Best Practices

IMPLEMENTING PROCESS MAPS 2.0

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This document guides towards the best practices when deciding how to implement the customer requirements related to M-Files Process Maps®. It is intended for consultants and administrators as a guideline for their work with the vault application. The combinations of customer requirements can differ extensively from each other, hence the successful implementation of Process Maps 2.0 is no different from other M-Files projects.

Contents

1.   Introduction

M-Files provides a powerful basis for metadata-based information management. The audit-proof storage of objects, documents, tasks and the easy-to-use dynamic views provide real ease of use. The fact that information can be linked in M-Files in any way and the fact that hierarchical dynamic views can be generated from the data brings enormous advantages. This is the reason why leading analysts like Gartner™, Nucleus Research® or Forrester™ give the platform top marks.

This information is usually tied to the form of the metadata card or the dynamic views. In some customer use cases this is not enough, there is a lack of visual representation. That is where M-Files Process Maps comes into play. This add-on for visual thinkers is a natural extension, an add-on for all M-Files users.

Decisions on the design approaches to implement customer requirements can have far-reaching effects on the future of the system and therefore the decisions should not be made only from the perspective of a single use case. The best practices for the implementations try to look for more general approaches that fit best also for the future evolution of the system.

This document describes how to successfully implement the add-on into existing document vault structures. It describes tactics and best practices for a successful implementation.

IT projects need to be well managed - successful projects all have one thing in common: clear goals, smart planning and good communication. And that is why we ideally follow the principles of good project planning when implementing Process Maps 2.0. This concerns a phased approach, personnel planning and team composition, learning aspects, positive reinforcement and the alignment with a continuous improvement process.

It is best practice to split your implementation into phases. Depending on the size of your project and the number of people involved, you should define whether you want a very strict separation of phases or if you want to handle it more flexible. The result manifests itself in the work breakdown structure of your project. This document gives you some ideas on what to think and which tasks to plan for:

Initiation Phase: Define the high level goal and decide about the initiation of the project.

Scoping and Definition Phase: Set the scope. What do you want to achieve and more importantly, what don´t you want to achieve yet.

Design and Templating Phase: For Process Maps implementations the creation of templates, the definition of the design language used is not a preparation, it is already an important part of the overall project. Doing this in the right way saves a lot of energy down the road.

Broader Development Phase: Now you use your templates and the defined designs in the specific context of your organization.

Roll Out Phase: Let the rest of our organization benefit from your work.

Closing the loop: Collect feedback and reflect on the implementation, derive your learnings for a continuous improvement loop.

Phase	Initiation	Scoping & Definition	Design & Templating	Broader Development	Roll-Out, Closing & Follow-up
	Analysis of situation and context, internal testing, demo of use cases	Requirements gathering, detailed project planning, feasibility check	Creating concepts for PMAPS metadata structure, navigation, hierarchy and role model	Create Process Maps according to the BPM Lifecycle, set Permissions	Evaluation of the project and disbanding of the project organization
Milestone Stop-or-Go	New project order on hand	Implementation is feasible Approval by the client has been received	Set up some initial templates and a central process wiki for your users	Core concepts are considered and implemented (meta data, navigation, roles)	Evaluation and handover to workplace support is completed
Gate owner	Requirement management of the client	Project manager	Business administrator	Key User	Project Manager
Documentation	Order confirmation Handover protocol	Backlog Work packages	Project status Sprints	End user documentation	Acceptance Lessons Learned
Sessions	Focus sessions Discuss the type of support that M-Files Process Maps should provide	Build your team Kick-off meeting Team sessions Key User Training	Define a role model and a work breakdown	Go live by publishing a process maps approval workflow	Inform and briefly train users, Celebrate success, Debrief Feeback

2. Initiation Phase

As a preparatory measure, the first step in this phased approach is to build up basic knowledge. If you do not have a process documentation specialist on your M-Files team and have not worked with M-Files Process Maps before, you should first familiarize yourself with the solution in detail. Get a thorough picture of the possibilities and understand how Process Maps can add value to your M-Files installation.

M-Files Process Maps adds core functionalities to any existing M-Files vault.

