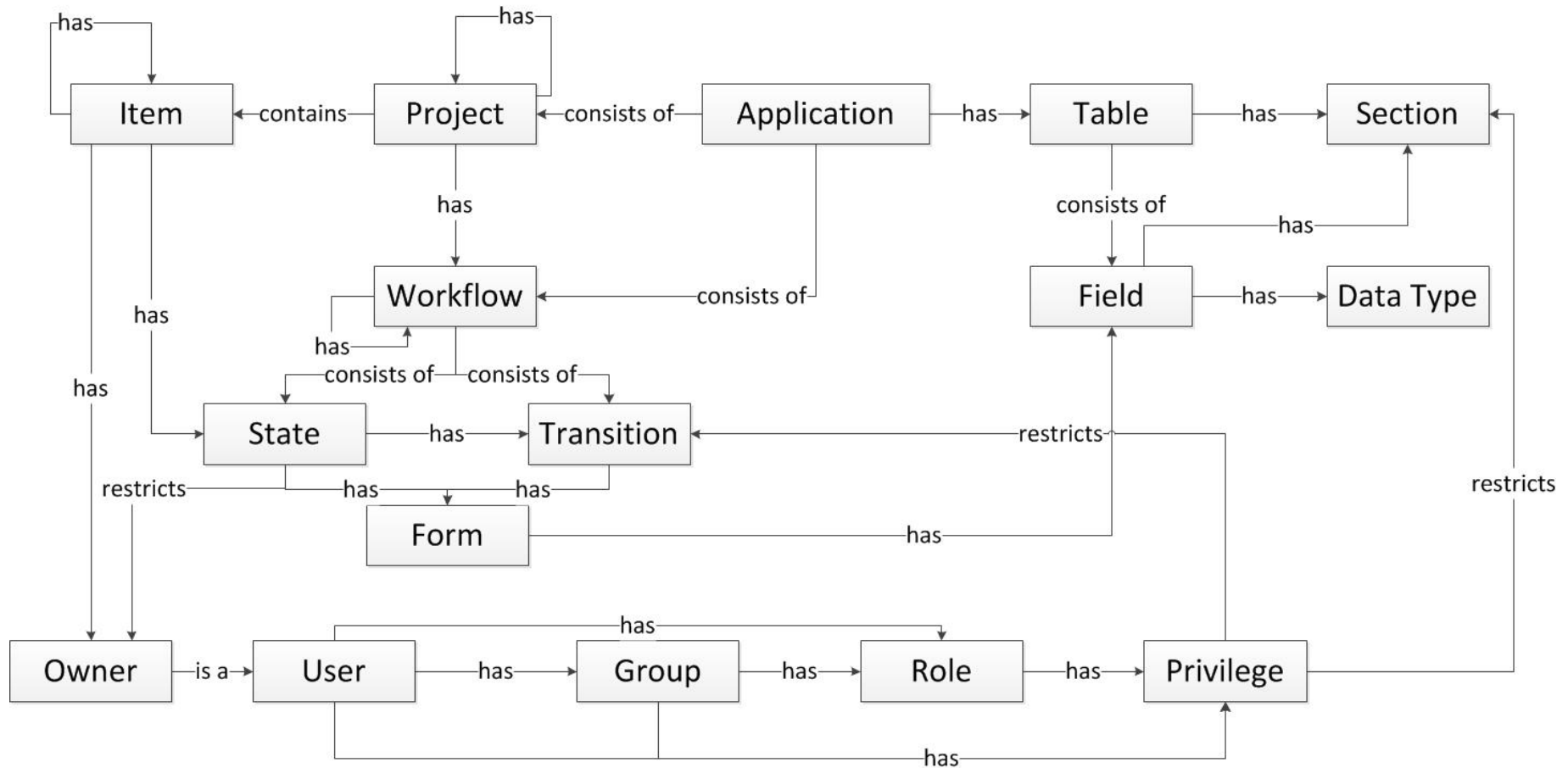
IT Project Management Process



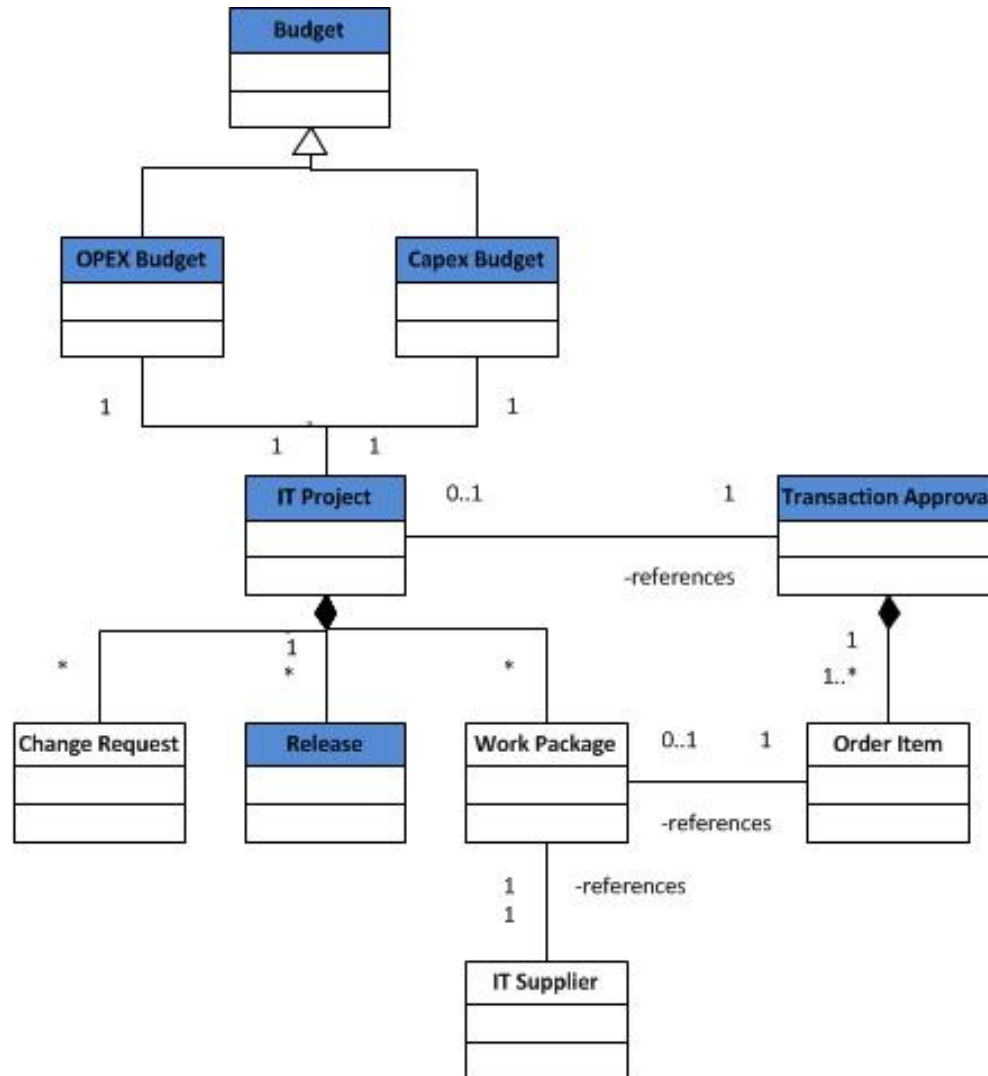
