West Lothian Council

# OUR JOURNEY THROUGH PROCESS OPTIMISATION

## by using Engage Process

ENGAGE PROCESS: ACHIEVING CONTROL THROUGH PROCESS MANAGEMENT

IN PERSON EVENT | NOVEMBER 2022 | GLASGOW UK

# OUR JOURNEY THROUGH PROCESS OPTIMISATION BY USING ENGAGE PROCESS

West Lothian Council

- Getting Started
- Keep on Moving
- Future Proofing & Collaboration

ENGAGE PROCESS: ACHIEVING CONTROL THROUGH PROCESS MANAGEMENT

IN PERSON EVENT | NOVEMBER 2022 | GLASGOW UK

# ABOUT ME

Automation Programme Lead
Digital Transformation Programme Lead
Senior Service Development & Performance
Business Analyst

PhD Data & Social Sciences (in progress)
MSc Operational Excellence
MRes Applied Social Research

# OUR JOURNEY THROUGH PROCESS OPTIMISATION BY USING ENGAGE PROCESS

West Lothian Council

## Getting Started

### 2019 JUNE – SEPT

**FREE TRIAL(S)**

Exploration of the application and comparison against MS Visio

### 2019 OCT – NOV

**BUSINESS CASE**

Highlighting strengths: process statistics and analysis, reporting, ease of use during live sessions

### 2020 FEB – APRIL

**PROCUREMENT PROCESS**

Standard Process via Public Contracts Scotland (PCS)

### 2020 JUNE

**SERVICE KICK-OFF (GOLD )**

Review of Service
Overview of Customer Success Lifecycle
KPIs
Mid-Term Reviews

### 2020 JULY

**IMPLEMENTATION AND TRAINING**

0.5 Day Administrator Training
Setting Up Tables
1 Day User Training for eight colleagues
Tutorials & Video
In-house governance and user guidance

West Lothian Council

# Getting Started: Interactive Session

## Q1: Have you been using Engage Process? If so, how long for?

## Q2: What is the biggest challenge you have faced to date?

## Q3: What is the biggest benefit you have realised to date?

# OUR JOURNEY THROUGH PROCESS OPTIMISATION BY USING ENGAGE PROCESS

West Lothian Council

## Keep on Moving

### 2020 JULY

**SCALING UP**

Engage Process Gurus
Demonstrating benefits in small and big modernization and digital transformation projects
+ 100 processes mapped
Digital Process Handbook

### 2021 JUNE

**AUTOMATION KICK-OFF**

Including Process Stats in Business Cases for Automation
Development of Process for Automation

### 2022 APRIL

**HORIZON SCANING**

Conversations with Senior Management Teams
Customer and Digital Programme Board
Digital Project Group
Survey

### 2022 MAY

**SERVICE KICK-OFF (PLATINUM)**

Mini Master Classes for over 30 colleagues
Rolled out of additional licences to additional 10 users

### 2022 PRESENT

**CAPACITY BUILDING**

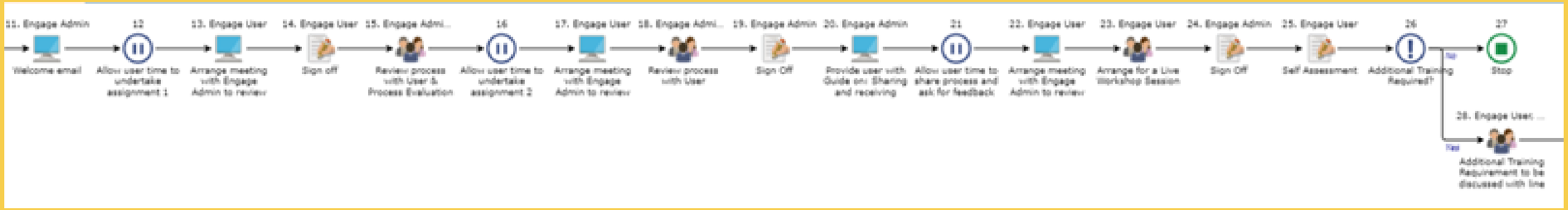
Development of In-House Training - three stage self-paced
Regular Engage Process Gurus Meet-ups