- The built-in "Visio-like" designer provides process methodology toolsets (BPMN, FLOW, EPC) to create visual process **flow graphics for process documentation** with links to rules, documents and other M-Files content. These graphics are shown on demand in a separate preview pane. The flow graphic can include of M-Files objects and documents and allow for direct interaction.
  Maps are linked to each other – so you receive a visual navigation interface with a home map and a net of sub-level maps which are connected in a wiki-like manner.
  This complements M-Files' search and views driven UI with a visual component.
- The add-on provides **job aids along the way**. It guides users to the right content context sensitively and at the right time. Maps with concept or flow graphics are automatically displayed based on defined triggers, e.g. when a user enters a specific view or when a user selects an object of a specific type or workflow.
- **Dynamic workflow maps** are an example for workplace support maps, since so called smart nodes display information about the selected object and its path on the workflow. Action commands, for example, to change the workflow state make the maps dynamic and allow for interaction with the vault content.
- **Workload charts & dashboards** provide profound insights into what's going on and what has to be done across the board. Charts and gauges not only represent data, but they also provide interactive access to the underlying information with just one click.
- With the view based Smart nodes you pick an M-Files View and transform its content in a new visual representation, where you can query the content through dynamic filters and see the result grouped by any criteria. Views, Filters, Charts and display of results are then combined to powerful Job dashboards.

All four aspects greatly enhance the experience for the end user. However, since no company is like the other and no vault structure is identical the needs that you may have for your process map implementations may vary.

We recommend that you make yourself familiar with the general concepts of process maps. Here are some tips:

- Visit https://process-maps.software and spend some time browsing through this website. It represents the whole documentation of the Process Maps add-on. This site lists up some sample use cases. It explains the technical concepts.

- Have a test environment with a vault structure that you know and install the Process Maps. Try some fist steps, create some first maps. Play around.

- Spend some time for learning: Guided Tour Videos (process-maps.software). And while you consume the guided tour – take some time to try things out in your own vault. Retention is much better when you follow the examples in your own environment.

TIP: Don´t do it all at once. Reserve some focus time (for example 3x2 hours), not all on one day.

3. Scoping & Definition Phase

What do you want to achieve? Who shall participate in, contribute to or benefit from the project? How do you want to measure success? What prerequisites must be considered? Reflect the subsequent aspects to properly scope the project.

- *"Any process is better than no process"* –
  Start with thinking in integrated workflow models. How are processes represented in your target organization?

- *"A good process is better than a bad one"*
  – Think about and discuss what you think a good process model will look like. How do you want to define and evaluate that?

- *"Even a good process can always be improved"*
  – The implementation of business process models is a highly dynamic process. Discuss how do you want to deal with that in your target organization.

3.1 Scope (Smart)

It is important to set a goal that is realistic, ambitious and yet actually achievable. Therefore, it is recommended to apply the very well-known SMART methodology:

S. Specific:　　　　What exactly is to be achieved? What is not or not yet to be accomplished and saved for later projects, if applicable?

M. Measerable:　　How should the success of the project be measured? What are the hard and soft success factors? How will they be evaluated? What resources should be used?

A. Attainable:　　Are we learning new things along the way? What new skills do we gain that strengthen the organization? Can we balance aspects of the project with personal growth or personal goal setting? Are the goals that we set actually achievable with the resources and methodology we have?

R. Realistic:　　　Don't overdo it, size the project so that you can celebrate a success. You may even be celebrating along the way.

T. *Timely:*　　　　Process map implementation projects rarely last more than a few months. Break the project into work packages. Measure the implementation time. Determine when you will evaluate and reflect.

3.2 Team

When you have implemented M-Files you already have a team in place. You have gone through the implementation project of M-Files itself. For the additional implementation of the Process Maps add-on you will most likely use some of the same team members PLUS you will add key users for the specific use case.

- Do you have users who designed process documentation or graphical representations of SOP´s in the past?
- Can you involve users who have a talent for graphical design? Maybe from your marketing department?

3.3 Communications

Define a path for communication both within your project team and externally.

Plan a Kickoff meeting with personal presence, if possible.

Initiate regular reviews in the form of a JourFix. Have a fix set of appointments planned for this purpose. Plan for the participation of external specialists which inject special knowledge or who can help you reflect on your own ideas.

Plan for the presentation of work results within your own team and define the way how and when you want to convey successes to the outside.

