

The journey to support in a large organisation

“How it feels to give others a completely new perspective on their process”

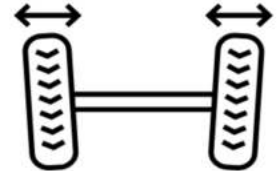
Informatie- en Communicatietechnologie
Jacco Vogelsang & Remco Bunder
29 June 2017



Introduction Jacco & Remco

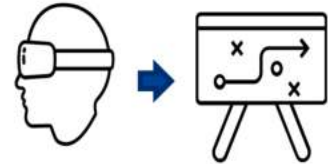


Koninklijke Marine

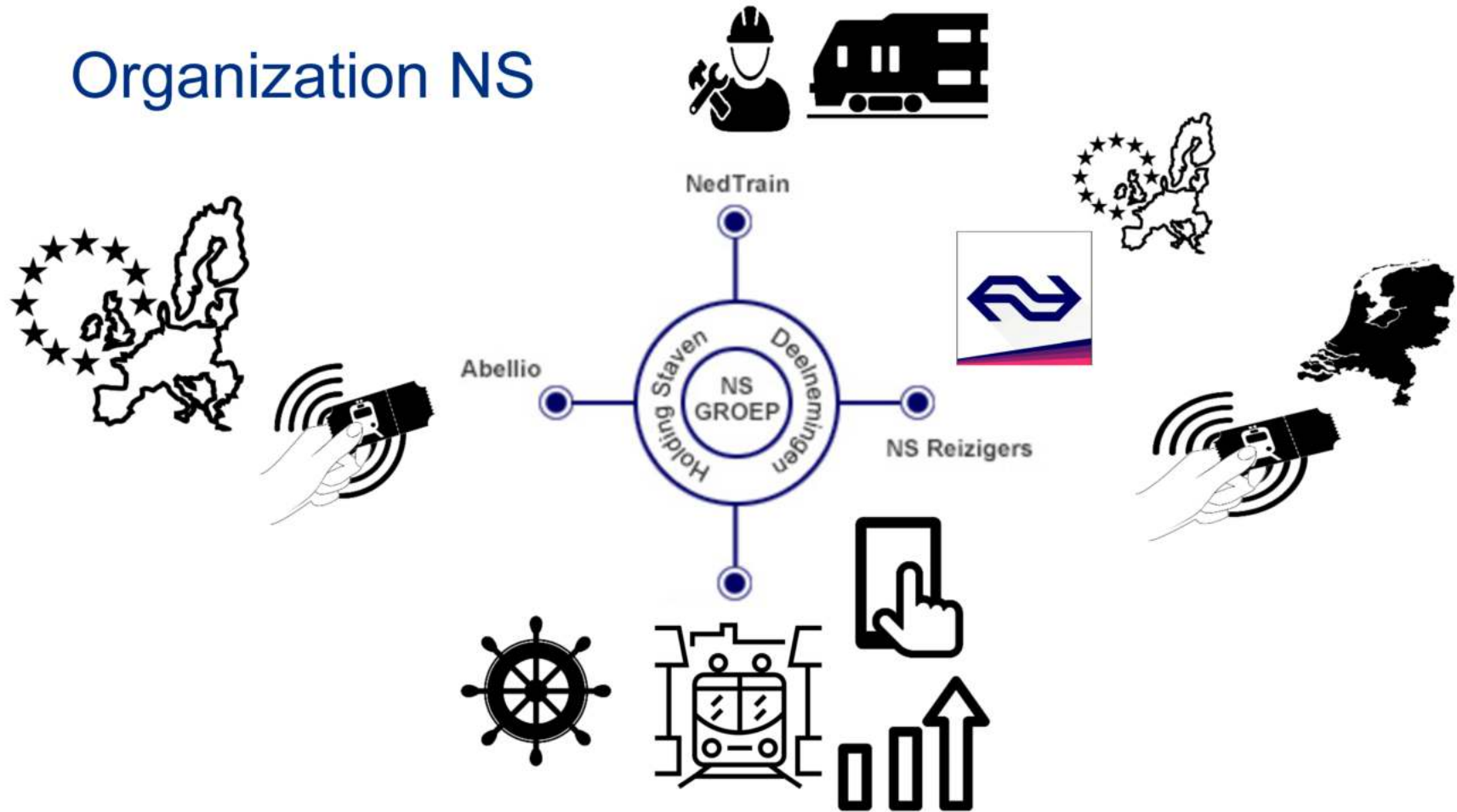