IT Project Management Process



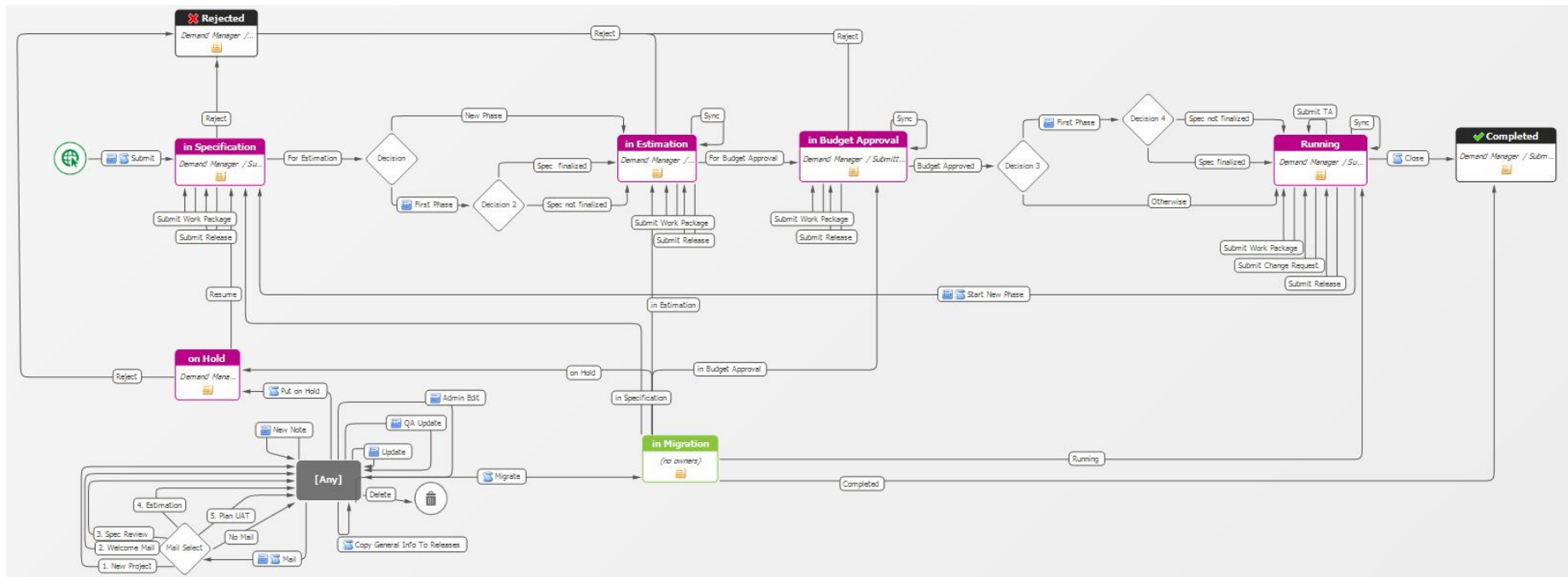
Conceptual Overview



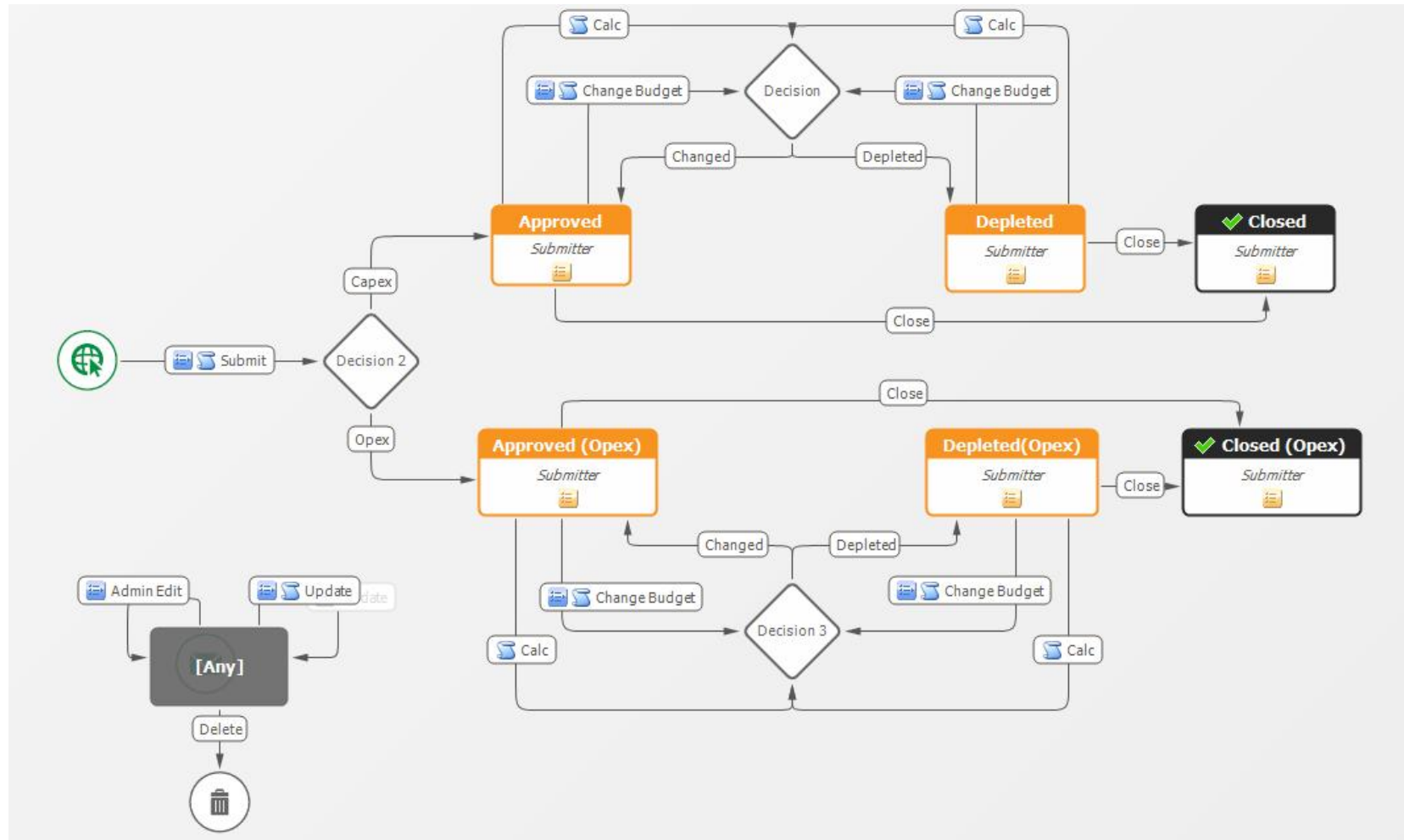