3.4 Time & Budget

Setting SMART goals always refers to setting a realistic timeframe for both the overall project and for sub phases or specific tasks in the work breakdown structure. Since this guide is generic by design we cannot give you estimates here, but we recommend to plan your first project with at least a 60-90 day time frame.

3.5 Involving the team

It is always amazing to see the talent that lies dormant in organizations. The creation of process maps requires the cooperation, ideas, and patience of additional team members for successful and widely accepted adoption. Here are some questions you might ask yourself:

- Are there employees who have already helped to document processes?
- Are there employees who have a special talent for designing PowerPoint slides/animations?
- Are there any employees who could be considered as key users because they would benefit in a special way from the implementation of process maps?
- Do you have existing process documentation and standards from the past? Who knows them and can explain which features should be maintained or revised?
- Which specialist department will be involved in the evaluation of the final project result?

For the team composition of your first process maps project you should take care to find the right mix. For a successful implementation you need colleagues with experience in project management, you need technical expertise in the team, and you need people who will do the actual design of e.g., process maps on a functional level.

3.6 Training for Key Users

M-Files Process Maps is a unique concept that is not available for other ECM systems. Therefore it is important to learn about and fully understand the capabilities and boundaries of this solution.

All members of the project team shall have gone through the Guided Tour which explains the solution and its capabilities in about 100 minutes.

All members shall be aware of the WIKI that explains the capability of the solution.

All members of the team shall have access to a playground vault, where they can use process maps without the fear to break anything. We recommend using this playground also to reflect the learnings from the Guided Tour.
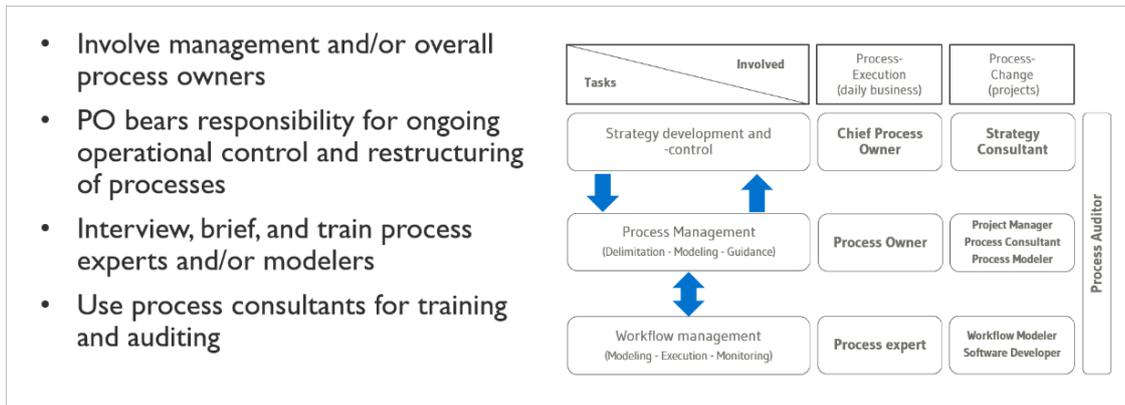
Figure 1: Defining a role model for the creation of process maps

4. Design and Templating Phase

Nobody wants to do work more than once or even in vain. Therefore, it makes sense to develop a clear framework for the visualization options in your document vaults, aimed at creating a set of reusable elements. For Process Maps implementations the creation of templates, the definition of the design language used is not a preparation, it is already an important part of the overall project. Doing this in the right way saves a lot of energy down the road. The following aspects should be considered.

4.1 Which Types of Maps do you want to create?

First of all you need to decide, which types of maps you want to create and why you want to do that. You possibly bring these into an order or split up the work to multiple key users in our team.

- **Concept Graphics** – explains a matter in an abstract visualization; often items are organized in a hierarchical, logical, sequential or network-oriented manner.
- **Flow Charts** – typically use standardized notation (FLOW, BPMN, EPC, Value Chains), where the symbols, connectors and swim lanes describe a matter and how it is related to business objects, rules and guidelines. There are different levels of detail. You may want to have different methodologies based on the level in the hierarchy.
- **Cheat-Sheets** – are more text oriented, provide guidelines, checklists, tables - for example criteria for a complex decision.
- **Workflow Maps** – help to show graphical M-Files Workflows to end users, as they are normally hidden, being available only to M-Files administrators.
  They dynamically visualize the workflow states of a selected object. They highlight the current state and show the potential next steps.
- **Home Maps** (Custom menus) – any map can be configured to be shown when user enters specific M-Files view. This can also be the Root. As a result, now you have home maps or hub level maps which can provide custom menus, dashboards and more.
- **Workload Charts** – show subject matter experts or team leaders what has to be done and what the state of affairs is across information in one or more M-Files views. Think of information on the work-queue which is represented by objects and their workflow states. Workload charts make use of slicing and dicing contents, dynamic filters and, as the name says, charts.

