

2008 BPM AND WORKFLOW HANDBOOK

SPOTLIGHT ON HUMAN-CENTRIC BPM

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Edited by
Layna Fischer

2008 Bpm Workflow Handbook Spotlight On Human Centric Bpm

Layna Fischer



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2008 Bpm & Workflow Handbook - Spotlight on Human-centric Bpm Layna Fischer, 2008 **Delivering BPM Excellence** Layna Fischer, 2011-11-01 This book publicizes the winning case studies from the annual BPM awards Now in their 19th year the Global Awards for Excellence in BPM and Workflow recognize organizations that excel in implementing innovative Business Process Management solutions to meet strategic business objectives iBPMS: Intelligent BPM Systems Layna Fischer, 2013-10-14 Intelligent business process management is the next generation of enterprise BPM leveraging recent technological advances to attain a degree of operational responsiveness not possible with yesterday's business process platform Today companies of all types want faster and better insight into their operations This growing demand for operational intelligence has given rise to a new smarter variety of business process management suites BPMSs An intelligent BPM suite provides the functionality needed to support more intelligent business operations including real time analytics extensive complex event processing CEP and business activity monitoring BAM technologies and enhanced mobile social and collaborative capabilities Dubbed iBPMS by Gartner Group who describes the intelligent BPM Suite as having 10 core components A process orchestration engine A model driven composition environment Content interaction management Human interaction management Connectivity Active analytics sometimes called continuous intelligence On demand analytics Business rules management BRM Management and administration for the suite's technical aspects A process component registry repository An intelligent BPM suite provides the functionality needed to support more intelligent business operations including real time analytics extensive complex event processing CEP and business activity monitoring BAM technologies and enhanced mobile social and collaborative capabilities The co authors of this important book describe various aspects and approaches with regard to impact and opportunity Delivering the Customer-centric Organization Layna Fischer, 2012-01-01 Customer centric organizations are concerned about shrinking volumes of business stiffer competition and ever more demanding consumer expectations which have increased pressure on the bottom line The ability to successfully manage the customer value chain across the life cycle of a customer is the key to the survival of any company today Business processes must react to changing and diverse customer needs and interactions to ensure efficient and effective outcomes This important book looks at the shifting nature of consumers and the workplace and how BPM and associated emergent technologies will play a part in shaping the companies of the future BPM's promises are real but the path to success is littered with pitfalls and shortcuts to failure Best practices can help you avoid them If you are just embarking on using its methods and tools these authors have a wealth of experience to learn from and build on Whether you are a business manager or an Information Technology practitioner this special collection will provide valuable information about what BPM can do for you and how to apply it Social BPM Keith D. Swenson, 2011-01-01 Business Process Management and Workflow are by their very nature social activities The collaboration and communication patterns that are

now increasingly referred to as social computing were also fundamental to the BPM and workflow models of the early 1990s. Yet it has been the recent explosion of social computing and accompanying success of social production from Linux to Wikipedia and Facebook to Twitter which have had the most dramatic impact on collaboration in business environments. Today we see the transformation of both the look and feel of BPM technologies along the lines of social media as well as the increasing adoption of social tools and techniques democratizing process development and design. It is along these two trend lines the evolution of system interfaces and the increased engagement of stakeholders in process improvement that Social BPM has taken shape.

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How Knowledge Workers Get Things Done Nathaniel Palmer, Max J. Pucher, 2012-01-01

Highly predictable work is easy to support using traditional programming techniques while unpredictable work cannot be accurately scripted in advance and thus requires the involvement of the knowledge workers themselves. The core element of Adaptive Case Management (ACM) is the support for real time decision making by knowledge workers. *How Knowledge Workers Get Things Done* describes the work of managers, decision makers, executives, doctors, lawyers, campaign managers, emergency responders, strategists and many others who have to think for a living. These are people who figure out what needs to be done at the same time that they do it and there is a new approach to support this presents the logical starting point for understanding how to take advantage of ACM. Keith Swenson points out: "We are seeing a fundamental shift in our workforce and in the ways they need to be managed. Not only are companies engaging their customers in new ways but managers are engaging workers in similarly transformed ways." In award winning case studies covering industries as diverse as law enforcement, transportation, insurance, banking, state services and healthcare you will find instructive examples for how to transform your own organization. This important book follows the ground breaking ACM publications *Taming the Unpredictable* and *Mastering the Unpredictable* and provides important papers by thought leaders in this field together with practical examples, detailed ACM case studies and product reviews.