business

IT



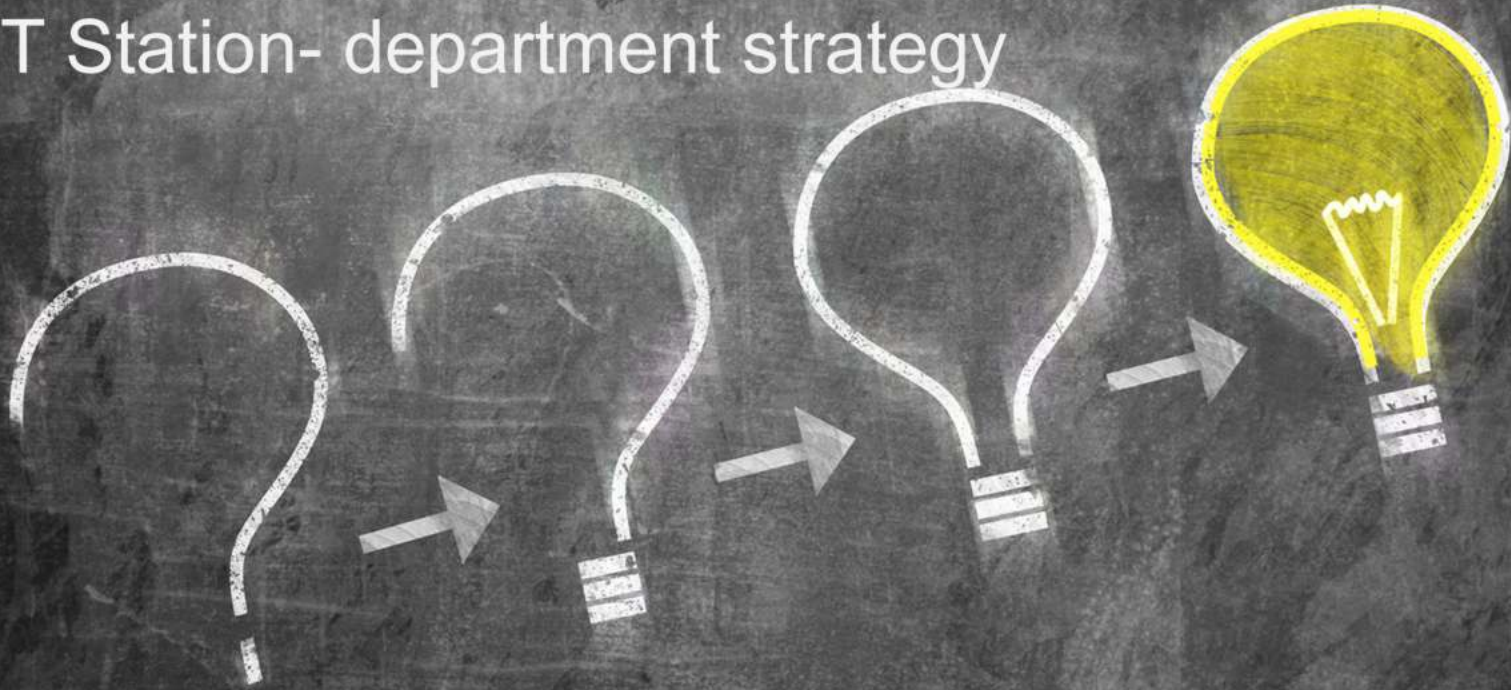
Organization NS



Facts and figures

- 2.5 M visitors/day
- 404 stations
- 5000 employees in NL
- 420.000 cups of coffee sold weekly
- 2.400.000 Bike rides in 2016
- 10.500 OV-bikes
- 285 rental locations OV-bikes
- 430.000 bike parking spaces
- 318 shops
- +/- 300 Locations of luggage Lockers