4.2 Corporate Design

M-Files allows the adaption of its software with Theming, that is to modify the color set and the logo in the M-Files client. With M-Files Process Maps you can go further and have a (persistent) HOME MAP with your corporate branding. And since maps can be designed any way you like, including pictures the question of how much of the corporate design you want to support in your graphics needs to be answered.

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Since for various reasons Process Maps does NOT support a dynamic templating or stylesheet mechanism, where you can change things centrally and apply the changes to all maps, it is wise to make your choices beforehand.

Here are some rules of thumb:

Logo: If your maps are possibly shared with third parties you want to have them carry a logo, the full company address and possibly the name of the managing directors. There are two ways to do this: directly by inserting images and text into the map or indirectly through accessing an object that carries the image of the logo and the address, formal registration and MDs. The latter option allows you to change elements in a central object and have that automatically reflected in all maps.

Also consider, if you really need a logo on your map, if you already have the company logo shown in the M-Files UI. If your map never leaves the M-Files system, you can possibly refrain from using it.

Color table: To reflect your corporate colors, Process Maps provides three different ways to set a color: A. You can select the color manually by selecting it form the color picker, possibly adjusting brightness using the transiency. B. You can enter the HTML color code manually or C. Select it from a custom color table. The latter option is recommended. The color table for a custom palette can be defined in MF-Admin.

Typeface: Process Maps is optimized to use the browser-built-in standard typefaces. This is for speed reasons. We recommend using non-serif typefaces which are optimized for screen-readablity. These built-in typefaces support most unicode characters. Even though it is possible to set a different typeface as the standard typeface, we do not recommend changing it.

Image backgrounds: Images in general slowdown process maps. So we recommend to limit the use of images and even more importantly reduce them <u>both</u> in size and color depth before bringing them into your maps. Avoid high-res images.

Navigation bars: If you want your map to have a standard navigation bar there are three tips how to optimize this: A. create a bar with includes jumps to multiple central home maps for further navigation (central navigation hubs). B. Save this bar in the central storage, so you can bring it into your map, where needed. C. It can be beneficial to have the navigation bar already brought into the map template for new maps. It is easier to delete something you don't need, than to add it afterwards and bring it to the same position and size.
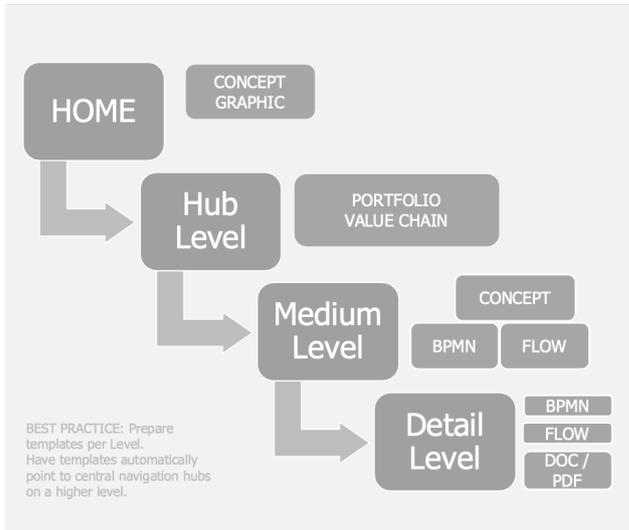
Buttons: Process Maps does not support (yet) three dimensional buttons which indicate when they were pressed. However, your corporate design, derived from your website may include a design for buttons in a specific color and with round corners. Such buttons can be created and to avoid the hassle of configuration, it makes sense to store them as templates into the central storage. Commands and the label of the button can be easily changed.
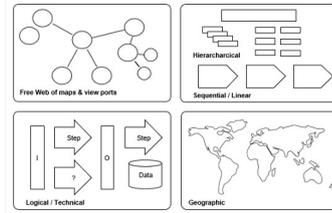
4.3 High-Level Navigation Schema

What is the goal of your implementation of process maps? If you want to focus on 'workplace support' with a custom navigation and some workflow maps or charts you have other priorities than if you were to focus on traditional process documentation. Assuming you want to explore and use all functionalities of process maps we suggest reflecting the following points:

- Do you want a central **Home Map** which is loaded persistently as a starting point? Do you want this to be prominently focused or lazy loaded on demand?