Data Model



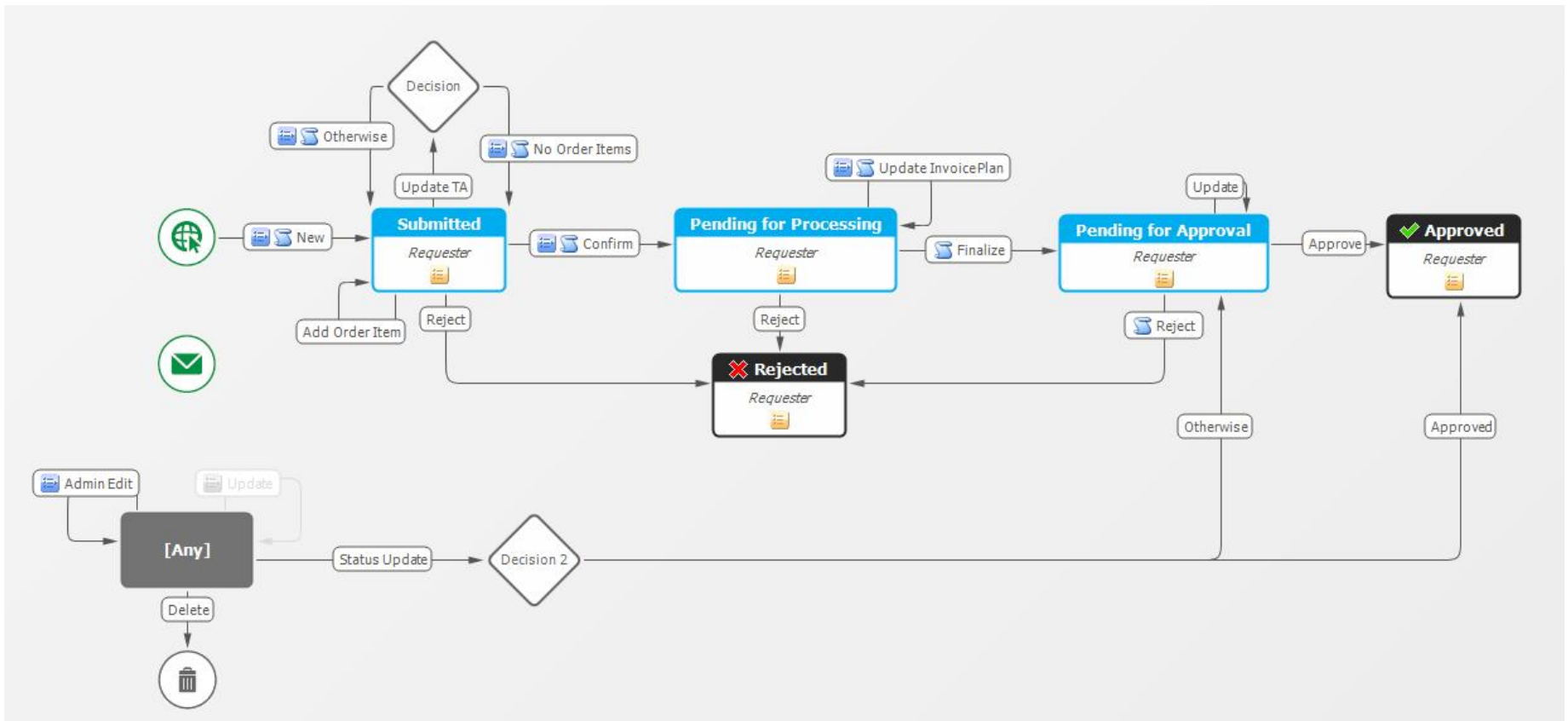
Workflow – IT Projects



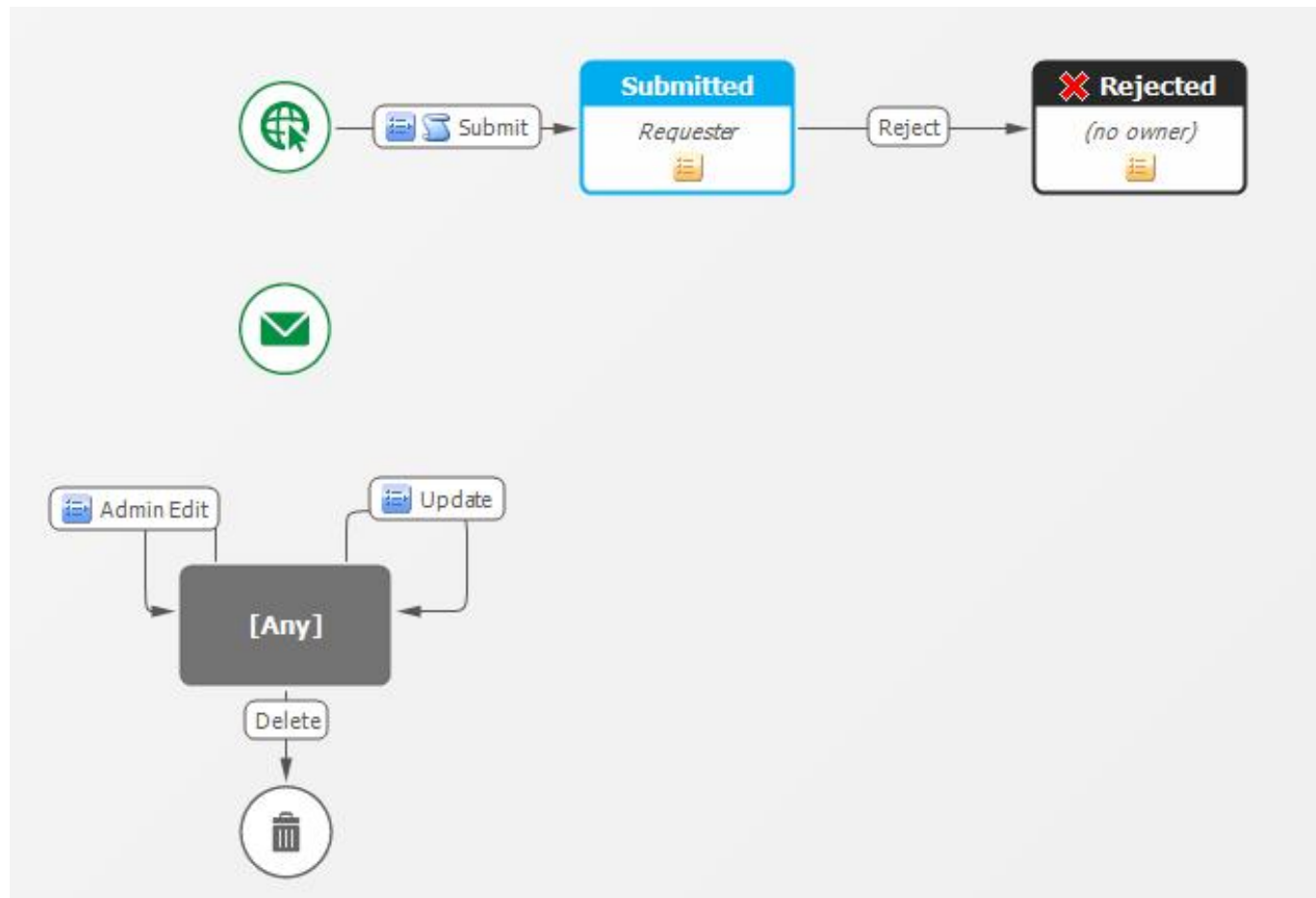