IT Station- department strategy



- Focus on Innovation
By
- Visit seminars and congress

PROCESS MINING CAMP 2016

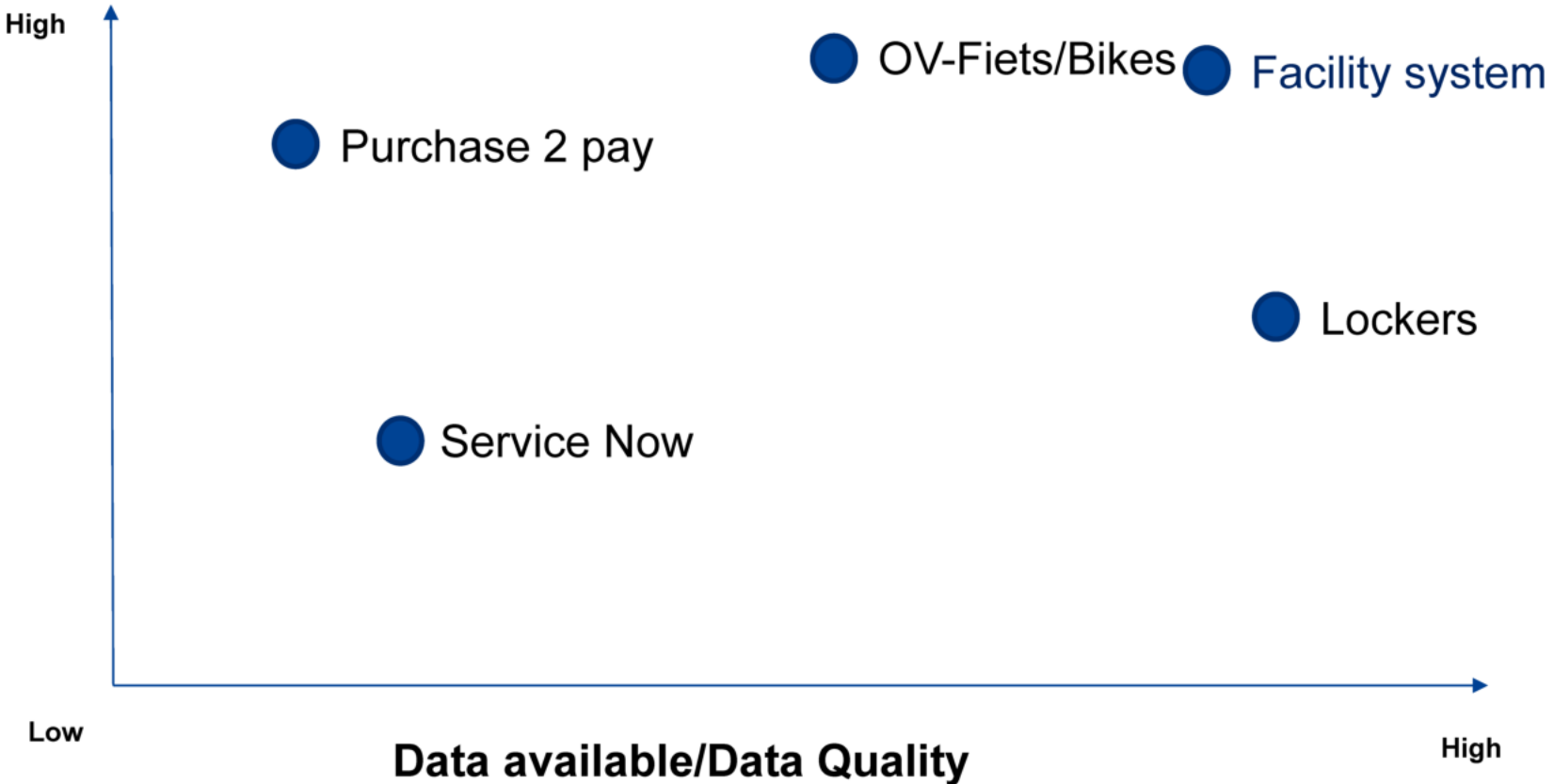


Back at the office