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- Tip: Don´t burden this map with too much content, as it will be loaded frequently. Often customers add small corporate design elements for identity.
  Do you want to define **Hub level** maps for specific topics or for specific departments or sub sections within your vault? These hub level maps provide navigation to specific process collections, specific views, or even more detailed maps. It is best practice to have a navigation element to move 'One Level up' and to the 'Top' central home map.
- In case of process documentation: Which BPM notation methodology do you want to use in general, and do you want to use different notations based on the level of detail. See the following picture to get some ideas.
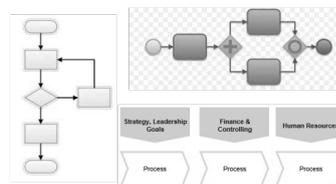

Figure 2: Creating a process maps hierarchy concept

4.4 Object Mapping

As you know M-Files' powerful architecture does not differentiate between objects, documents, or assignments from a technical point of view. They all support metadata and workflows. When it comes to process documentation, it makes sense to review the objects in your vault structure and look if they can be mapped with symbols of the BPM notations. Most notations support documents to be shown, and documents are automatically mapped to the documents symbol.
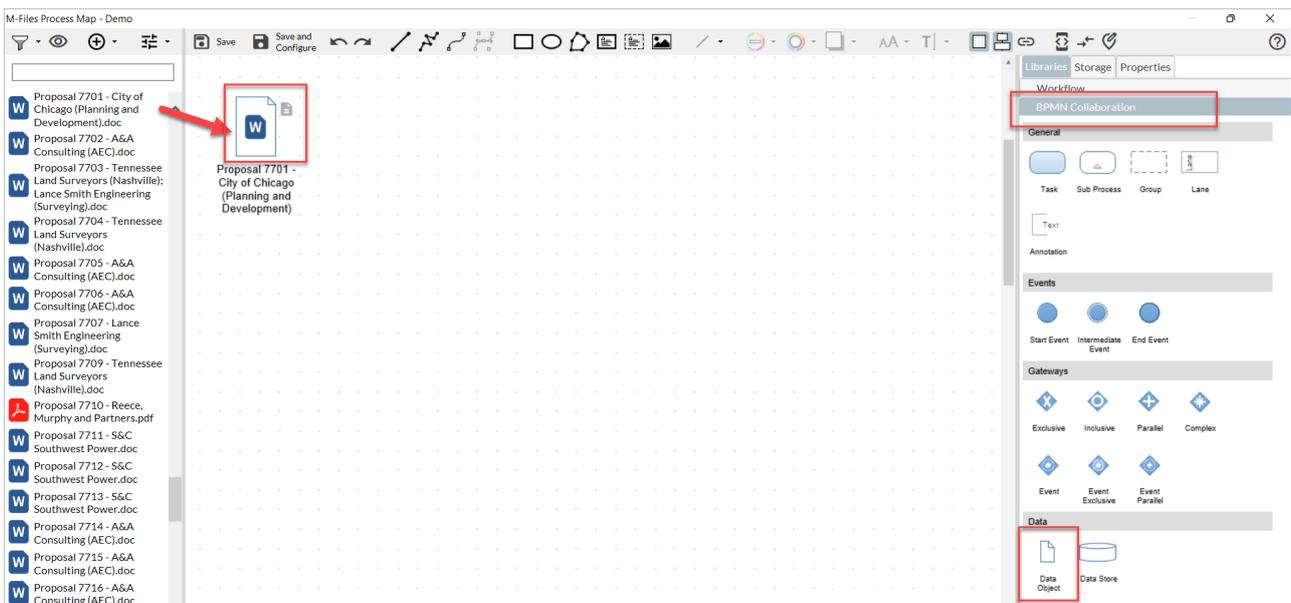

Figure 3: Mapping M-Files objects to symbol notations

However, for other objects like PEOPLE, USERS, ROLES OR TEAMS, RISKS, DEPARTMENTS, SITES, etc. it makes sense to map these with the notation symbols. This is done in MF-Admin. See Symbol Mappings (process-maps.software).

