

# Elements of success.

## Strategic direction

Review your goals and focus your energy.

1 <b>Wh</b> Why	2 <b>Fs</b> Future State	3 <b>Ap</b> Action Plan	4 <b>Ex</b> Expansion
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## Active leadership

A structured approach to driving Nintex Promapp.

5 <b>Lp</b> Lead Process Champion	6 <b>Es</b> Executive Sponsor	7 <b>Eb</b> Executive Buy-In	8 <b>Pc</b> Active Process Champions	9 <b>Fo</b> Process Forums
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## Process framework

Get the basics right (and review as you go).

10 <b>Me</b> Process Mgmt Approach	11 <b>Gs</b> Group Structure	12 <b>Ps</b> Process Standards	13 <b>Sp</b> Scope Processes	14 <b>Ac</b> Accessibility	15 <b>Cf</b> Configuration	16 <b>Rs</b> Resourcing
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## Capability

Give your people the skills they need.

17 <b>Rb</b> Role-based Training	18 <b>In</b> Induction	19 <b>It</b> Internal Trainers	20 <b>Su</b> Succession Planning	21 <b>Sa</b> System Admin
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## Engagement

Embed BPM as part of your culture.

22 <b>Cm</b> Change Management	23 <b>Co</b> Comms	24 <b>Tb</b> Track Benefits	25 <b>Re</b> Reporting
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## Strategic direction

**1. Why:** Define the reasons why your organization has Nintex Promapp. What problems does Nintex Promapp solve?

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**2. Future State:** What does success look like? What are your goals for Nintex Promapp over the next 3, 6 and 9 months?

**3. Action Plan:** How will you achieve your Future State? What are the actions, milestones and KPIs?

**4 Expansion:** Can you build momentum by rolling Nintex Promapp out to other teams?



## Active leadership

**5. Lead Process Champion:** Who is responsible for making sure your organization gets value from using Nintex Promapp? What are they doing to make Nintex Promapp successful?

**6. Executive Sponsor:** Does Nintex Promapp have support from someone on the senior leadership team? How does this person make their support visible to the whole organization?

➤➤ **PLAYBOOK**

**7. Executive Buy-In:** Is Nintex Promapp supported by the whole senior leadership team? What are you doing to maintain this support?

**8. Active Process Champions:** Who is driving Nintex Promapp in each of your teams? What are they doing to make Nintex Promapp as valuable to their team as possible?

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**9. Process Forums:** Who do you invite to your regular process meetings? What is the agenda? How do you define the purpose of these meetings?

➤➤ **PLAYBOOK**

## Process framework

**10. Process Management Approach:** How are processes managed within your organization?

**11. Group Structure:** How have you grouped your processes together? Is this approach still suitable? ➤➤ **PLAYBOOK**

**12. Process Standards:** How do you want processes written in your organization? How do you make these standards clear to people? ➤➤ **PLAYBOOK**

**13. Scope Processes:** Which processes need to be mapped next? Are they accurately scoped and prioritized? ➤➤ **PLAYBOOK**

**14. Accessibility:** How do your people access Nintex Promapp? Have you explored all accessibility options?

**15. Configuration:** Are your Nintex Promapp configuration settings still appropriate for your organization?

**16. Resourcing:** Who is involved in managing processes? Do they have enough time allocated?

➤➤ **PLAYBOOK**

## Capability

**17. Role-based Training:** Have those involved with managing processes in your organization had appropriate training?

**18. Induction:** How are you introducing new team members to Nintex Promapp?

**19. Internal Trainers:** Have you determined which levels of Nintex Promapp training you will deliver internally? And who will deliver that training?

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**20. Succession Planning:** How have you guarded against the risk of Nintex Promapp being neglected if key people leave your organization?

**21. System Admin:** Who are the people responsible for creating roles, adding users, running reports etc? How do these people work with the Lead Process Champion?

## Engagement

**22. Change Management:** Have you defined the change you are trying to bring about? What are you doing to make this change manageable for people?

**23. Communications:** How are you communicating with people to drive lasting engagement with Nintex Promapp? Who do the communications come from, and what are the messages?

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**24. Track Benefits:** How are you encouraging people to share 'wins' that they see coming from using Nintex Promapp? How are you leveraging these wins to drive engagement?

**25. Reporting:** What are you measuring to make sure Nintex Promapp is healthy in your organization? What reports do you create for senior leaders? For yourself? For everyone?

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