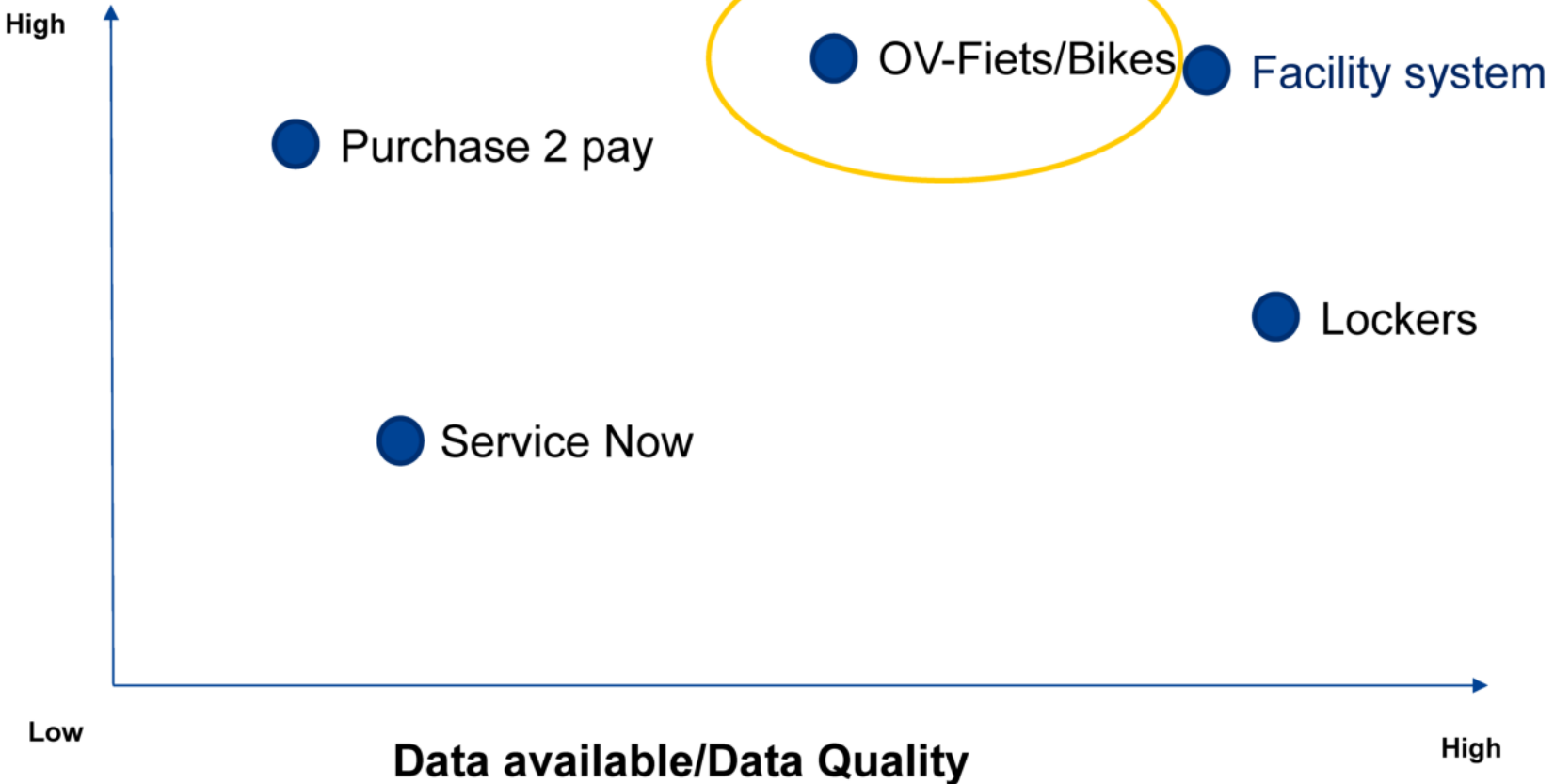
- Searching for data sources
 - Bikes
 - Facility system (Planon)
 - Service Now
 - Purchase 2 pay
 - Luggage lockers
- Involve Business consultant