So as a result of such mapping, when you then drop a department-object onto the canvas you automatically create a swimlane… for example.

TIP: it makes sense to possibly create additional objects and metadata including access to value lists and ICONS in your vault. Icons are reflected in process maps in multiple ways. The view-based Smart Node allow to show icons and combine them even for grouping.

- Look at your vault structure and the purpose for process mapping:
- Identify and possibly add object structures for
  - **Organizations**
  - **People, Departments, Sites**
  - **Roles, Teams, Stakeholders**
  - **Functions**
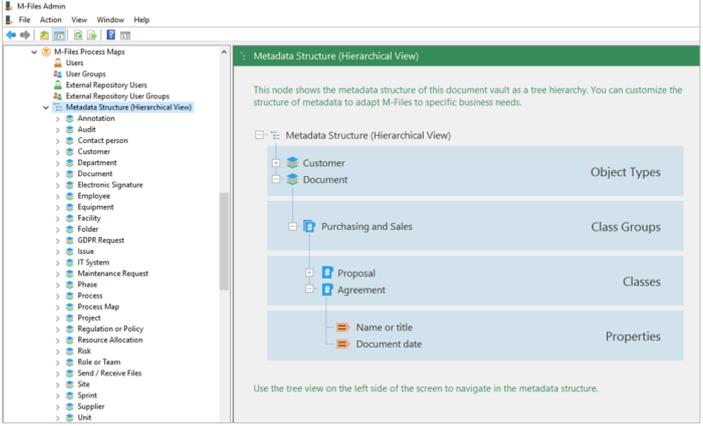 - **Resources**
  - **Systems, Modules**
  - **Deliverables**

Figure 4: Examples for object types that are used in a PMAPS vault

4.5 Create templates which help to get the job done

Create some sample maps and find agreement in your team about the design standards

- Header / Naming Convention / Author / Version information / Priority
- Shall the workflow state of the map be shown
- Orientation on the page – portrait or landscape – how do you envision the map to grow
- Swimlanes - vertical or horizontal?
- Do you want a pre-defined set of lanes for example SIPOC for flowcharts (Supplier, Input, Process, Output, Customer).
- Agree on the Colors used
- Do you want to add standard-references on the map i.e. to the notation description / guidelines, rulesets, symbol description etc.
- Do you want to offer standard elements which can serve as container for dropping or adding useful notes? Think of 'See also: …' 'Tip' or 'related Regulations'.
- Do you want to add reminders or tips about process documentation, for example about the "do`s and don'ts"?

For all these aspects: Note, that it is easier to delete elements which are not needed than to add or create new ones, even when you provide the building blocks in the central storage. This also helps with consistency across multiple maps created by different users.

4.6 Shortcut: The central storage is key

M-Files Process Map 2.0 comes with all types of pre-defined symbols and shapes, but they are designed in a standard way concerning their appearance in terms of line formats, colors, text-labels etc.

To create and prepare differently designed symbols or even groups of symbols for a specific purpose, there is the central storage. This storage can hold symbols for the logged-in user, but it also allows to publish elements to the central storage, where they then are available to multiple designers in your team. Elements are shown with a preview and can be searched for. It is best practice to define rules on who can publish elements to the central store. This can be set up via user group settings in MF-Admin.
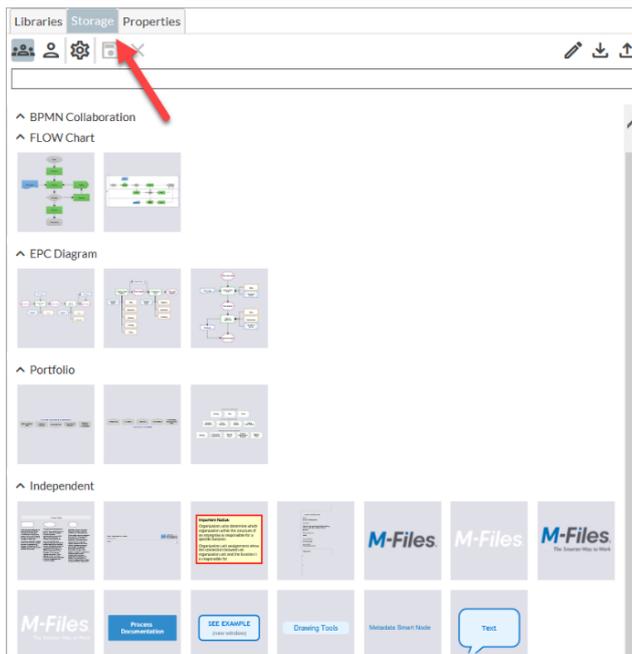
TIP: If you don't want your users to work with the standard symbols, but instead use modified elements (or prepared element groups) from the central storage we recommend to consider reducing the regular symbol set. MF-Admin configuration can be used to reduce the symbol set.

