

2008 BPM AND WORKFLOW HANDBOOK

SPOTLIGHT ON HUMAN-CENTRIC BPM

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8 Bpm Workflow Handbook Spotlight On Human Centric Bpm

**John O'Connell, Jon Pyke, Roger
Whitehead**



8 Bpm Workflow Handbook Spotlight On Human Centric Bpm:

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

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

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 Ml n 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

2008 Bpm & Workflow Handbook - Spotlight on Human-centric Bpm Layna Fischer, 2008

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

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

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 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

Mastering Your Organization's Processes John O'Connell, Jon Pyke, Roger Whitehead, 2006-01-19 Book assisting understanding and implementation of Business Process Management for managers and MBA students **Handbook on Business Process Management 1** Jan vom Brocke, Michael Rosemann, 2014-08-29 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

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Handbook on Business Process Management 2 Jan vom Brocke, Michael Rosemann, 2014-08-28 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 second volume focuses on the managerial and organizational challenges of BPM such as strategic and cultural alignment governance and the education of BPM stakeholders As such this book provides concepts and methodologies for the integration of BPM Each chapter has been contributed by leading international experts Selected case studies complement their views and lead to a summary of BPM expertise that is unique in its coverage of the most critical success factors of BPM The second edition of this handbook has been significantly revised and extended Each chapter has been updated to reflect the most current developments This includes in particular new technologies such as in memory data and process management social media and networks A further focus of this revised and extended edition is on the actual deployment of the proposed theoretical concepts This volume includes a number of entire new chapters from some of the world s leading experts in the domain of BPM

2007 BPM and workflow handbook : methods, concepts, case studies and standards in business process management and workflow Layna Fischer, 2007 [2008 BPM and Workflow Handbook](#) Layna Fischer, 2008

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

BPM Everywhere Nathaniel Palmer, Scott Francis, Peter Whibley, Surendra Reddy, Peter Fingar, Dr Setrag Khoshafian, Larry Hawes, Charles Webster, Vinay Mummigatti, Roy Altman, James Taylor, Joseph B. Lail, Keith D. Swenson, Rudiger Pryss, Stuart Chandler, David RR Webber, Mark Casey, Wil van der Aalst, Dr Anne Rozinat, Matthias Walter, Mara Nikolaidou, Alberto Manuel, 2019-10-23 We are entering an entirely new phase of BPM the era of BPM Everywhere or BPME BPME represents the strategy for leveraging not simply surviving but fully exploiting the wave of disruption facing every business over the next 5 years and beyond Without question one of the single most disruptive events in the last decade was the introduction of the smartphone Consider for a moment how great of an impact this has had on the relationship between businesses and their customers Not even the emergence of the Web and Internet based digital native business models can compare with the level of intimacy now available with your customers In the era of the Internet of Things where smart homes appliances cars phones virtually imaginable devices are all connected BPM must and will be everywhere As Peter Whibley discusses in The Internet of Things Will Be Invisible by 2025 there are expected to be more than 26 billion or more connected devices In the chapter Digital Prescriptive Maintenance Disrupting Manufacturing through IoT Big Data and Dynamic Case Management Dr Setrag Khoshafian introduces the 4 Vs of thing data specifically Volume Velocity Variety and Value From monitors and remote sensors to appliances and vehicles to tens of billions of other things connected devices are generating meaningful and informative data that would easily overwhelm any human being but collectively they present critical context about processes and the state of operations Big Data has never been so large nor presented such an acute role within enterprises and the processes that drive them BPME as well as traditional BPM methods can already be found at the center of this Its role will grow exponentially Emergent factors such as process mining see chapter Mining the Swarm by Keith Swenson et al will be critical for uncovering engagement patterns and the need for process management platforms to coordinate interaction and control of smart devices It is intelligent BPM that is expanding the window of what can be automated by enabling adaptable automation The mobile strategies in far too many organizations seem to be the building of apps that presume that customers will use their smartphones like mini laptops This avoids the fact that we now have a level of intimacy with our customer we ve never had before As discussed in the chapter BPM to Go

Supporting Business Processes in a Mobile and Sensing World our customers are carrying around a device that offers a range of capabilities unlike any laptop A smartphone produces volumes of meaningful data about our customers think about the 4Vs and is able to interact with that customer in ways that a laptop never can The growing ubiquity of connectivity always within reach combined with new services and capabilities such as mobile banking is a key part of driving constantly changing expectations Yet digital disruption is not limited to mobile devices and is in fact disrupting everywhere BPM is otherwise found and why BPM everywhere is becoming the new normal

Designing Efficient BPM Applications

Christine McKinty, Antoine Mottier, 2016 Looking for efficiency gains in your business If you're a business analyst this practical guide will show you how to design effective business process management BPM applications Every business uses business processes these everyday tasks help you gain and retain customers stay profitable and keep your operations infrastructure functioning BPM specialists Christine McKinty and Antoine Mottier show you step by step how to turn a simple business procedure into an automated process based application Using hands on examples you'll quickly learn how to create an online process that's easy to use Each chapter builds on earlier material You don't have to have any programming experience to design business processes and if you have skills in designing workflows and understanding human interactions with processes you already have a headstart Through the course of this book you will Build a prototype of an application page Create the most frequent use flow in a process and define the data model Generate real process forms and produce the first version of the application Connect your application to external information systems and then build and test the complete application

Handbook on Business Process Management 2

Jan vom Brocke, Michael Rosemann, 2010-08-27 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 second volume focuses on the managerial and organizational challenges of Business Process Management such as strategic and cultural alignment governance and the education of BPM stakeholders As such this book provides concepts and methodologies for the integration of BPM Each chapter has been contributed by leading international experts Selected case studies complement their views and lead to a summary of BPM expertise that is unique in its coverage of the most critical success factors of BPM

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 Table of Contents The Quantum Organization How Social Technology will Displace the Newtonian view The Role of Trust and Reputation in Social BPM Change Management Processes How to Link BPM Governance and Social Collaboration through an Adaptive Paradigm Leveraging Social BPM for Enterprise Transformation BPM Social Technology Collaboration and the Workplace of the Future A Model Driven Approach to Social BPM Applications How Social Technologies Enhance the BPM Experience for all Participants Voice of the Network Through Social BPM Evidence Based Service Listening to Customers to Improve Customer Service Processes Taking Channel and Distribution Management Social and Contextual Social Technology Makes the World a Better Place Pro Bono BPM Dynamic Clinical Pathways Adaptive Case Management for Medical Professionals A Case Study of BPM in a Kaizen Environment Next Generation Social Media Alignment of Business Processes Social Intelligence Next Generation BPM Suites Social and Collaborative Directories and Appendices include Glossary of Social BPM Terms *Combining Business Process Management and Enterprise Architecture for Better Business Outcomes* Claus T. Jensen, Owen Cline, Martin Owen, IBM Redbooks, 2011-03-31 This IBM Redbooks publication explains how to combine business process management BPM and Enterprise Architecture EA for better business outcomes This book provides a unique synergistic approach to BPM and EA based on a firm understanding of the life cycles of the enterprise and the establishment of appropriate collaboration and governance processes When carried out together BPM provides the business context understanding and metrics and EA provides the discipline to translate business vision and strategy into architectural change Both are needed for sustainable continuous improvement This book provides thought leadership and direction on the topic of BPM and EA synergies Although technical in nature it is not a typical IBM Redbooks publication The book provides guidance and direction on how to collaborate effectively across tribal boundaries rather than technical details about IBM software products The primary audience for this book is leaders and architects who need to understand how to effectively combine BPM and EA to drive as a key differentiator continuous improvement and transformational change with enterprise scope

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