Business Process Management Workshops

Michael zur Muehlen, Jianwen Su, 2011-05-16

This book constitutes the thoroughly refereed post workshop proceedings of

nine international workshops held in Hoboken NJ USA in conjunction with the 8th International Conference on Business Process Management BPM 2010 in September 2010 The nine workshops focused on Reuse in Business Process Management rBPM 2010 Business Process Management and Sustainability SusBPM 2010 Business Process Design BPD 2010 Business Process Intelligence BPI 2010 Cross Enterprise Collaboration People and Work CEC PAW 2010 Process in the Large IW PL 2010 Business Process Management and Social Software BPMS2 2010 Event Driven Business Process Management edBPM 2010 and Traceability and Compliance of Semi Structured Processes TC4SP 2010 In addition three papers from the special track on Advances in Business Process Education are also included in this volume The overall 66 revised full papers presented were carefully reviewed and selected from 143 submissions

Taming the Unpredictable Layna

Fischer,2011-01-01 Taming the Unpredictable Real World Adaptive Case Management Case Studies and Practical Guidance The most valuable assets of a 20th century company were its production equipment The most valuable asset of a 21st century institution whether business or non business will be its knowledge workers and their productivity Peter F Drucker The core element of Adaptive Case Management ACM is the support for real time decision making by knowledge workers Taming the Unpredictable presents the logical starting point for understanding how to take advantage of ACM This book goes beyond talking about concepts and delivers actionable advice for embarking on your own journey of ACM driven transformation In award winning case studies covering industries as diverse as law enforcement transportation insurance banking legal services and healthcare you will find instructive examples for how to transform your own organization

Delivering Competitive Advantage Layna Fischer,2012-10-01 Some organizations significantly outperform others in their industry They become more agile by adopting smarter work practices and transforming their business processes to be more dynamic collaborative and connected Often the business processes themselves create competitive advantage Increased revenue at reduced cost makes more money for a very effective business Changing market opportunities customer demands new technology and calls for cost reduction can make it seem impossible to keep operational chaos at bay Competitive advantage is gained when companies reduce operational risk by making sure that internal guidelines and external regulatory requirements are fulfilled Companies thus offer customers a faster more accurate and consistent service To position your organization for success you need the ability to continually optimize streamline and align business processes to meet changing business needs for greater performance competitive advantage and to drive growth The companies whose award winning case studies are featured in this book have proven excellence in their creative and successful deployment of advanced and business process management concepts The positive impact to their corporations includes increased revenues more productive and satisfied employees product enhancements better customer service and quality improvements

Business Process Management Michael Glykas,2012-09-18 Business Process Management BPM has been in existence for decades It uses complements integrates and extends theories methods and tools from other scientific disciplines like

strategic management information technology managerial accounting operations management etc During this period the main focus themes of researchers and professionals in BPM were business process modeling business process analysis activity based costing business process simulation performance measurement workflow management the link between information technology and BPM for process automation etc More recently the focus moved to subjects like Knowledge Management Enterprise Resource Planning ERP Systems Service Oriented Architectures SOAs Process Intelligence PI and even Social Networks In this collection of papers we present a review of the work and the outcomes achieved in the classic BPM fields as well as a deeper insight on recent advances in BPM We present a review of business process modeling and analysis and we elaborate on issues like business process quality and process performance measurement as well as their link to all other organizational aspects like human resources management strategy information technology being SOA PI or ERP other managerial systems job descriptions etc We also present recent advances to BPR tools with special focus on information technology workflow business process modeling and human resources management tools Other chapters elaborate on the aspect of business process and organizational costing and their relationship to business process analysis organizational change and reorganization In the final chapters we present some new approaches that use fuzzy cognitive maps and a recently developed software tool for scenario creation and simulation in strategic management business process management performance measurement and social networking The audience of this book is quite wide The first chapters can be read by professionals academics and students who want to get some basic insight into the BPM field whereas the remaining present more elaborate and state of the art concepts methodologies and tools for an audience of a more advanced level

Technology for Facility Managers IFMA, 2012-10-03 From BIM building information modeling to RFID radio frequency identification to BAS building automation and control systems facility managers of today's commercial buildings are often asked to work with a variety of technologies without any experience in IT This new book is a welcome primer for facility managers and engineers Each chapter covers a different technology and includes specific and helpful case studies Authored by the International Facility Management Association IFMA this unique resource is also a practical textbook for candidates studying for IFMA certification

SOFSEM 2013: Theory and Practice of Computer Science Peter van Emde Boas, Frans C.A. Groen, Giuseppe F. Italiano, Jerzy Nawrocki, Harald Sack, 2013-01-12 This book constitutes the refereed proceedings of the 39th International Conference on Current Trends in Theory and Practice of Computer Science SOFSEM 2013 held in Pindler v Mlýn Czech Republic in January 2013 The 37 revised full papers presented in this volume were carefully reviewed and selected from 98 submissions The book also contains 10 invited talks 5 of which are in full paper length The contributions are organized in topical sections named foundations of computer science software and Web engineering data information and knowledge engineering and social computing and human factors

Information Systems Development Jaroslav Pokorný, Václav Repa, Karel Richta, Wita Wojtkowski, Henry Linger, Chris Barry, Michael

