

# Introduction to Business Processes Core Concepts

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*“If you can't describe what  
you are doing as a process,  
you don't know what  
you're doing”*

W. Edwards Deming

# Business Process



proc·ess<sup>1</sup>

/ˈprə,ses,ˈprō,ses/

*noun*

1. a series of actions or steps taken in order to achieve a particular end.  
"military operations could jeopardize the peace process"

# Business Process



busi·ness

/ˈbiznəs/

*noun*

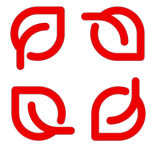
2. the practice of making one's living by engaging in commerce.  
"the jewelry business"

# Business Process

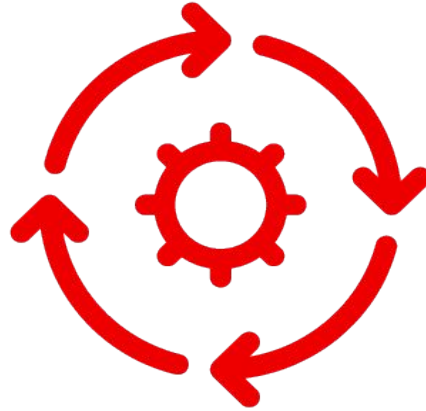


# Business Process

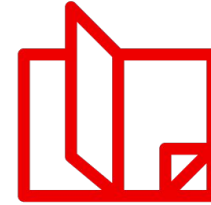
**Core** (Primary Process)



Inputs



Transformation



Outputs

# Business Process

## Types of Business Processes



### Core Processes

Primary Process in the company: Car Repair, Healthcare attendance, Assurance Services, Metallurgy Manufacturing, Software development in a Software Factory



### Management Processes

Ensure that Core and Support Processes meets their goals.

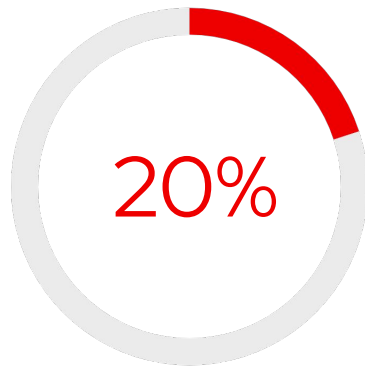


### Support Processes

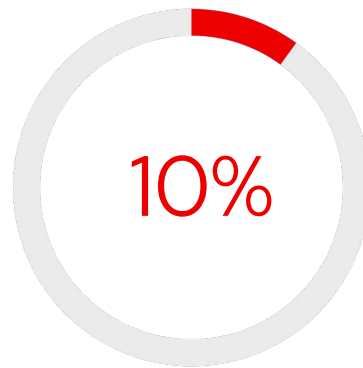
Support Core Processes, without adding value after each step to final consumer: Human Resource, Facilities, Capacity Management

# Business Process

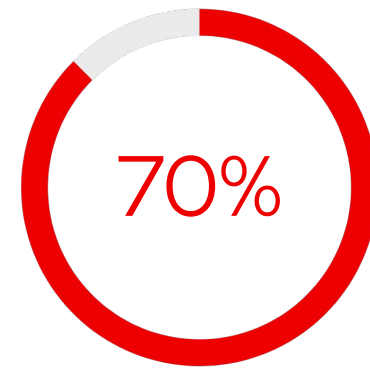
## Types of Business Processes



Core Processes



Management Processes



Support Processes





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Ok, is all of this what  
people call Business  
Process Management?

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Ok, is all of this what  
people call Business  
Process Management?

**No, those are just  
Business Process!**

# Business Process Management

## STRATEGY EXECUTION – BPM LIFE CYCLE

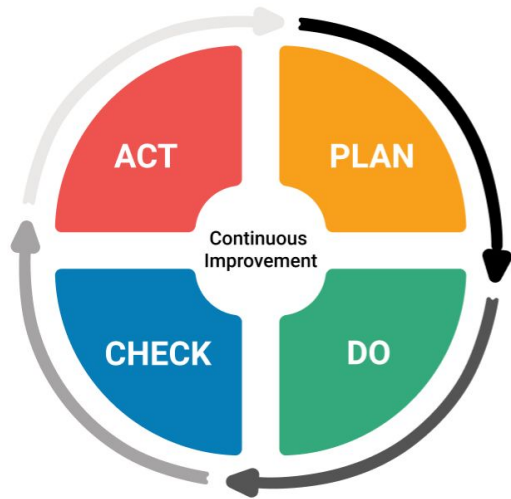
Integrated Life Cycle Model for Business / Digital Transformation



