MUSEI VATICANI

> We were looking for a tool that would allow us to not only design our processes, but to also rapidly make them operational. Thanks to josh, this was possible, in a short time and without having to take resources for IT for programming. We also discovered SharePoint's potential for data and document collection, creating our intranet "on the fly".
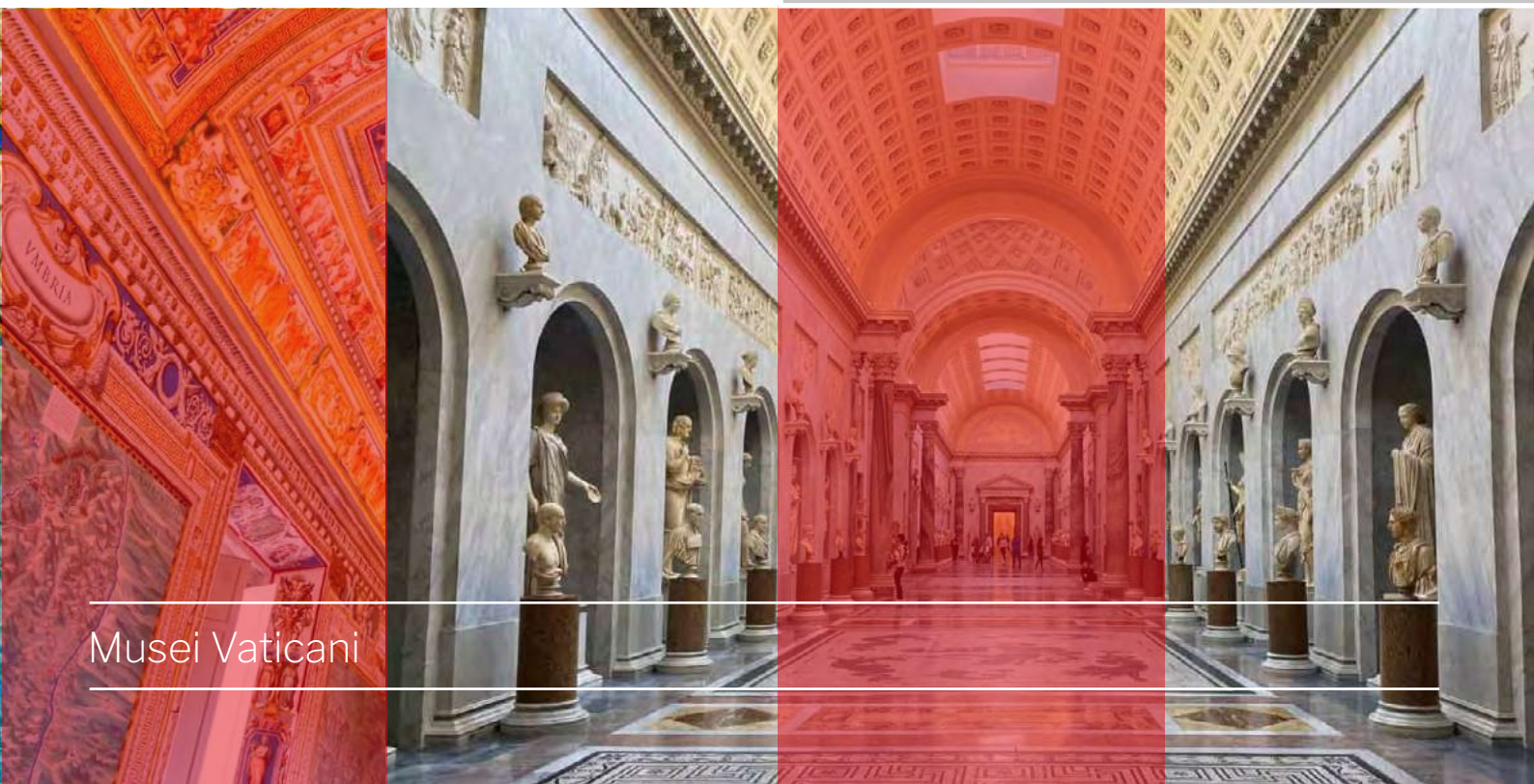>
> *Luca Della Giovampaola*
> *Head of the Technological support office*

it Consult for Musei Vaticani

For Musei Vaticani, it Consult has provided josh, the software supporting organizations business processes. With josh, Musei Vaticani managed to speed up internal procedures, making them safe and reliable.