# OUR JOURNEY THROUGH PROCESS OPTIMISATION BY USING ENGAGE PROCESS

West Lothian Council

## Keep on Moving: Building Capacity

- USER SURVEY NEEDS
- 3 PHASE TRAINING
- ASSESSMENTS AND SELF REFLECTION



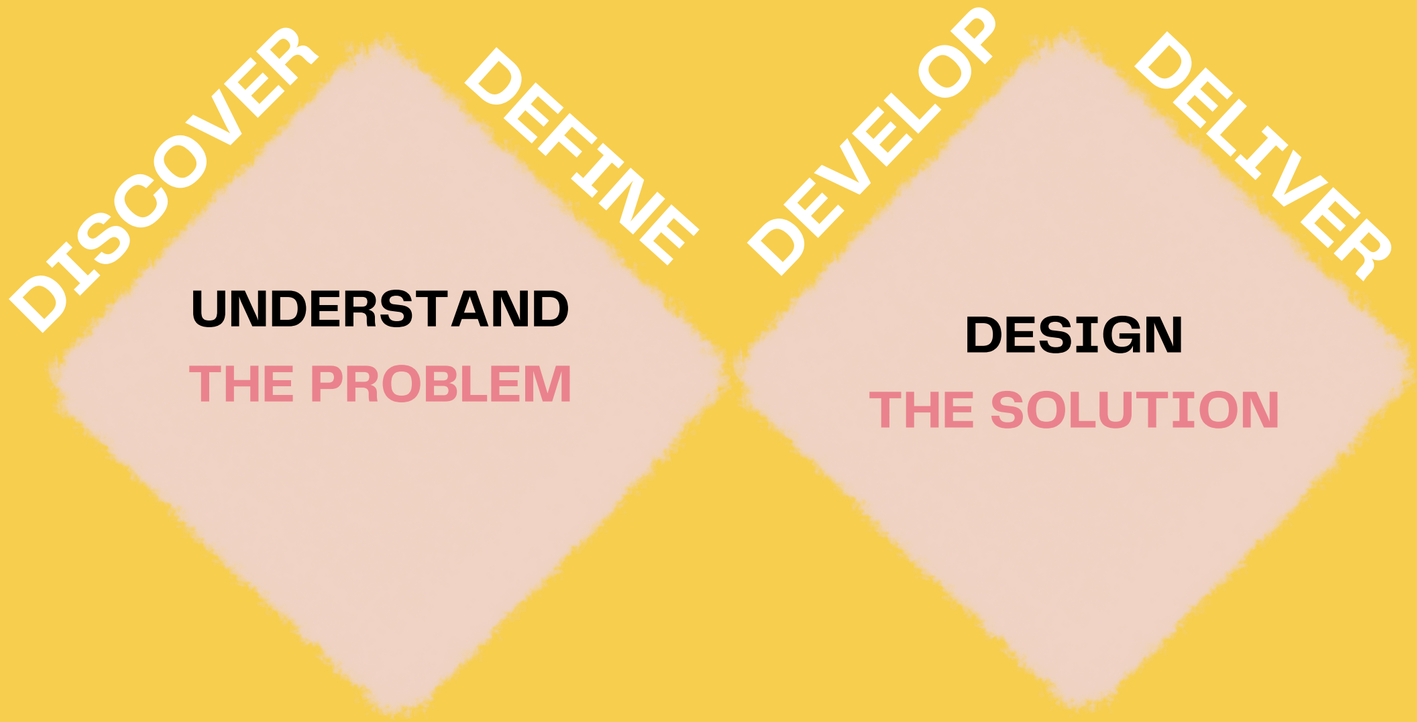

ENGAGE PROCESS: ACHIEVING CONTROL THROUGH PROCESS MANAGEMENT

IN PERSON EVENT | NOVEMBER 2022 | GLASGOW UK

OUR JOURNEY THROUGH PROCESS
OPTIMISATION BY USING ENGAGE PROCESS

West Lothian Council

# Keep on Moving: The Scottish Approach to Service Design (SAtSD)



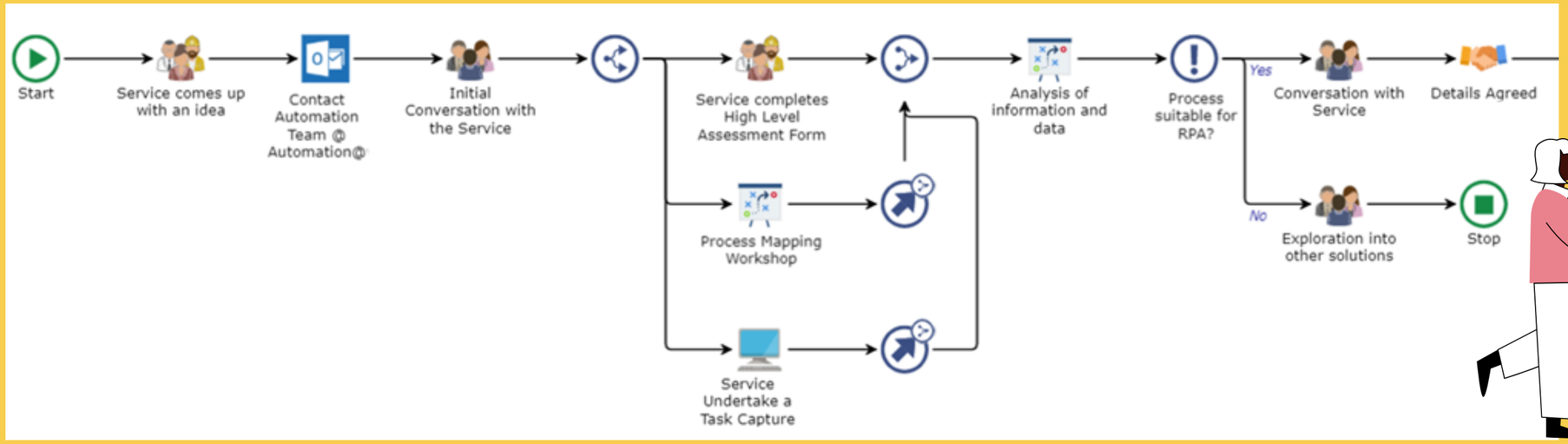

ENGAGE PROCESS: ACHIEVING CONTROL THROUGH PROCESS MANAGEMENT

IN PERSON EVENT | NOVEMBER 2022 | GLASGOW UK

# OUR JOURNEY THROUGH PROCESS OPTIMISATION BY USING ENGAGE PROCESS

West Lothian Council

## Keep on Moving: Automation – gaining insight into our AS IS processes and modeling of TO BE processes



ENGAGE PROCESS: ACHIEVING CONTROL THROUGH PROCESS MANAGEMENT

IN PERSON EVENT | NOVEMBER 2022 | GLASGOW UK

West Lothian Council

# Keen on Moving: Interactive Session

## Q4: Have you been Automating your processes? If so, what Platform do you use?

## Q5: What is the biggest challenge you have faced to date?

## Q6: What is the biggest benefit you have realised to date?

# OUR JOURNEY THROUGH PROCESS OPTIMISATION BY USING ENGAGE PROCESS

West Lothian Council

