Support for agile planning & execution of coordinated actions
Collaborative Technologies for Network-Centric Operations

Hans Peukert ID 023
David Lincourt
Birgit Zimmermann

SAP Research
SAP Global Defense Industry Business Unit

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Situational, Collaboration Centric Processes

Composite Process
Adhoc, agile, people centric

Backbone Processes
Systematic, automation centric

Practice
Situational, collaboration centric

Shared Context

fully pre-defined not pre-defined
Addressed Problem Area’s of an military Information Worker

- Lack of Transparency
- No structured storage and retrieval of process knowledge
- lack of exchange of process knowledge
- disjunction between best-practices and running processes
- inability to trace evolving best-practices
Collaborative Task Manager – an email-integrated task management tool

- It follows a human-centric approach:
  - It allows end-users to model and reuse unstructured, knowledge-intensive, collaborative processes.
  - CTM enables end-users with as well as without IT expertise to compose all tasks needed to perform a certain process and to monitor these tasks.

Bottom Line:

- CTM facilitates reuse as well of personal as of organizational knowledge about recurring tasks as described in Military Orders / Military Training Manuals, e.g. STXs.
- CTM allows exchange of task-related knowledge that can be stored in a personal folder structure or on a central server.
- CTM makes unstructured, collaborative tasks transparent.
## Task & Task Patterns

![Image of SAP CTM interface](image)

### Current View
- **CTM Tasks View**
- Simple List
- Detailed List
- Active Tasks
- Next Seven Days
- Summary Task

### CTM Tasks

<table>
<thead>
<tr>
<th>Task ID</th>
<th>Task Description</th>
<th>Due Date</th>
<th>% Complete</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>AL: 63-2-4804</td>
<td>Perform Predeployment Supply Activities</td>
<td>2009-01-12 13:03:56 +01:00...</td>
<td>None</td>
<td>0%</td>
</tr>
<tr>
<td>1. Commander directs predeployment...</td>
<td>None</td>
<td>0%</td>
<td>Not Started</td>
<td></td>
</tr>
<tr>
<td>a. Identify supply requirements</td>
<td>None</td>
<td>100%</td>
<td>Completed</td>
<td></td>
</tr>
<tr>
<td>b. Coordinate additional supplies</td>
<td>Tue 1/6/2009</td>
<td>0%</td>
<td>Not Started</td>
<td></td>
</tr>
<tr>
<td>c. Coordinate float and/or replace...</td>
<td>Wed 1/7/2009</td>
<td>0%</td>
<td>Not Started</td>
<td></td>
</tr>
<tr>
<td>2. Unit elements perform predeployment...</td>
<td>None</td>
<td>0%</td>
<td>Not Started</td>
<td></td>
</tr>
<tr>
<td>a. Identify shortages of supplies a...</td>
<td>None</td>
<td>75%</td>
<td>In Progress</td>
<td></td>
</tr>
<tr>
<td>b. Inventory soldier’s personal bel...</td>
<td>None</td>
<td>0%</td>
<td>Waiting for...</td>
<td></td>
</tr>
<tr>
<td>c. Secure personal belongings rem...</td>
<td>None</td>
<td>0%</td>
<td>Not Started</td>
<td></td>
</tr>
</tbody>
</table>
Collaboration

Tasks at all hierarchy levels can be delegated to other people.

If a task is delegated, the addressed delegates receive a request that can be

- Accepted
- Declined

or

- Negotiated (this is what you currently can’t do !!!)
Accept, Decline, Negotiate ...

```
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COLLABORATIVE TASK MANAGER

Request

Due date: 2008-12-01

TASK DESCRIPTION

Dear MAU Paulert,

As part of the preparation for operation Mustang please train our unit in accordance with the attached FTX.

Specifically you need to conduct "Deployment" training in a desert environment.

Access classified information via c_folders
```
Transparency

- Creation of tasks and task delegations out of the office application is tracked on a backend system.

- All parties involved in such a collaborative process can retrieve an end-to-end process overview at any time, covering information about complete set of actors and their task, assignments, and complete set of tasks, their interrelations, content, and execution status (subject to authorization constraints).
Transparency
In contrast to workflow systems, the CTM approach always offers the possibility ad-hoc deviations.

CTM leaves the responsibility for ad-hoc deviations by the acting people.

Due to the tracking functionality, previous ad-hoc processes can be analyzed on the backend system for guidance in a current process to discover best practices.
Illustrative Example of Collaborative Task Manager for planning Military Unit Training

Collaborative Task Manager

- Act on immediate, unpredictable business events supporting individuals or communities
- Are rapidly created by end-users through task pattern capabilities
- Bridge structured processes and collaborative activities
- Can be captured and used as best-practices

Use Case

A Col is tasked to perform a Unit training via Email. Such scenarios are specified for example in US Army mission training plans. These plans describe field training exercises, e.g. the relocation of heavy maneuver forces on the battlefield.

All the tasks of the US Army Mission Training plans are incorporated in the CTM. By using the CTM unit training is planned in a collaborative, transparent matter.
Support for agile planning & execution of coordinated actions

1. Address the informational needs of decision makers

2. Task Pattern Retrieval


4. Decision makers can interact with the system in a non-technical way

5. Collaborative Task Manager
Thank you!