Workflow - Budgets



Workflow – Transaction Approvals



Workflow – Transaction Approval Order Items



Live Demo

Outlook

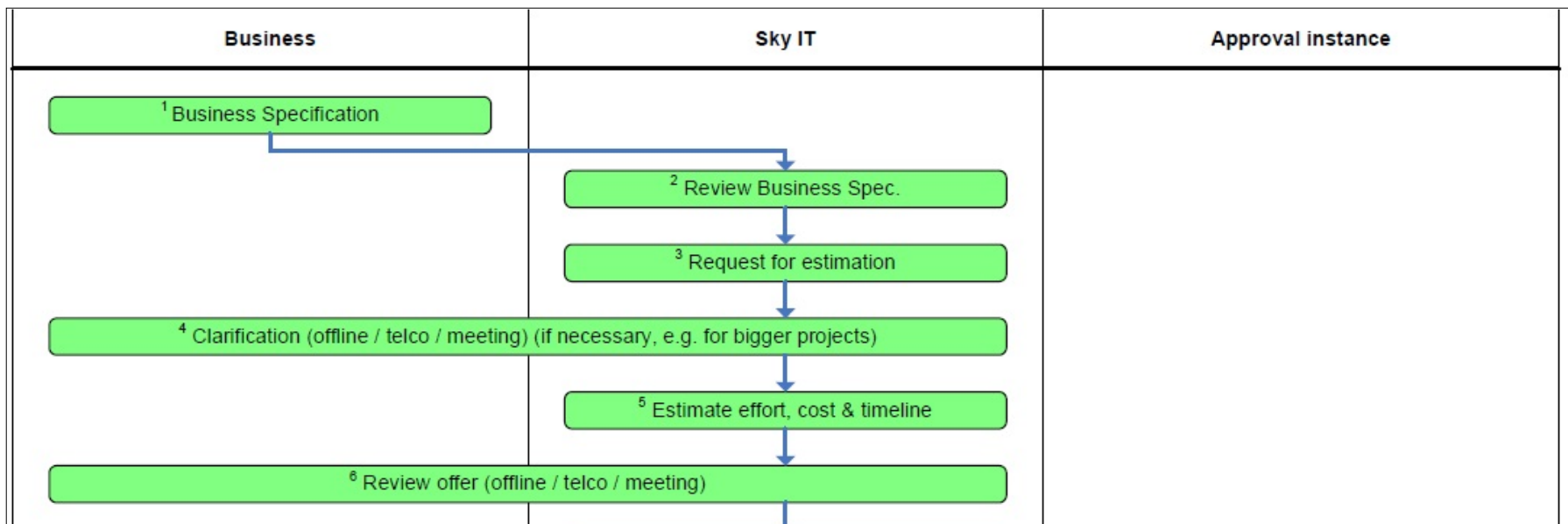
- Work collaboration with Commercial Finance
- Invoice matching for IT Controlling
- Extensive reporting possibilities for management
- Entry point for the upcoming corporate Transaction Approval Process