Business value of the process



Business value of the process





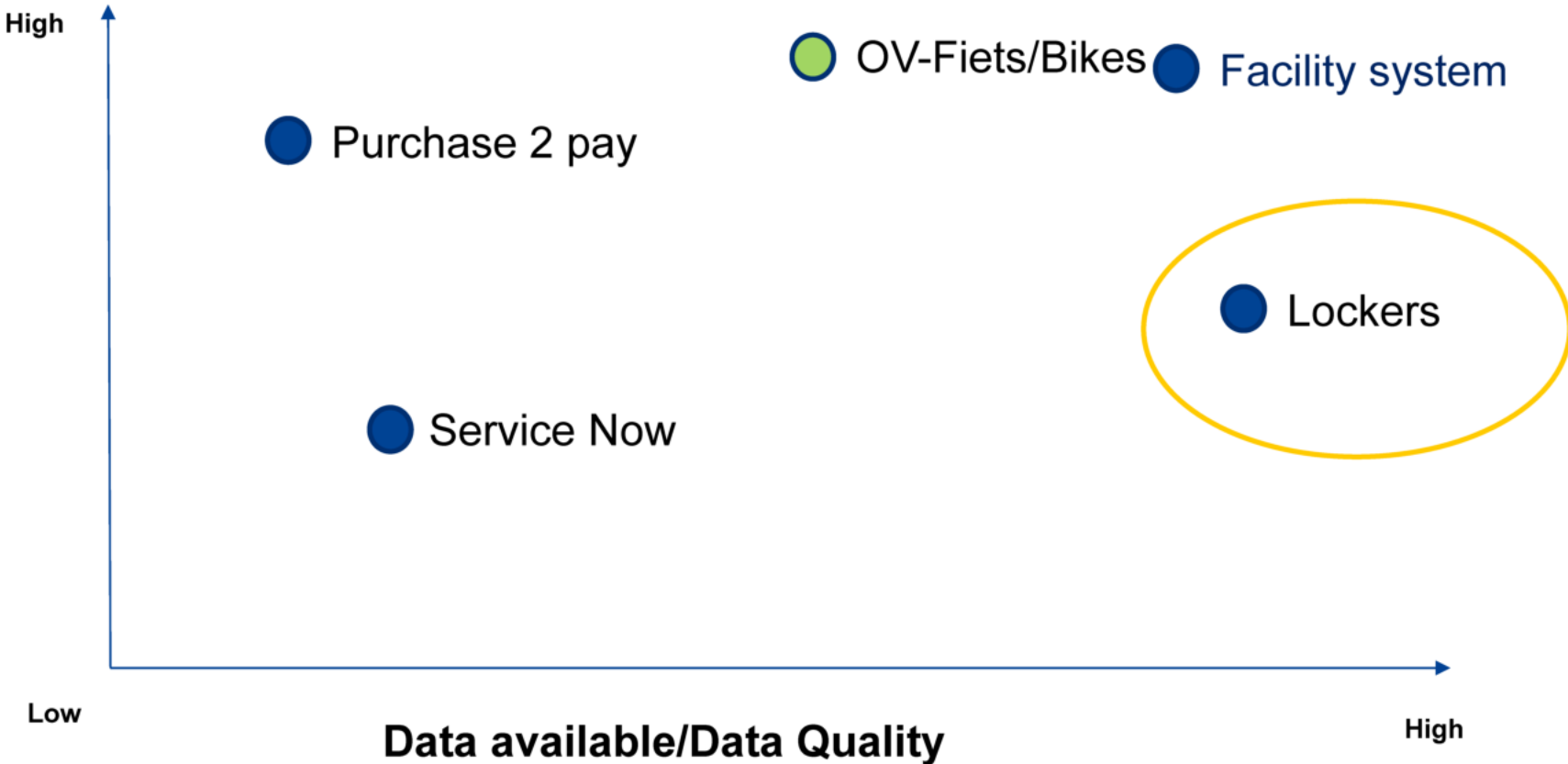
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Business value of the process