Figure 5: Elements in central storage

4.7 Workplace Support - Job Aids, Cheat-Sheets along the way

Process Maps 2.0 has been a significant enhancement over the previous version. A major driver was the idea to provide a toolset which can help users to use the M-Files system more efficiently by providing workplace support functions; that is to guide users along the way. This has not to do with process documentation at all, so it is a separate but still very compelling use case for itself. The idea is, that there are specific triggers that can be combined with the offering of help in form of a map. And since maps can contain texts, links, graphics in any shape or format, you can be very creative.

Let us look at these triggers and what you can do with them.

- *Start of M-Files:* Show an external web site as a (persistent) tab.
- *Entering the root view (persistent):* Provide a graphical main menu and leverage corporate design. We often call this the '**Home map**'.
- *Selecting (not entering) a view with the mouse:* Explain, what is to be found in that view and how the objects or documents in that view are typically processed.
- *Entering a view:* Explain, what is to be found in that view and how the objects or documents in that view are typically processed.
- *Entering a view and navigating in its sub views (persistent):* Show a map as long as a user stays in a view and any of its sub views.
- *Selecting an object of a specific **Class**:* Show a map, when an object of a specific class is selected. Often it makes sense to show an SVG image (lazy load) for speed reasons. You can make it interactive on demand.

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- *Selecting an Object in a specific **Workflow State***: Show a map, when an object is selected, that has a specific workflow state (show different maps for different states).
- *Selecting an object on a specific **Workflow***: Show a map, when an object is selected, that travels on a specific M-Files workflow.

We encourage you, to look at these different options and at least try out the ones which are printed in bold face. Review the results in your project team, then decide which methods you want to use to achieve benefits for the users.

5. Broader Development Phase

In this phase you create more maps. So you make use of the templates you have developed and you continue to employ them in real world. You re-create and update information that you had previously created in other applications like PowerPoint or Visio. Also, in larger organizations, you may want to broaden the use and extend the group of key users. But this depends on the size of your project. For your first project it is totally fine to limit the scope and the number of users.

Two tips from the practitioners:

- Process Maps cannot import drawings from other applications like Visio or Powerpoint. If you have a vast amount of up-to-date and well accepted drawings, you possibly can keep them. Do so, if transforming them into the new way of process maps does not bring many benefits. Keep them as documents and show them through the M-Files Preview. However, re-create, update and enhance maps in the Home Level and Hub-Level. On the detail-level it can be wise to keep existing maps and replace them only as needed.
- You may find it useful to revert to further optimize and enhance your templates in the central storage after you have created the first few maps. It is indeed best practice to review the work results and derive updated templates. This is well done in a "present and learn" session, where the full project group is informed about the progress. Remember more eyes a topic may result in greater ideas and – if you have the corporate culture right – in appreciation for the achieved.
- Be open to non-team-members. Don´t regard the work on process maps as a privilege. Also, if other colleagues show interest, let them peak into what you are doing. And let them know that they will be consuming / using the maps at a later point of time. Sometimes they will come up with suggestions or ideas how the "add on for visual thinkers" can help in their specific work environment. You may find out not only that they have good ideas, but you may learn that they have a graphic design talent you did not know of.

This phase should be concluded by a meeting of the complete project staff, which reflects on the content (not extending the scope!) and on the lessons learned. This is a good time to further plan the roll-out of the solution.