By BPM CBOK 4.0

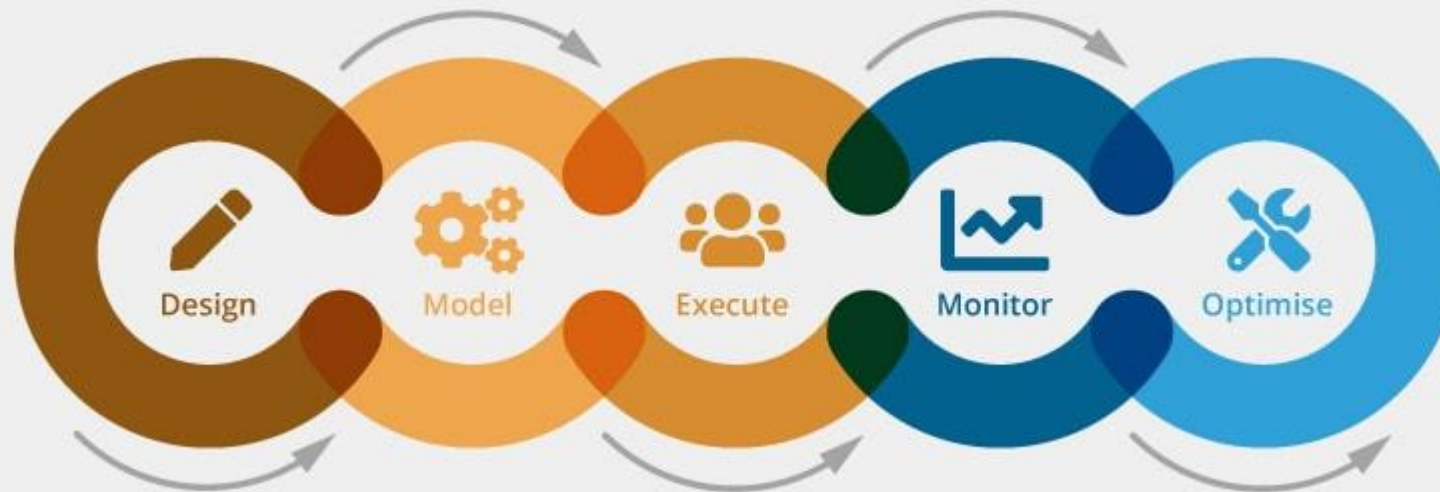
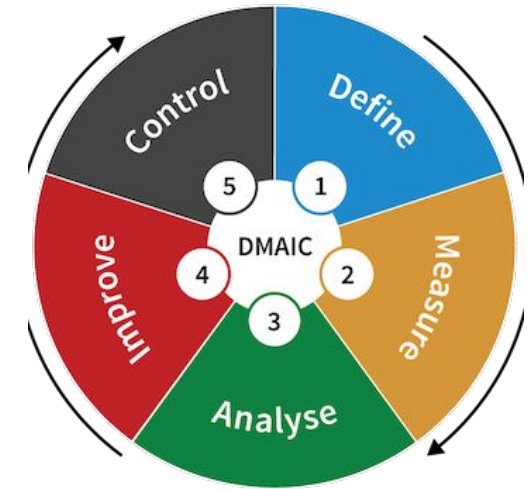
*“Business Process Management (BPM) is a discipline involving any combination of modeling, automation, execution, control, measurement and optimization of business activity flows, in support of enterprise goals, spanning systems, employees, customers and partners within and beyond the enterprise boundaries.”*

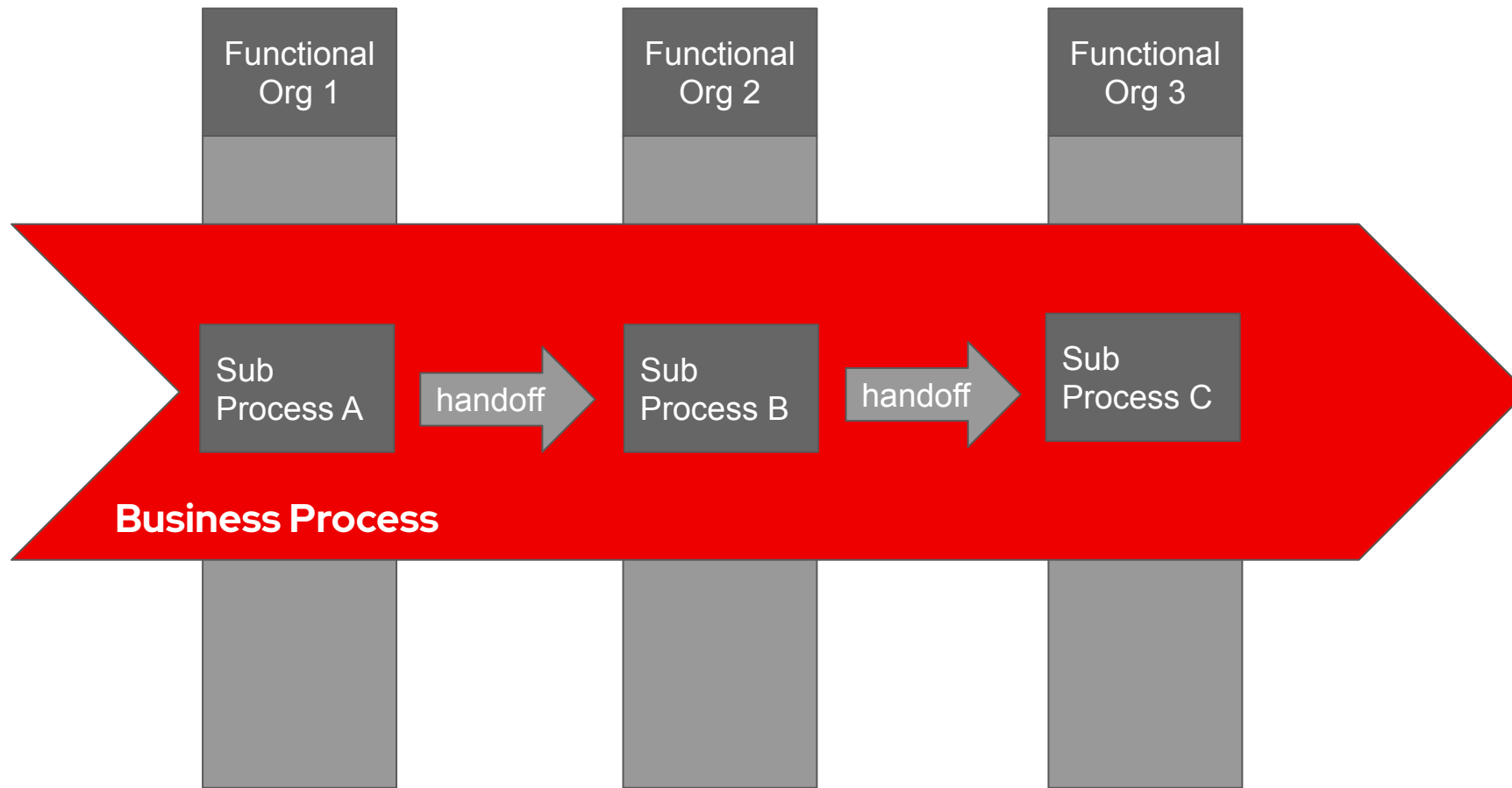
(<https://bpm.com/what-is-bpm>)

