



ENGAGEMENT SPOTLIGHT

ENGAGEMENT NAME:

Business Process Mapping

CLIENT INDUSTRY:

Energy & Utilities

PROJECT OBJECTIVE:

Create and deliver a business process mapping of key applications within a high-value portfolio supporting storm outage and response actions



How Windval aligned applications and operations to improve storm outage visibility and response.

A large utility sought to improve visibility of and tactical responses to Storm Outages, an endeavor involving a portfolio of high-value applications and operational components that lacked clear alignment to the business services they support. The client leveraged Windval's deep industry experience and technology leadership across infrastructure, applications, and operations teams to document and map the portfolio to key business processes and associated IT systems to serve an application dashboard that displays key indicators for all stages of Storm Outages. The resulting business process mapping exercise addressed data accuracy, application owner needs, and operational needs to improve how the client triages issues and directs actions across operations teams in Storm Outage situations.

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APPROACH

- **Assess the Portfolio of Key Applications within the CMDB**

Windval quickly assessed the portfolio supporting Storm Outages, identifying several in the CMDB (system of record) not relevant to the use case. This led to a focused analysis of only critical applications.

- **Application Owner Engagement**

Windval business analysts and SMEs engaged each application owner to validate key application attributes and accurately map each application to specific stages in the overall Storm Outage workflow, tying each to key reporting needs within the broader organization.

- **A Focus on Clean Data & Testing**

For accurate business process mapping, the Windval team had to ensure data accuracy, consistency, and usability to maximize the downstream reporting and dashboard needs of IT and the business. Significant testing activities took place to ensure overall accuracy throughout the process.

- **Incorporating Critical Operational Best Practices**

As the CMDB reflected validated, tested data and application owners signed off on their portions of the portfolio, Windval documented a series of best practices and templates to increase awareness of operational pathways tied to these high-value business processes. The client recognized the holistic approach could serve as a template for other critical business processes tied to the application portfolio and remarked that the Windval team's ability to flex, adapt, and tackle the problem comprehensively ultimately drove success.

CONCLUSION

A holistic approach that drove success within a high-value portfolio.

The client recognized Windval's holistic approach and depth of expertise across their organization. Coordination across applications, operations, and application owners plus a keen eye on documentation and data accuracy was a significant success factor for the effort. The result was an accurate business mapping of Storm Outage applications to key actions and a series of templates and operational guidelines for the client to leverage going forward.

RESULTS

Data Accuracy

"Trust in the CMDB"

Increased Visibility

To streamline actions in response to outages

Governance

A model to streamline operations going forward