## Future Proofing & Collaboration

## FOCUS FOR 2023 – 2024

**OPTIMAZATION, DIGITALISATION & AUTOMATION OF PROCESSES**

**CAPACITY BUILDING ACROSS ALL SERVICE AREAS**

**DIGITAL PROCESS HANDBOOK FOR INTERNAL & EXTERNAL USE**

"Striving for excellence... working with and for our communities"

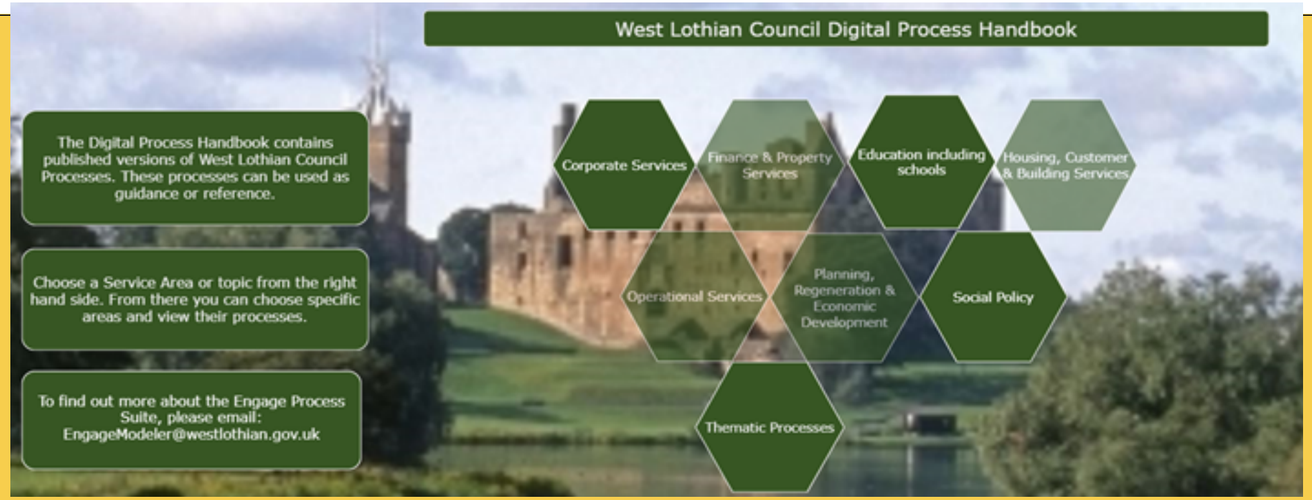
**ENGAGE PROCESS: ACHIEVING CONTROL THROUGH PROCESS MANAGEMENT**

**IN PERSON EVENT | NOVEMBER 2022 | GLASGOW UK**

# OUR JOURNEY THROUGH PROCESS OPTIMISATION BY USING ENGAGE PROCESS

West Lothian Council

## Future Proofing and Collaboration: Digital Processes Handbook




**ENGAGE PROCESS: ACHIEVING CONTROL THROUGH PROCESS MANAGEMENT**

**IN PERSON EVENT | NOVEMBER 2022 | GLASGOW UK**

West Lothian Council

# Future Proofing and Collaboration: Interactive Session

## Q7: What do you think about the idea of creating a Digital Process Handbook for Councils to share Processes?

## Q8: Would you be willing to be part of it?

West Lothian Council

# OUR JOURNEY THROUGH PROCESS OPTIMISATION
# by using Engage Process

## THANK YOU

GOSIA KOLOMANSKA
GOSIA.KOLOMANSKA@WESTLOTHIAN.GOV.UK
WEST LOTHIAN COUNCIL

ENGAGE PROCESS: ACHIEVING CONTROL THROUGH PROCESS MANAGEMENT

IN PERSON EVENT | NOVEMBER 2022 | GLASGOW UK