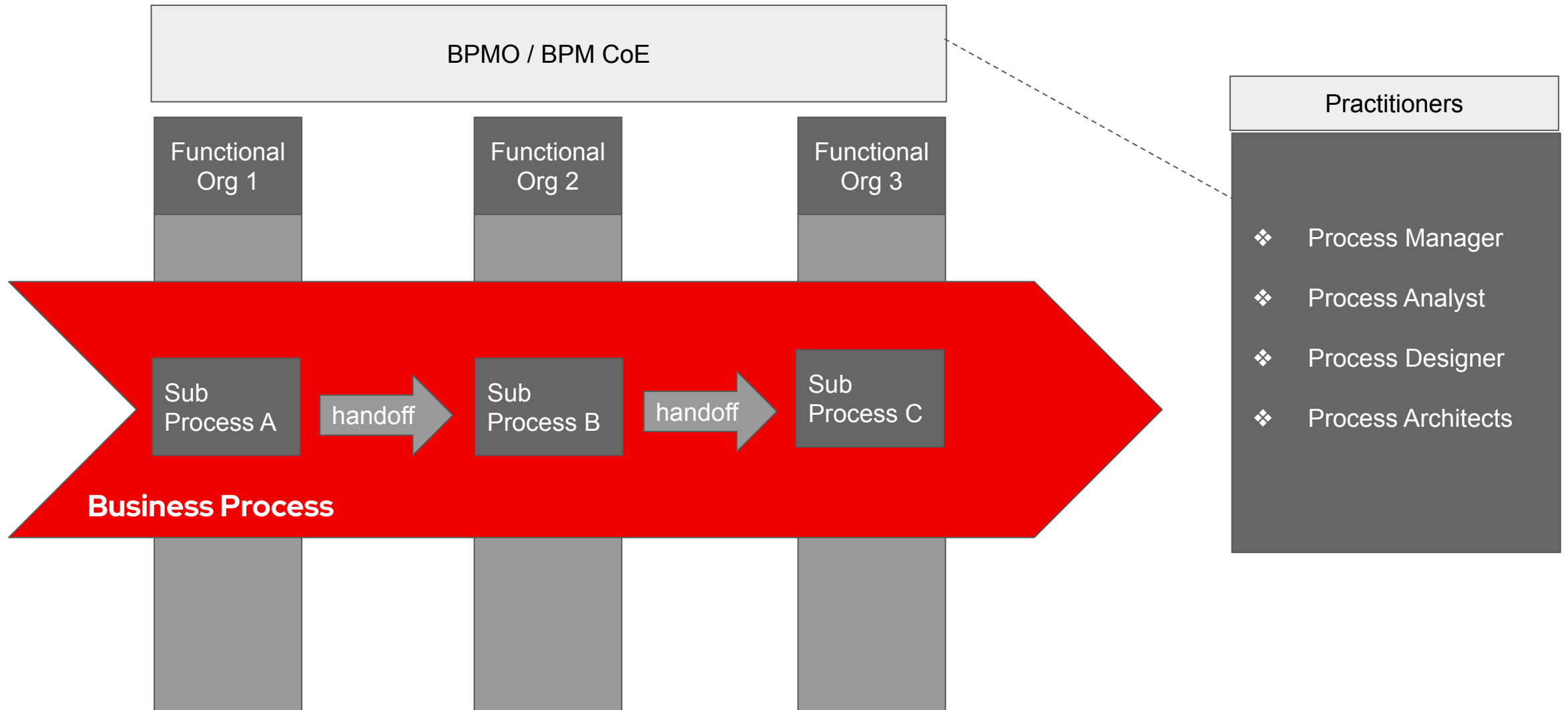


# Continuous Improvement Cycles

The core of the discipline







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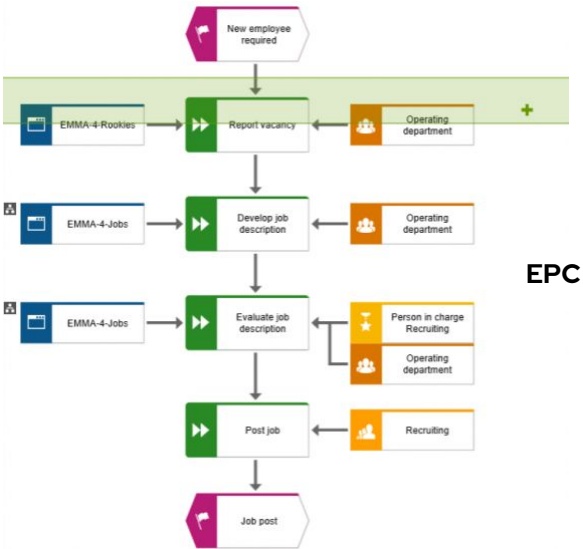
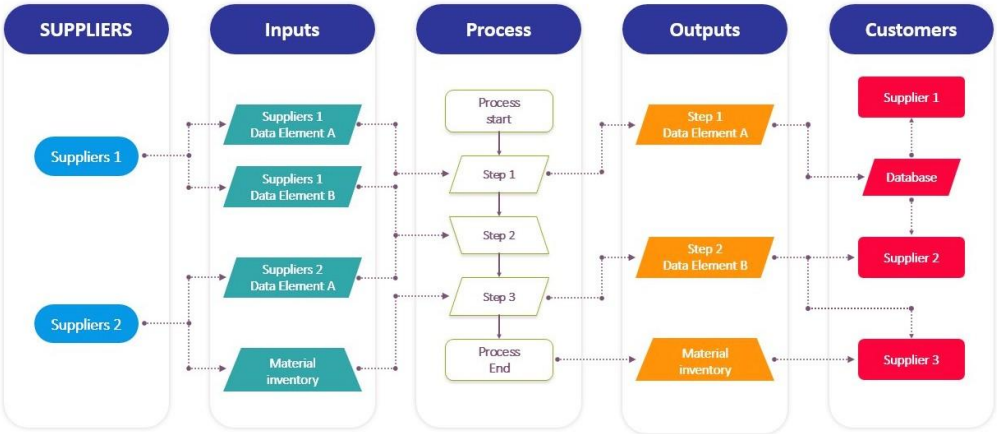
