



**BlueCross BlueShield  
of North Carolina**

# **Envision® VIP**

**BUSINESS PROCESS AND PROCEDURE DOCUMENTATION MANAGEMENT - WHITE PAPER**

**Randy Mirador  
Audit and Risk Management  
x54393**



## Executive Summary

The notion of documenting an organization's Business Processes is nothing new, and the platform in which the organization chooses to capture and manage their respective Processes can vary tremendously. Several variables such as priority and scope can be the determining factors in whether an organization can really achieve maximum value from the documentation efforts. This Case Study illustrates the value of not only documenting an organization's Business Processes, but also the potential value to doing so in a singular and centralized database.

## Problem

Business Process modeling can be accomplished utilizing various applications, and fundamentally, each application is equally adept at illustrating the Business Process diagrams. Most of the information gathered during such activities is currently managed using stand-alone independent word processing and graphic programs with little or no connectivity between them. Referential integrity and leveraging of data is absent. If an organization requires these diagrams to be "more" than just illustrations, to actually contain meta-data, to illustrate the linkages and references to other diagrams, and to identify the instance within any and all diagrams of a particular process object, then a more robust application is required than the typical off-the-shelf applications.

Additionally, performing the modeling activities using stand-alone applications within an organization the size of BCBSNC provides little value from an enterprise perspective. While the resulting diagrams provide some value, the greatest value will only be realized if the diagrams are connected, referenced, and governed by a common methodology.

## Solution

Envision® VIP (hereafter referred to as Envision) is a software modeling application designed to synergistically model an enterprise. Accurately modeling complex domains is crucial to shaping a viable re-engineering agenda. Intuitive models allow you to quickly capture your "current state" metrics as a baseline against which future changes can be evaluated. These "live" dynamic visual models support on-going strategic planning and control within the organization.

Envision was designed with adaptability, modeling functionality and ease of use as some of the priorities. The latest release is more powerful than ever, with an improved user interface, a powerful data repository browser, custom data entry and query forms, and matrix analysis (a spreadsheet-like interface).

Beginning with the Financial Reporting and Risk Management (FRRM) activities to document BCBSNC's financial risks and controls by Business Process, the initiative has transpired to include all Business Processes, Desktop Procedures, and SAS70 narratives from ASO, IPP, State CMM, and (effective 2009) Senior Segment. An Envision Steering Committee and corresponding Standards Committee were established to develop the standards and methodologies to be used when documenting the information. The committees decided to utilize the Business Process Modeling

Notation (BPMN) standards for the process diagrams. After spending months in developing the appropriate Model, Class, and Attribute structure in Envision and implementing a common methodology, Envision is currently populated with: (1) the Business Process flows related to the FRRM effort, (2) BCBSNC’s Core Process architecture decomposed to 3 sublevels (ongoing effort to document additional sublevels), (3) SAS70 narratives from ASO, IPP, State CMM, and Senior Segment (2009), and (4) an inventory of over 1200 Desktop Procedures from Commercial and Government Operations (ongoing effort to include other Business Areas).

By effectively architecting the Models, Classes, and Attributes in Envision to provide the most referenceable and integrated views, we are now able to “visualize” our organization as more of a 3-D view rather than a typical 1-D view.