Lockers



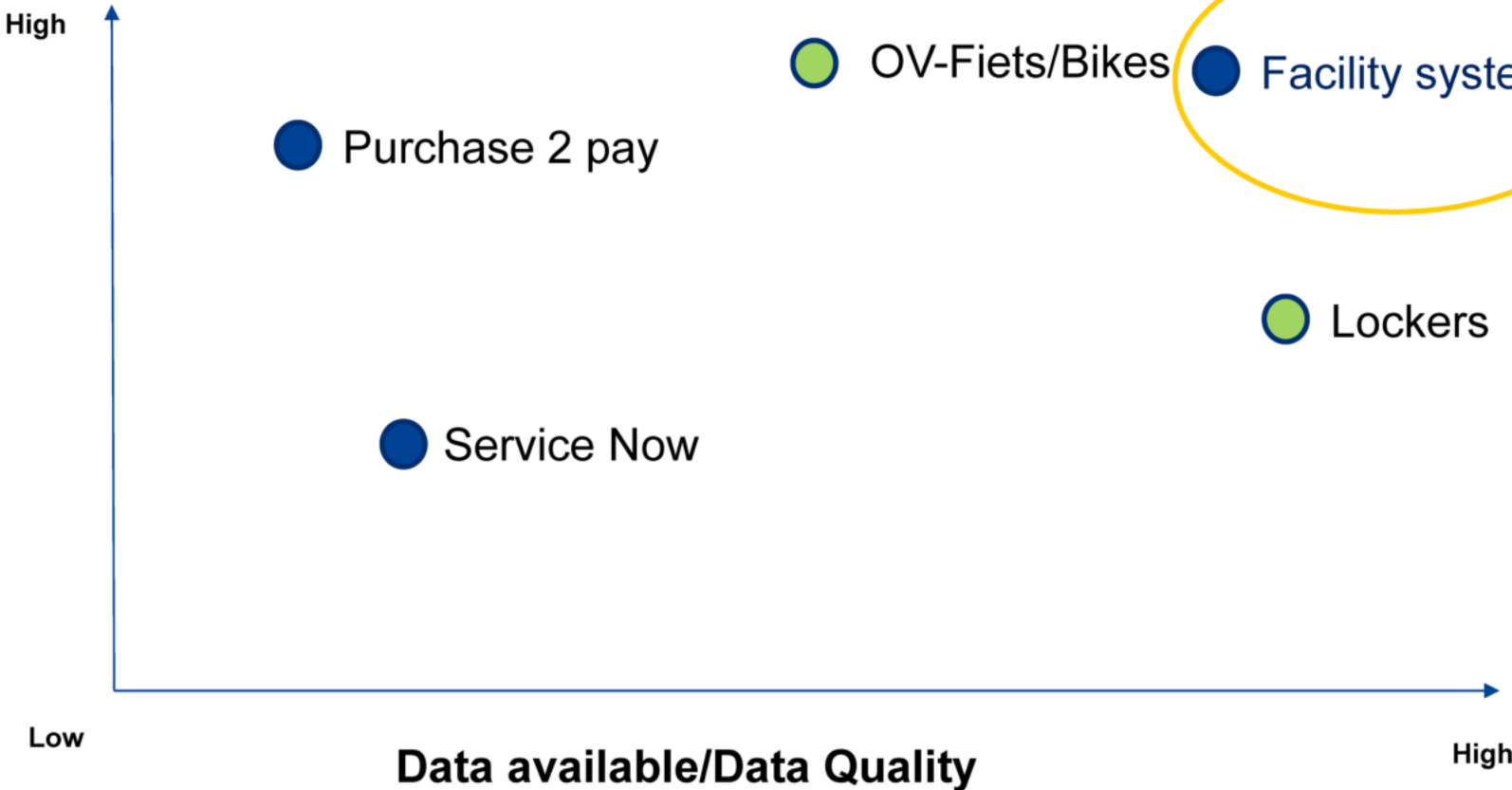
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Business value of the process





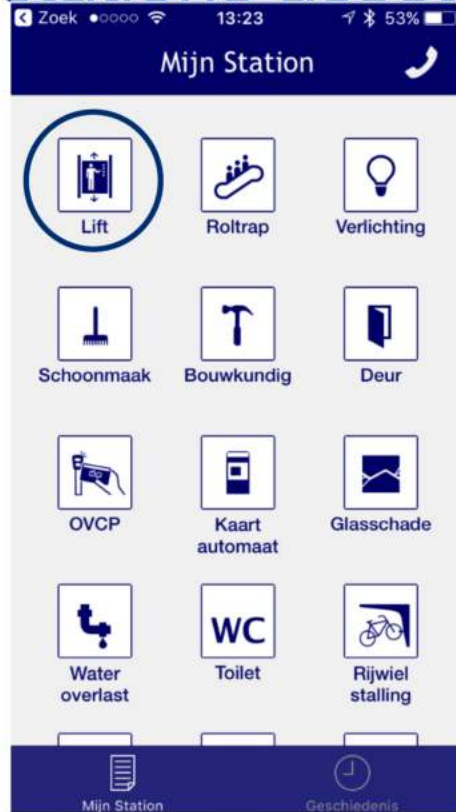
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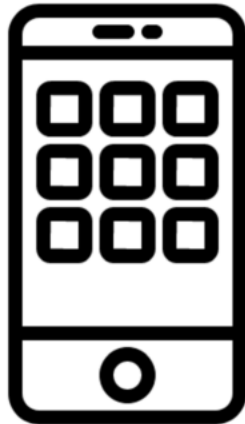
Failures on stations assets – Reporting mode of



Method of Reporting

- *Hypothesis:*

“A reported malfunction on elevators is solved faster when its reported by the Webservice.”



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Double reports

- *Hypothesis* : “Double reports of malfunctions by the ‘Mijn Stations App’ are most frequent.”