The common language  
between the practitioners,  
the diagrams!

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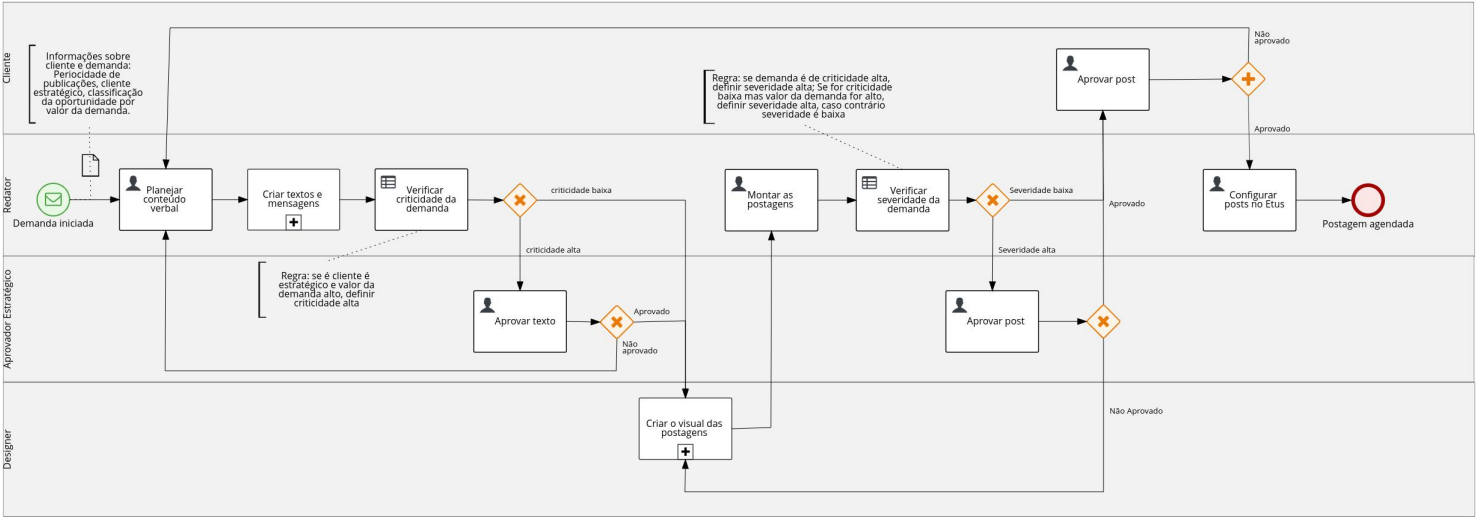
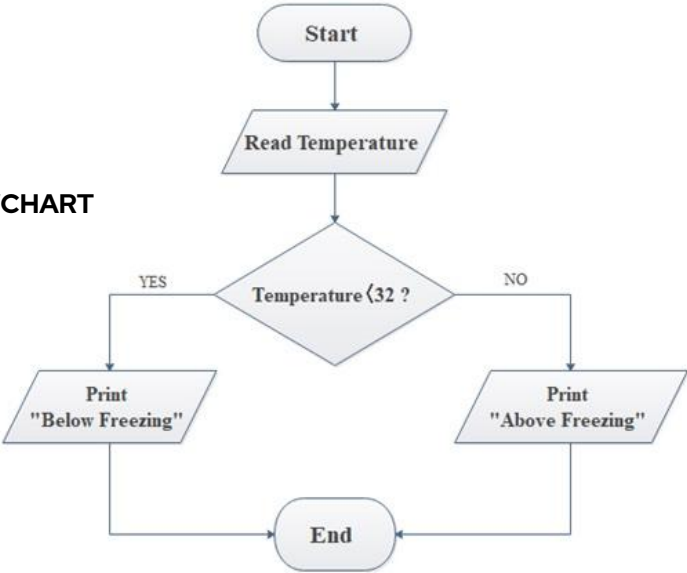
What diagrams?