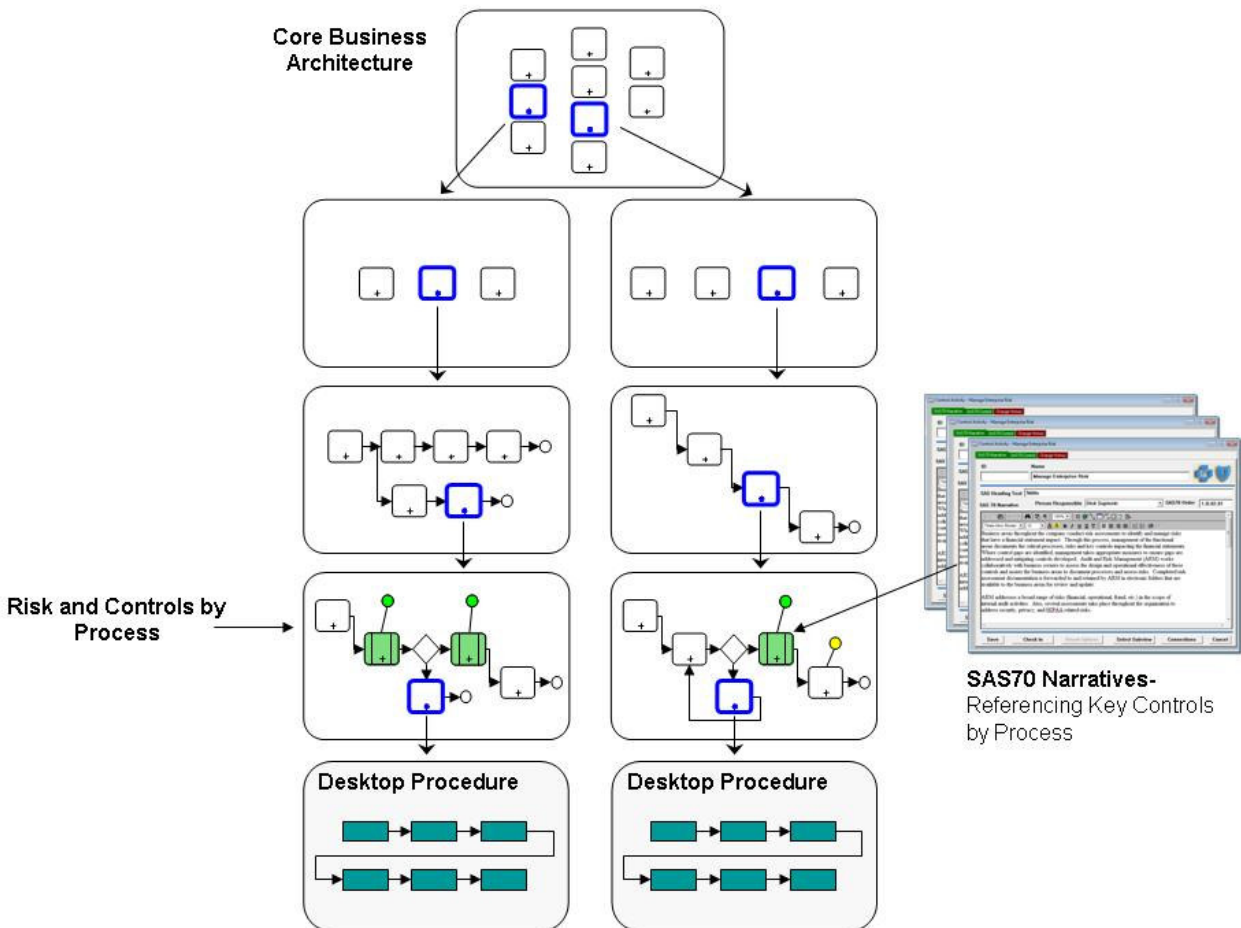


Figure 1. Illustration of Business Process decomposition to the Desktop Procedures and SAS70 References

## About Envision

Envision® is widely used by business consultants and analysts in major organizations for Requirements Engineering and Management, Enterprise Architecture & Technology Management, Strategic Planning, Systems architecture definition, analysis and design, and documentation of processes, systems, and applications.

Envision is the tool of choice by leading industry representatives and consultants in areas such as the Retail Industry, Banking Industry, and Government Project Planning: USA, Canada and France, Insurance Industry, Leading Accounting Firms, and many others.

Organizations and independent consultants choose Envision because of its unique user interface, adaptability, ability to leverage information, its powerful tools for reporting and analyzing data, and its robust multi-user support.

## Key Features

- Adaptable and Flexible
- Powerful Underlying Repository
- Custom User Views and Analysis
- Multi-User Workgroups
- Powerful Reporting Options
- Referential Integrity of Information
- Drag/Drop features from the Data Browser onto diagrams (an explorer type interface.
- New import capabilities that facilitate the rapid import of existing enterprise information.
- New analytical capabilities including an improved *where...* capability for finding all item references. Find all occurrences of an item - whether it's on a diagram or in a document - with the click of a button.
- Enhanced system admin capabilities from the Data Browser. Now authorized system administrators can make model changes directly from the Data Browser.
- Improved interaction with MS Word, MS Excel, MS Access, etc.

Envision® is a registered trademark of Future Tech Systems, Inc. – Auburn, WA  
[www.future-tech.com](http://www.future-tech.com)