6. Roll-Out, Closing & follow-up

After finishing the broader development phase, you have successfully implemented a couple or dozens of process maps. You have created maps of different types and for different use cases and you now look forward to making the results of your work available to the user base.

There are different mechanisms to do this, based on how and where you created your maps in the development phase. Some tips for migrating:

Staging: If you have different vaults for development, testing and production, then the mechanism to transport the maps from one vault to the other is through replication. You replicate the structural changes of your vault meta data model <u>and</u> you also replicate the map objects which themselves include the full definition and a rendered SVG version of the map. If your maps link to other objects like rules & regulations, pictures, departments, sites etc. those need to be carried over from DEV / TEST to PROD as well. Process Maps has been designed to support the replication mechanism as it addresses related objects and views solely via their GUID.

Related info: If your map points to other documents or uses objects to represent departments, sites or people or roles then you need to make sure, these objects are replicated and made available in the target vault.

Configuration: Make sure the configuration in MF-Admin is copied over from the DEV/TEST system to the PROD system. The configuration includes some important settings such the the availability of symbols and notations, the mapping between objects and the symbols in the different notations, the color palette, defaults for designer, the availability of a print button, PDF export settings, default page formats (A4 vs letter) etc.

Rights management: Ensure that both, the maps themselves as well as all related pieces of information, are properly rights-controlled with a default of visibility in mind, so that the maps can actually be helpful to the users. Note that Process Maps fully adheres to the accessibility rules by M-Files. This applies to objects, value-lists, related documents but also to workflows. As an example, a workflow map can only be shown to a user, when the user has an access right to the specific workflow. A document can only be launched from a map, when it is accessible, otherwise information is displayed as #NA – meaning not accessible.

6.1 Inform and briefly train users

After successfully testing your maps in the production vault you want to inform and train all users. We suggest that you invite users for a 15-minute web session in which you briefly outline your project and the results from a user perspective.

- Make session about the user and their new benefits. Do a short demo.
- Make a recording available for those who could not participate.
- It is good practice to announce the successful implementation with an email which includes a couple of screenshots and the link to your recorded session.

6.2 Celebrate the success

You know Prince´s great song line ‚Party like it´s 1999'? It is indeed a good practice to celebrate the successful software finish of your project. It must not be a big thing, but you should find a way acknowledge all the participants of your project.

6.3 Follow-up Review / Debrief

Finally, collect feedback from your users, from the project members involved. This shall encompass positive and negative feedback. Document the challenges and the lessons learned. Formulate tips for the next project – and if you want, you can also share them with M-Files so that the software developer can also learn from your experiences.

Practical Tips - collection in brief

- Start with 5 Maps
- Derive Storage Content from our first maps
- Reflect and optimize, then move on
- Develop right in the target vault or replicate DEV/TEST/PROD?
- Consider the differences of web client, rich client and mobile devices.
- Don´t boil the ocean, don't attack all problems at the same time
- Listen & Communicate
- Have Fun, Celebrate your success
- Review often

Sample Scope Definition

Project title: "Sample Implementation of Process Maps in the central M-Files vault"

We want to enhance our existing production vault with a dozen (min 12) of maps to support the users finding to the right information and using workflows and specific document classes more easily. We want to implement process maps examples for the following purposes: 1 Workflow map (HR onboarding), 2 classes (invoice and credit note) 1 home map (persistent home), 2 hub level maps (HR and finance) and 2x3 sublevel maps or more precise process descriptions. The maps shall be linked to each other and they shall refer to documents, objects and views in the vault. The vault structure shall be reviewed, additionally required objects (departments/sites/process and subprocess) shall be added. To facilitate and simplify the creation of additional maps template mechanisms shall be tried out.

The project Team shall consist of the following members: x,y,z.

The total time from start to finish shall be no longer than 60 days. During the project 3 key users shall gain knowledge about the product so they can become ambassadors for future projects. Senior Management supports the project as a sponsor and will participate in at least 2 project meetings and the final presentation.

6.4 Additional Information

- Introduction Video https://youtu.be/m63vrm0M2BM
- User Guide Daily Use (process-maps.software)
- Guided Tour Guided Tour Videos (process-maps.software)
- Data Sheet Additional Content (process-maps.software)
- Sample Vault Additional Content (process-maps.software)