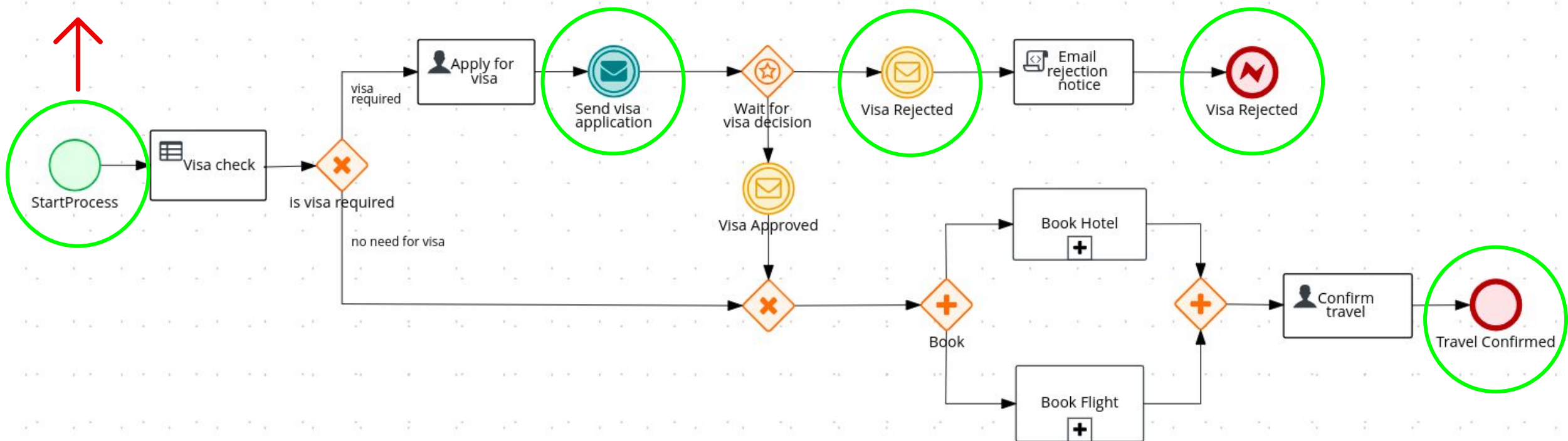
SIPOC

FLOWCHART

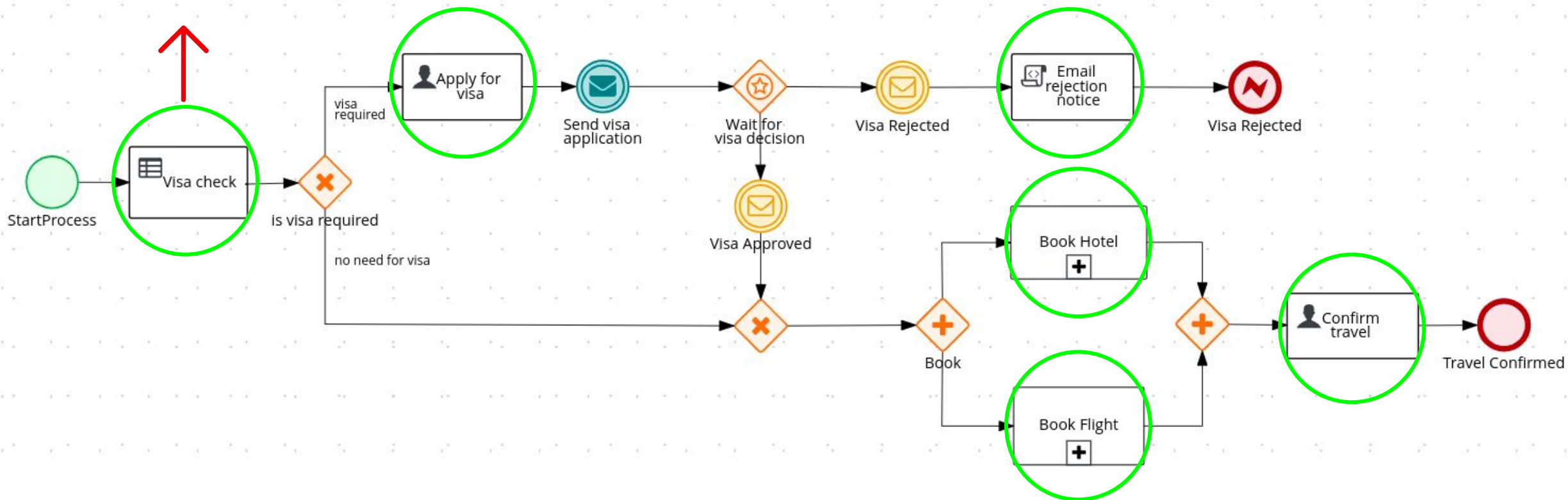


BPMN 2

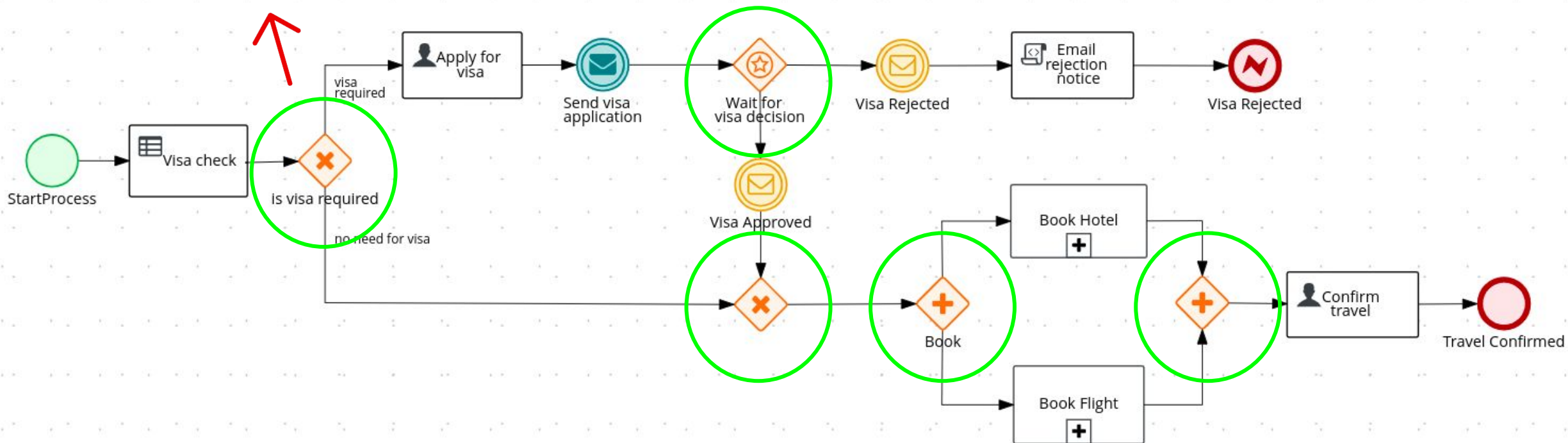
## Events



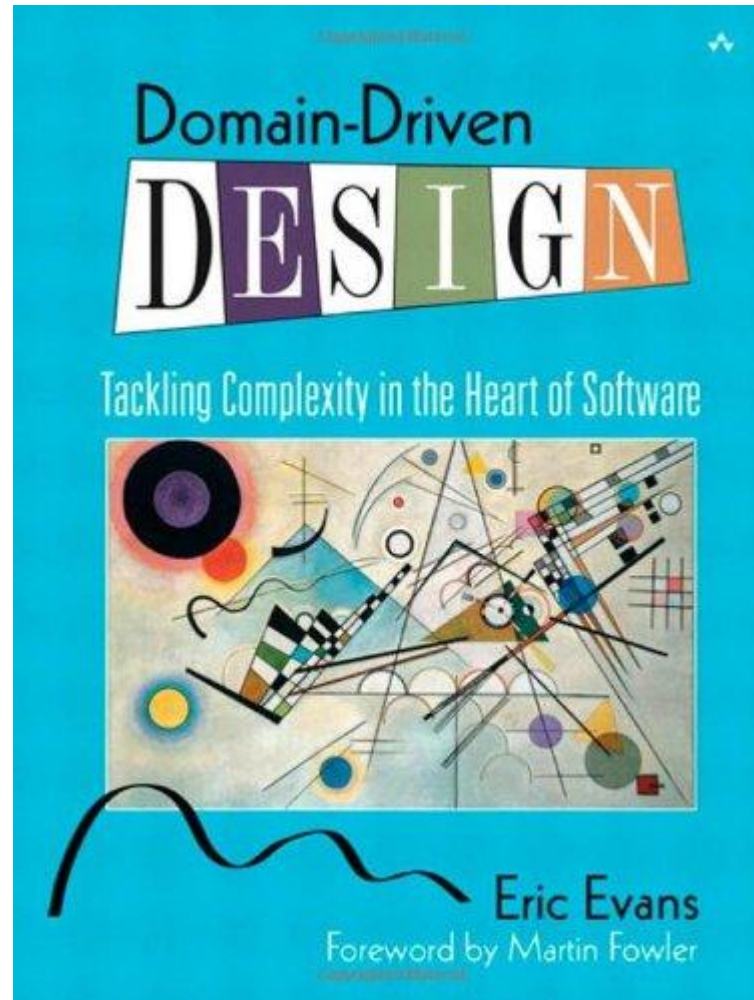
## Activities



## Gateways



... from Business  
Users to IT...



## Domain-Driven Design

"Domain-Driven Design is an approach to software development that centers the development on programming a domain model that has a rich understanding of the processes and rules of a domain" (Martin Fowler)