The Vatican Museums are one of the most important organizations on a world level in terms of culture and art. In the last two years, there have been more than five million visitors/year to the Vatican Museums (5th place in the world, 3rd place among museums with an entrance fee) who admire 18,729 displayed works in 7 kilometers of galleries. The Vatican Museums is very well-constructed with more than 600 employees including professionals like Curators, Restorers, Administrative staff, Technicians, Auxiliary Personnel and Museum Attendants. One of the aspects that characterize the Museums lies in the great attention given to the use of new technologies to make it easier for the visitor to prepare their visit and to access the enormous historical, artistic, cultural and religious legacy preserved in the museum.

Musei Vaticani

Breaking the habit
1 problem = 1 application:
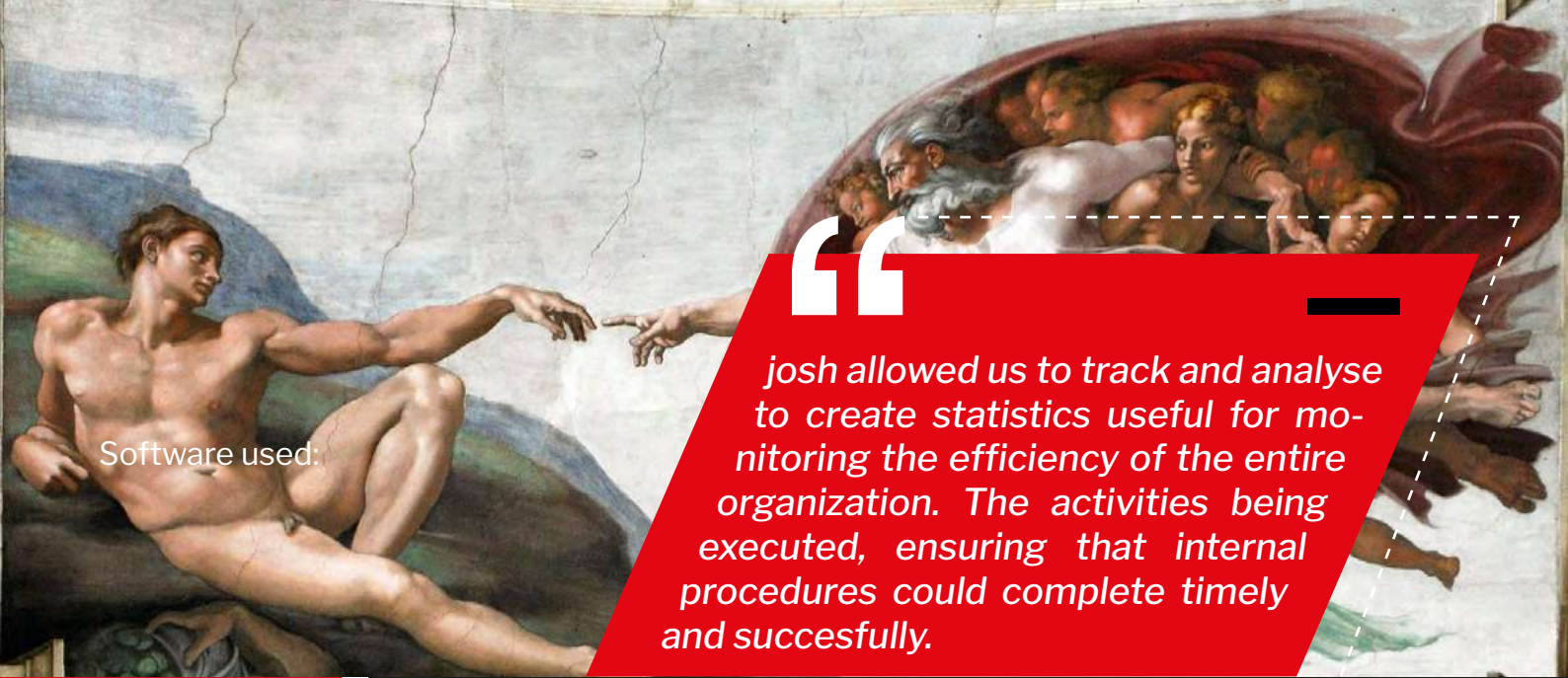*design and run processes on*
our own.