Lang,2011-09-02 Information Systems Development Business Systems and Services Modeling and Development is the collected proceedings of the 19th International Conference on Information Systems Development held in Prague Czech Republic August 25 27 2010 It follows in the tradition of previous conferences in the series in exploring the connections between industry research and education These proceedings represent ongoing reflections within the academic community on established information systems topics and emerging concepts approaches and ideas It is hoped that the papers herein contribute towards disseminating research and improving practice *Potenziale und Herausforderungen des Geschäftsprozessmanagements im Enterprise 2.0 unter der Berücksichtigung der Dynamik unternehmerischer Systeme* Boris Dombrowski,2011 Hochkomplexe und volatile Entwicklungen prägen das heutige unternehmerische Umfeld Durch Dynamik begründeten Problemstellungen werden aber nur unzureichend anhand unternehmerischer Systeme und Prozesse reflektiert Zwei Disziplinen das Geschäftsprozessmanagement und das Enterprise 2.0 sind an der Schnittstelle zwischen wirtschaftswissenschaftlichen und technologischen Fragestellungen als interdisziplinäre Konzepte der Wirtschaftsinformatik positioniert Beide Konzepte erscheinen als vielversprechende Mittel zur Leistungssteigerung unternehmerischer Prozesse Vor diesem Hintergrund wird die Frage adressiert welche Potenziale und Herausforderungen sich bei einer Konvergenz der beiden Disziplinen ergeben um eine defizitäre Unterstützung dynamisch induzierter Geschäftsprozesse abzuschwächen oder zu kompensieren Defizite des klassischen Geschäftsprozessmanagements und Potenziale des Geschäftsprozessmanagements im Enterprise 2.0 werden herausgearbeitet und anhand eines praktischen Szenarios reflektiert Die Zusammenführung etablierter regelorientierter Konzepte mit neuen hochflexiblen Mechanismen ist für Unternehmen jedoch mit einem Wandel in organisationalen Denkweisen und Kulturen verbunden Der Autor analysiert die Potenziale und Herausforderungen die sich durch eine Zusammenführung von Geschäftsprozessmanagement und glq Enterprise 2.0 grq für die Unterstützung unternehmerischer Prozesse ergeben Er kombiniert dazu theoretische Erkenntnisse aus der Literatur mit seinen eigenen Praxiserfahrungen im Rahmen seiner Tätigkeit als Projektmanager und Consultant und schafft es so einen wichtigen Beitrag zum jungen Thema glq Enterprise 2.0 grq zu leisten Prof Dr Markus Bick Integrating Information Technology and Management for Quality of Care J. Mantas,M.S. Househ,A. Hasman,2014-07-24 The impact of information technology on the management of healthcare has been enormous in recent years and it continues to grow in scope and complexity This book presents papers from the 2014 International Conference on Informatics Management and Technology in Healthcare ICIMTH held in Athens Greece in July 2014 The book includes 79 full papers and 12 poster presentations as well as keynotes two workshops and three tutorials Papers are divided into sections including clinical informatics decision support and intelligent systems e learning and education health informatics information management and technology assessment healthcare IT mobile technology in healthcare public health informatics and issues social and legal issues and telemedicine The book will be of interest to all those whose work involves the use of biomedical and health informatics 2009 Bpm and Workflow

Handbook Layna Fischer, 2009 The question How can governments manage change organizationally and be agile operationally is answered in this special spotlight on BPM in Government with specific emphasis on the USA government where agencies armed forces states and cities are facing almost insurmountable challenges This is a book for business people who just want to understand the how and why of process automation and integration in simple non jargon terms It is also for the technical person looking for current insights into where BPM standards are heading tech savvy ideas for implementations and more Throughout the book international industry experts and thought leaders present significant new ideas and concepts to help you plan a successful future for your organization **2008 BPM and Workflow Handbook** Layna Fischer, 2008

2010 BPM and Workflow Handbook Layna Fischer, 2010 SPOTLIGHT ON BUSINESS INTELLIGENCE This special focus illustrates how Business Process Management BPM and Business Intelligence BI are increasingly intertwined Linking business intelligence and business process management creates stronger operational business intelligence Users seek more intelligent business process capabilities in order to remain competitive within their fields and industries BPM vendors realize they need to improve their business processes rules and event management offerings with greater intelligence or analytics capabilities THE BUSINESS VALUE OF BPM AND WORKFLOW Introduces new key concepts and sets out the business case for workflow technology and BPM This perspective is covered by papers that provide practical information on Business Process Management including case studies designed for an audience of business users STANDARDS AND TECHNOLOGY BPM standards have evolved from technical nuance to a business imperative This perspective is covered by papers on system structure and values operation and scalability issues written for an audience of Information Technology IT professionals

Handbook on Business Process Management 1 Jan vom Brocke, Michael Rosemann, 2010-09-21 Business Process Management BPM has become one of the most widely used approaches for the design of modern organizational and information systems The conscious treatment of business processes as significant corporate assets has facilitated substantial improvements in organizational performance but is also used to ensure the conformance of corporate activities This Handbook presents in two volumes the contemporary body of knowledge as articulated by the world's leading BPM thought leaders This first volume focuses on arriving at a sound definition of Business Process Management approaches and examines BPM methods and process aware information systems As such it provides guidance for the integration of BPM into corporate methodologies and information systems Each chapter has been contributed by leading international experts Selected case studies complement these views and lead to a summary of BPM expertise that is unique in its coverage of the most critical success factors of BPM **2008 BPM and Workflow Handbook Digital Edition** Layna Fischer, 2008-05

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