<https://martinfowler.com/bliki/DomainDrivenDesign.html>

# The benefits of a Domain-Driven Design approach

... for software development

## Ubiquitous Language

Domain experts and dev team use the same language

## Model agility

Business Analysts contribution to the software models

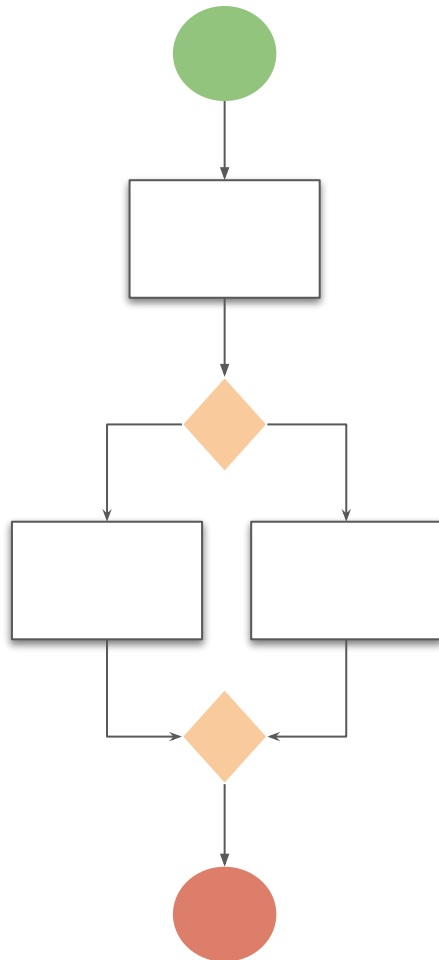
## Definition of bounded-contexts

Logical boundaries that limits the scope of the domain in a portion of the software