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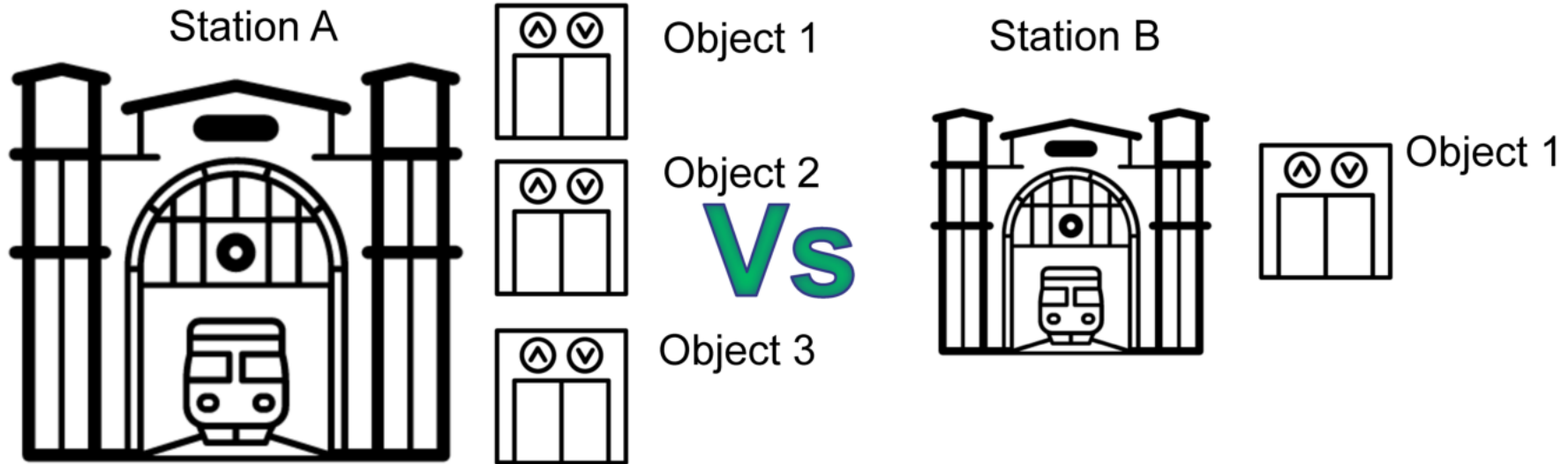


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Reports on Elevators– Most events

- *Hypothesis:* “The largest stations have the most elevators(usage) and thus most events related to handling malfunctions.”



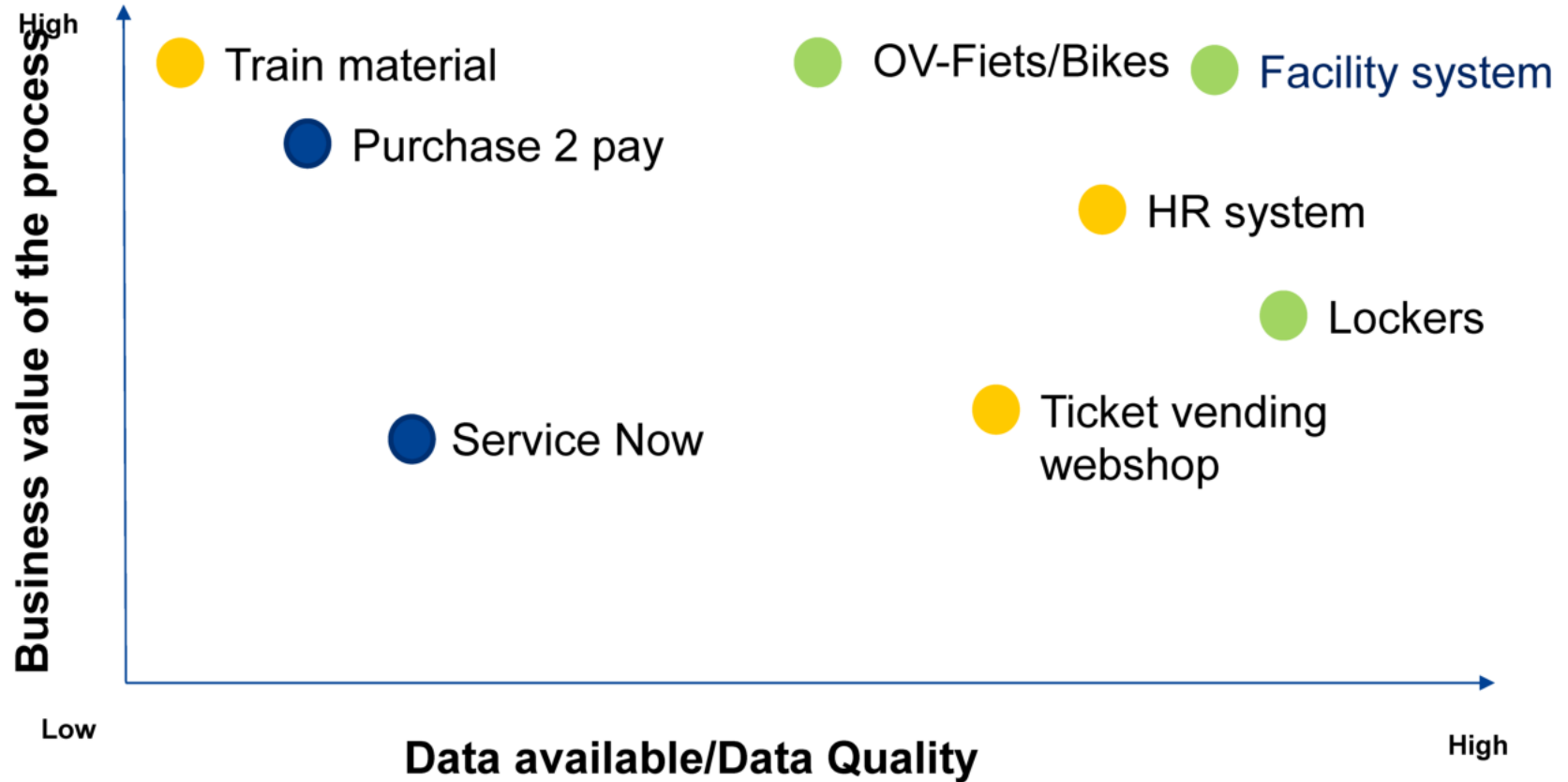
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New projects with other departments