Questions?

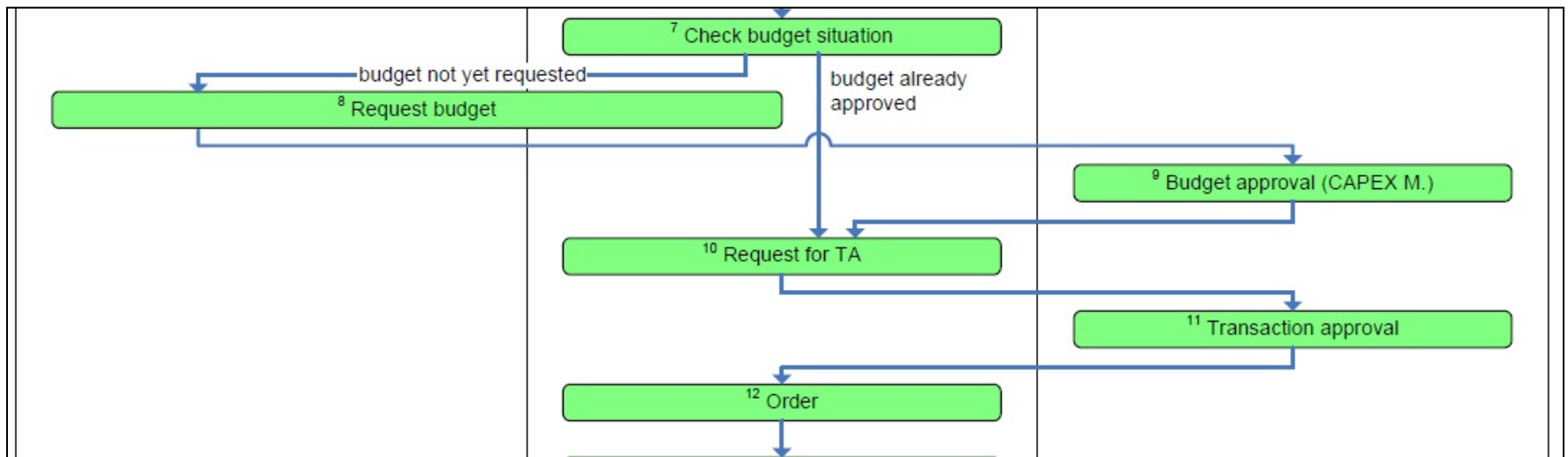


Thank you for your attention!