## Better identification of bottlenecks

Lean code for execution, increasing time to deliver and continuous delivery and improvement,

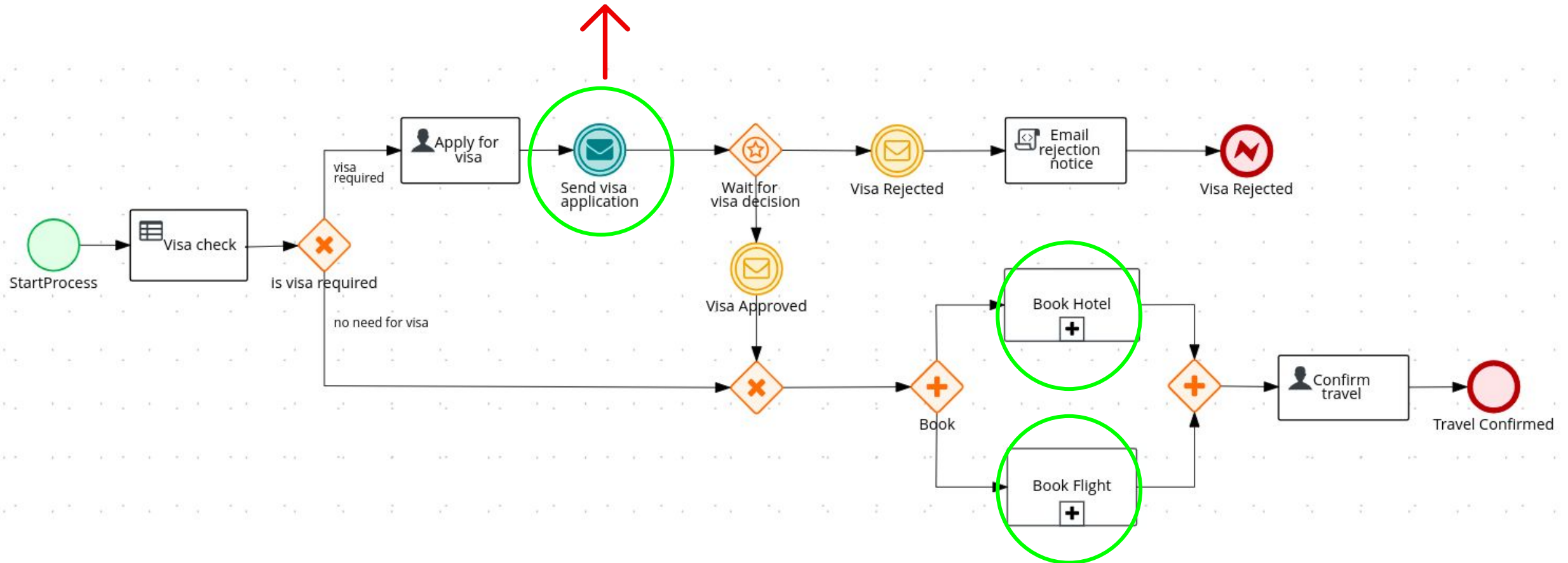




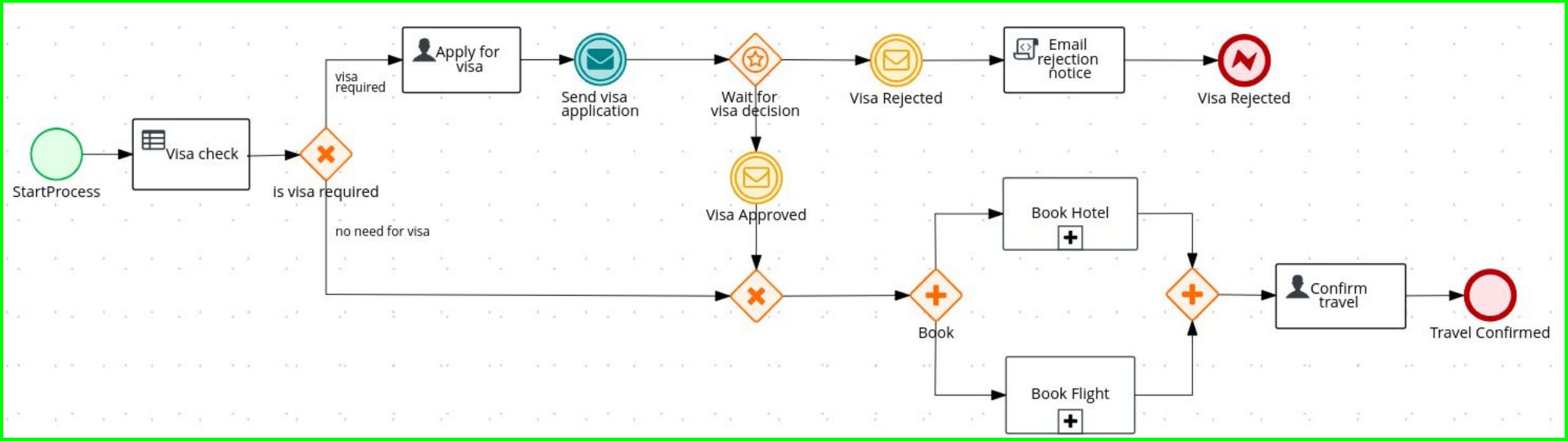
BPMN2 Business Process diagram is a perfect fit for an ubiquitous language between Business Analysts and Software Engineering