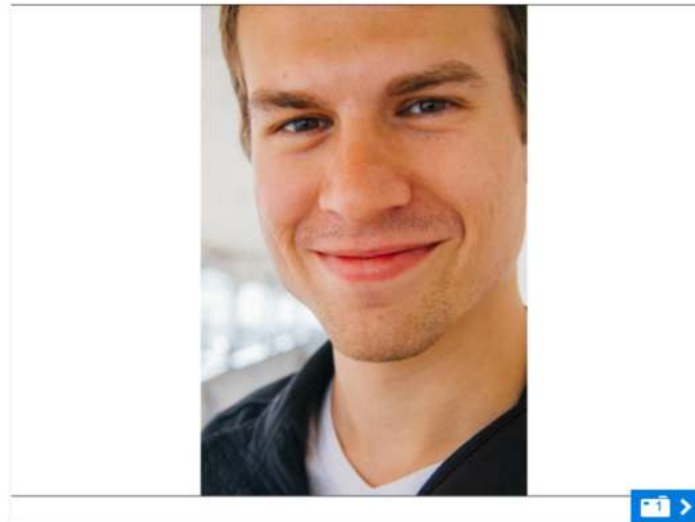
New projects with other departments



Starting to spread the message

IT Trainee Joris Mens wint pitch

NS IT, Marieke Salah 6-3-2017



Op donderdag 9 februari gaven veertig NS IT trainees vanuit verschillende disciplines een pitch over een idee van NS. Managers van diverse bedrijfsonderdelen zaten in de jury en verkozen de winnende ideeën komt van IT trainee Joris Mens, die een pitch gaf over 'process Testen'.

I AM about Process Mining

Wanneer: Dinsdag 14 februari
Waar: Kookschool (KTT, 9*)

Programma
15:00 Ontvangst
15:15 Introductie Process Mining
16:15 Process Mining bij NS Stations
17:00 Borrel
18:00 Einde

Aanmelden: Johan.vanEs@ns.nl

Wil je meer inzicht in bedrijfsprocessen?
Wil je processen verbeteren o.b.v. feiten in plaats van onderbuikgevoel?
→ Process mining kan je hierbij helpen!

Speakers

- Anne Roozinet (Fluxicon)
Anne is gespecialiseerd op process mining aan de Technische Universiteit Eindhoven
- Rensco Bunder (NS Stations)
- Jacco Vagelsang (NS Stations)

 NS IT **WINNEND!**



Future