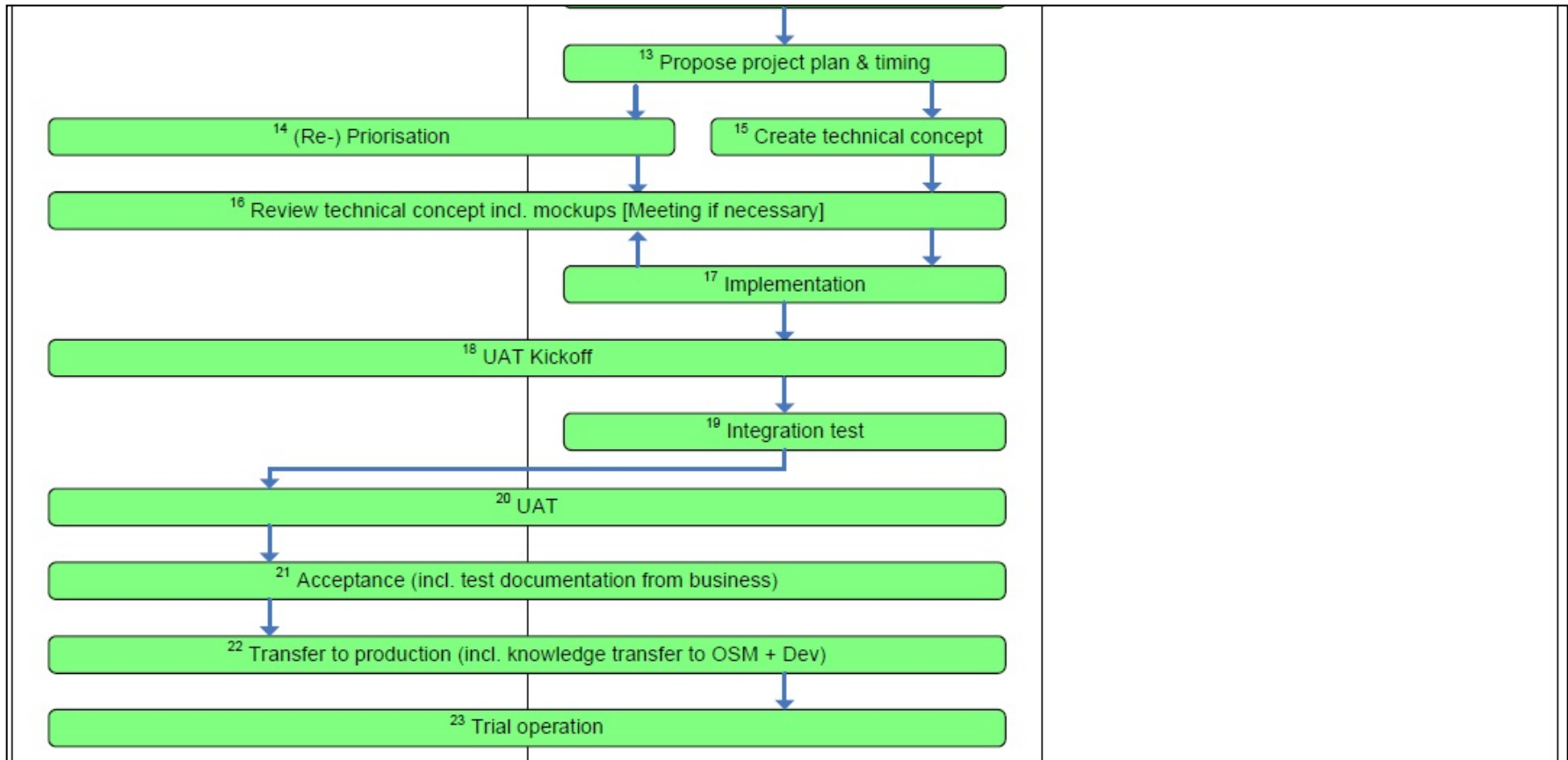
Backup – IT Project Life Cycle I



Backup – IT Project Life Cycle II



Backup – IT Project Life Cycle III



Backup – Release Workflow