## Bounded-Contexts



Aggregate

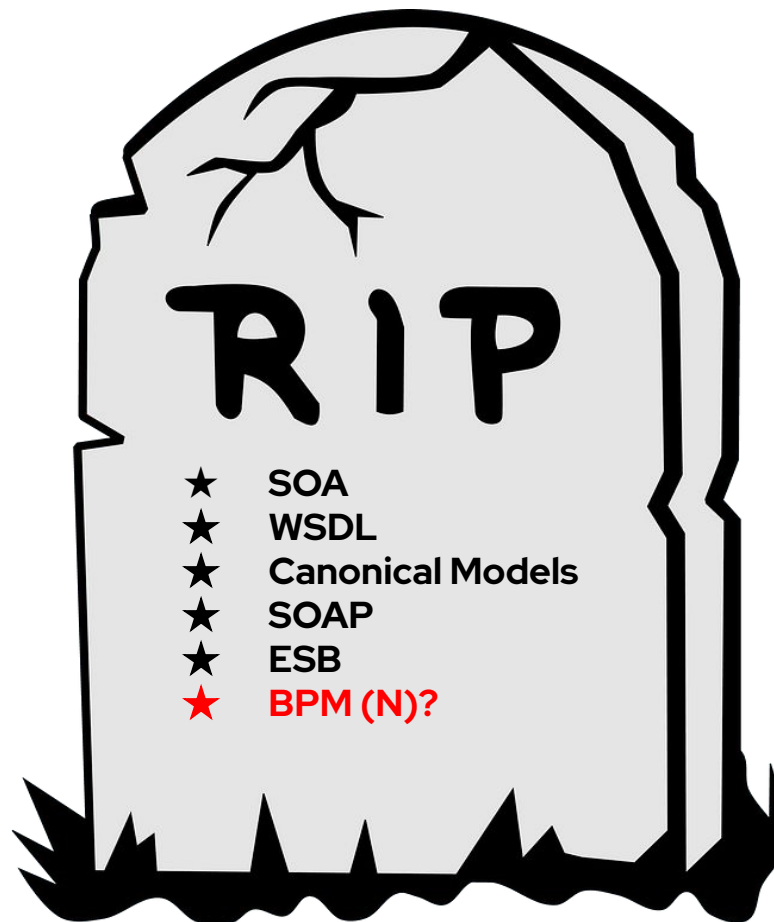


# DEMO

## Getting Started with Business Processes

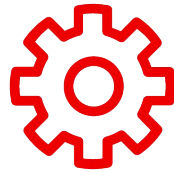
# Service-Oriented Architecture and Business Process Management

Is BPM Dead?



# SOA and BPM

## Two different schools



### SOA

It is an architectural style of software design, focused on integration, that assist the company business based on its requirement.

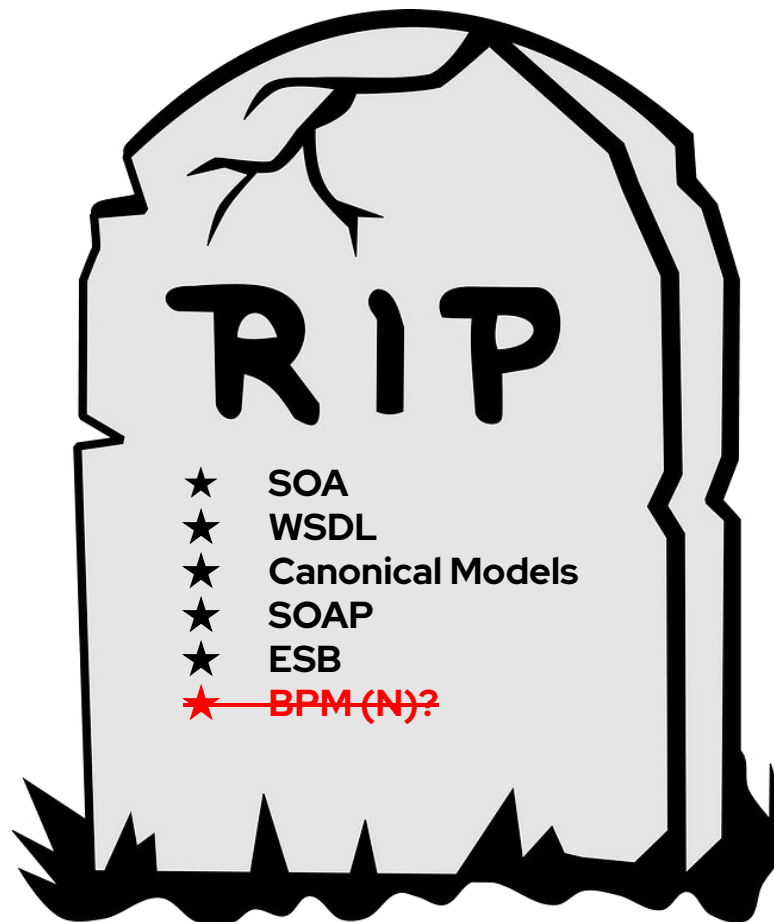


### Business Process Management

It is a business discipline, with a flexible standard model and notation for execution, that may span to IT (and other areas) aspects of execution

# Service-Oriented Architecture and Business Process Management

Is BPM Dead?



## The New BPM

DPA – Digital Process  
Automation

iBPMS

Workflow  
Automation

Business  
Automation

Business Process  
Automation

Services Orchestrator

Digital Workflow  
Management

Process Automation

Intelligent  
Automation

# Thank you

Red Hat is the world's leading provider of enterprise open source software solutions. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500.



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