THE NEED

Managing the plethora of documents through reliable and distributed processes.

Given the quantity of documentation necessary for managing the great cultural legacy, the need to structure the operative processes and the supporting documentation became increasingly evident in order to streamline the complex internal internal procedures to make them more efficient.
The choice of the josh platform on SharePoint for the design, execution and monitoring of even very structured processes, was made following a market analysis in which the main parameters to be met were the following:

- availability of a standard technological platform that was both innovative and evolutionary, which in the years to come would be the foundation for managing all of the destructured information and processes of the organization;

- the ability to govern in full autonomy and with extreme flexibility the processes and the document portal, but especially the ability to develop and maintain the processes, even without the involvement of IT personnel;

- availability of sophisticated document management and a powerful search engine to be used for images, as well;

- the management of complex operative activities with the possibility of designing, updating, executing and monitoring the relative processes in real time;

- possibility of integration with the Microsoft infrastructure and with Microsoft Office;

- availability of standard web services interfaces to guarantee interoperability with other systems in the Vatican Museums.

" *josh allowed us to track and analyse to create statistics useful for monitoring the efficiency of the entire organization. The activities being executed, ensuring that internal procedures could complete timely and succesfully.*

J / **THE SOLUTION**

Using josh to speed up internal procedures while tracking time efforts and result.

By exploiting the various Microsoft infrastructure and, in particular, the SharePoint components, the powerful Business Process and Workflow Management functions of josh, by it Consult, were used. In order to minimize the impact on the organization and to introduce the new tool, it was decided to start from a simple, but central, process: Requirements Management. These include all of the requests which used a paper "requirements" form within the Museums and to the other Administrations for the request of activities, services or material goods and which, during the authorization course and sorting processes, could get lost or be delayed. The success of this first case allowed the start of the analysis and the creation of the various other processes which, quickly and with great adaptability to changes in the needs, culminated in a disposition:

• the request for the emission of the forms for moving Works of Art (MOA)
• requests for intervention of the maintenance team
• requests for Computer Materials
• requests for Museum Support Service to other State Administrations
• requests for overtime
• requests for attendant services
• request for access for visitors, collaborators, etc.
• requests to purchase restoration materials
• requests for the issue for State Access Permits
• requests for brief State Access Permits

In order to guarantee immediate modification of the processes directly from the display level, all of these forms can be monitored in real time and data can be collected to be used to create statistics useful for monitoring the efficiency of the entire organization.

BENEFITS

Decreased effort in designing and maintaining processes, strong reduction in execution time.

Using josh, the Vatican Museums fully met the needs expressed in the technological platform selection phases, with particular benefits in terms of:

- Rapidity and Autonomy in the design, development and maintenance of the processes;
- Simplicity in terms of managing the users/roles/tasks
- Creation of the Intranet for the Museums and document collection;
- Analysis of the data collected using the processes;
- Drastic reduction in execution times.

In addition to the above, there was a significant improvement in the quality and efficiency in the execution of the processes.

CASE STUDY