



BIG Appian Center of Excellence (COE)

Accelerating Success with Appian & Bits In Glass

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Bits In Glass
Your Business. Optimized.

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GOALS OF A SUCCESSFUL COE

The goal of the COE is to provide Appian Clients embarking on a Program of Digital Transformation with a set of foundational supports which enable success in both the long and short-term. By learning from experience and best practices we plan to maximize the return on investment related to each Appian project that the Client takes on.

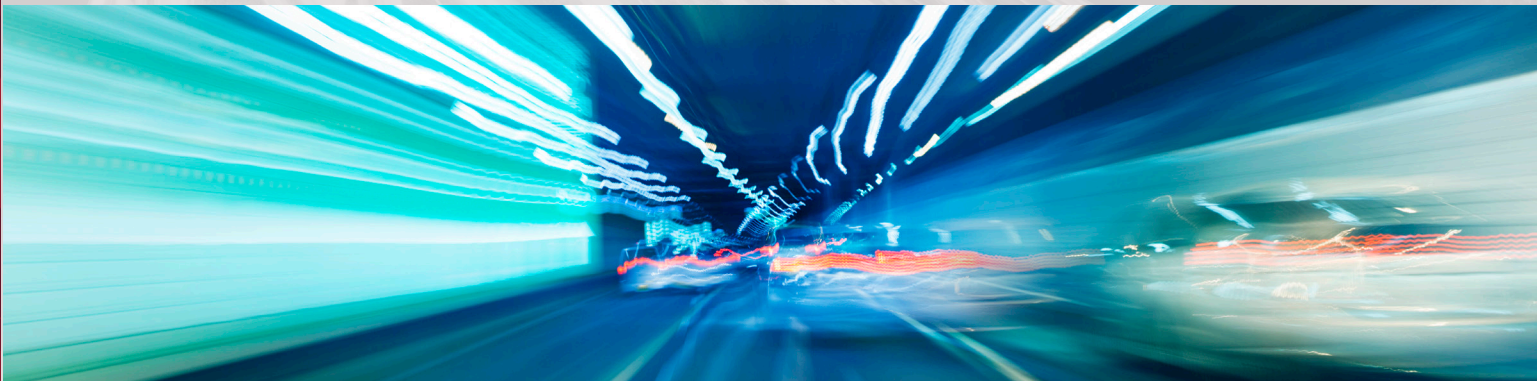
In the planning context: The COE provides a framework that ensures a smooth and efficient means to assess a candidate project as a good fit for Appian, scope each project, resource them and finally and execute them.

In the architecture context: The COE ensures that core technical standards are set up from day one and promote both component level reuse as well as foundational building blocks for subsequent projects.

In the development context: The COE provides a collection of proven Design Patterns which result in a superior User Experience (UX) and scalable solution.

In the project delivery context: The COE ensures that Appian applications are consistently shipping in 6 to 16-week intervals and that the Business Sponsors are able to recognize a Return On Investment efficiently on a consistent basis.

In the operational context: The COE ensures that Appian applications meet the highest QA standards by leveraging best in class Software Engineering practices in both project development mode as well as production support mode.



ESTABLISHING A COE WITH BITS IN GLASS (BIG)

Establishment of a COE will rely on experienced Appian professionals within an organization which can be difficult for companies new to the Appian platform. To ease this process, Bits In Glass (BIG) recommends adopting a bootstrapping process where key roles, those reliant on a breadth and depth of experience, are initially fulfilled by BIG staff.

As projects progress and the practice matures, Client staff will acquire the knowledge and experience to supplant BIG resources while working in tandem to establish a COE.

Timelines for a full transition vary depending on the size of an organization but unless new recruits with prior experience can be found, a fully independent technical resource with the appropriate experience to lead a COE can take 18+ months to develop.



POLICY RECOMMENDATIONS

As a foundation for the COE, BIG recommends the following policies and concerns be prioritized:

- ◆ Establish Project Delivery Methodology (incl. Reviews/Gates)
- ◆ Establish Project level Responsibility Matrix (RACI)
- ◆ Establish Business Roadmap (Current and Forward-Looking)
- ◆ Establish System Maps
- ◆ Establish Appian Architecture Practice
- ◆ Establish Infrastructure Guidelines and Data Sources of Truth
- ◆ Establish Knowledge Base for Design Patterns, Best Practices and Common Frameworks
- ◆ Establish Training & Certification Plans



KEY ROLES

The primary (non-developer) roles recommended:

- ◆ **Enterprise Architect** - provides business context and technical oversight over the larger IT environment at an organization (eg. how Appian works with external systems).
- ◆ **Business (Transformation) Architect** - works with the Business Sponsor of each project to identify the As-Is and To-Be perspectives of the business capability in scope.
- ◆ **COE Appian Platform Architect** - provides depth and breadth in Appian solutions for all projects to ensure usage consistency and governance.
- ◆ **Appian Project Architect** - provides depth in project level solution and ensures Appian applications are developed using best practices and following standards.
- ◆ **Delivery Manager** - provides general project oversight and management of resources, timelines, and risks.
- ◆ **Product Owner** - the Subject Matter Expert (or proxy) for each project who owns the vision of the product both in the initial phase for the Minimum Viable Product (MVP) as well as any planned future phases.

Other roles may participate within the COE on an as needed basis and typically include staff from the organization's larger PMO and Architecture office to ensure that company-wide directives are being followed. The need for these typically time constrained key resources varies and is usually based on the maturity of the Appian COE, the complexity of ongoing projects and key events or decisions with larger implications within the organization.

EXPECTED BENEFITS

- ◆ **Predictability** - A repeatable methodology for assessing the opportunity to include a project in the Digital Transformation program and provide accurate and realistic forecasts of the resources required to complete a successful project.
- ◆ **Consistency** - A centralized school of thought around best practices allows developers from different projects to approach similar technical problems with similar technical solutions. This has the direct benefit of reducing development cycles by reusing proven methodologies and lowering onboarding time for developers since they will already be familiar with the techniques used.
- ◆ **Maintainability** - A key responsibility of the COE is ensuring that design practices with long-term application health in mind are always used. This allows applications to evolve and change with business needs (business agility) without incurring undue technical debt and corresponding development costs.
- ◆ **Reuse** - By creating a singular point of contact for all projects and shared functionality can be properly identified and duplicate work eliminated. Over time and as the COE matures, some of these centralized duplicate feature solutions will have been enhanced enough to the point of becoming an almost platform capability unique to the organization. Much like any other platform capability provided natively by Appian, these can be leveraged by all future projects and can significantly influence future project scoping as large swaths of technical needs may have already been addressed.
- ◆ **Innovation** - Maintaining a link between the ever-advancing Appian platform roadmap and Appian Community assets as well as industry technology trends. The COE provides a controlled means to monitor and validate new innovation that will drive improved End User experiences as well as reduced application development cycles and a reduction in production application support costs.



ABOUT BITS IN GLASS

Bits In Glass is a mature, professional services firm that empowers its clients to do business better. Since partnering with Appian in 2008, we have continuously delivered exceptional business value to our clients. Our employees are Appian certified and have gone through an extensive internal training program, which is reflected in our Appian A-Scores.

Bits In Glass provides services in the US and Canada with offices in Denver, Edmonton, Calgary, Toronto and Montreal



CONTACT US

Join other leading organizations in making Bits In Glass a preferred partner.

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