

Business Process Technologies

ST2, Winter Term 2020 / 2021

Sheet 1: BPM & BPMN

Loizas Konstantinos

BPM – Definitions

1. BPM Institute defined Business process management as:

The definition, improvement, and management of a firm's end-to-end enterprise business processes in order to achieve three outcomes crucial to a performance-based, customer-driven firm: 1) clarity on strategic direction, 2) alignment of the firm's resources, and 3) increased discipline in daily operations.

2. The Workflow Management Coalition, BPM.com and several other sources use the following definition:

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.

3. Gartner defines business process management as:

The discipline of managing processes (rather than tasks) as the means for improving business performance outcomes and operational agility. Processes span organizational boundaries, linking together people, information flows, systems, and other assets to create and deliver value to customers and constituents.

In my point of view, the Business Process Management definition by the BPM Institute (1), describes the BPM discipline in a really smart and comprehensive way, pointing out its three most important goals. As discussed during the lecture, a system -here a company- should adapt and response to all changes of its environment in order to successfully continue its existence. I strongly believe that a company, in order to accomplish the above-mentioned, must achieve the three outcomes described by this definition.

Business Process modelling with BPMN

As-Is-Process



Incident Management



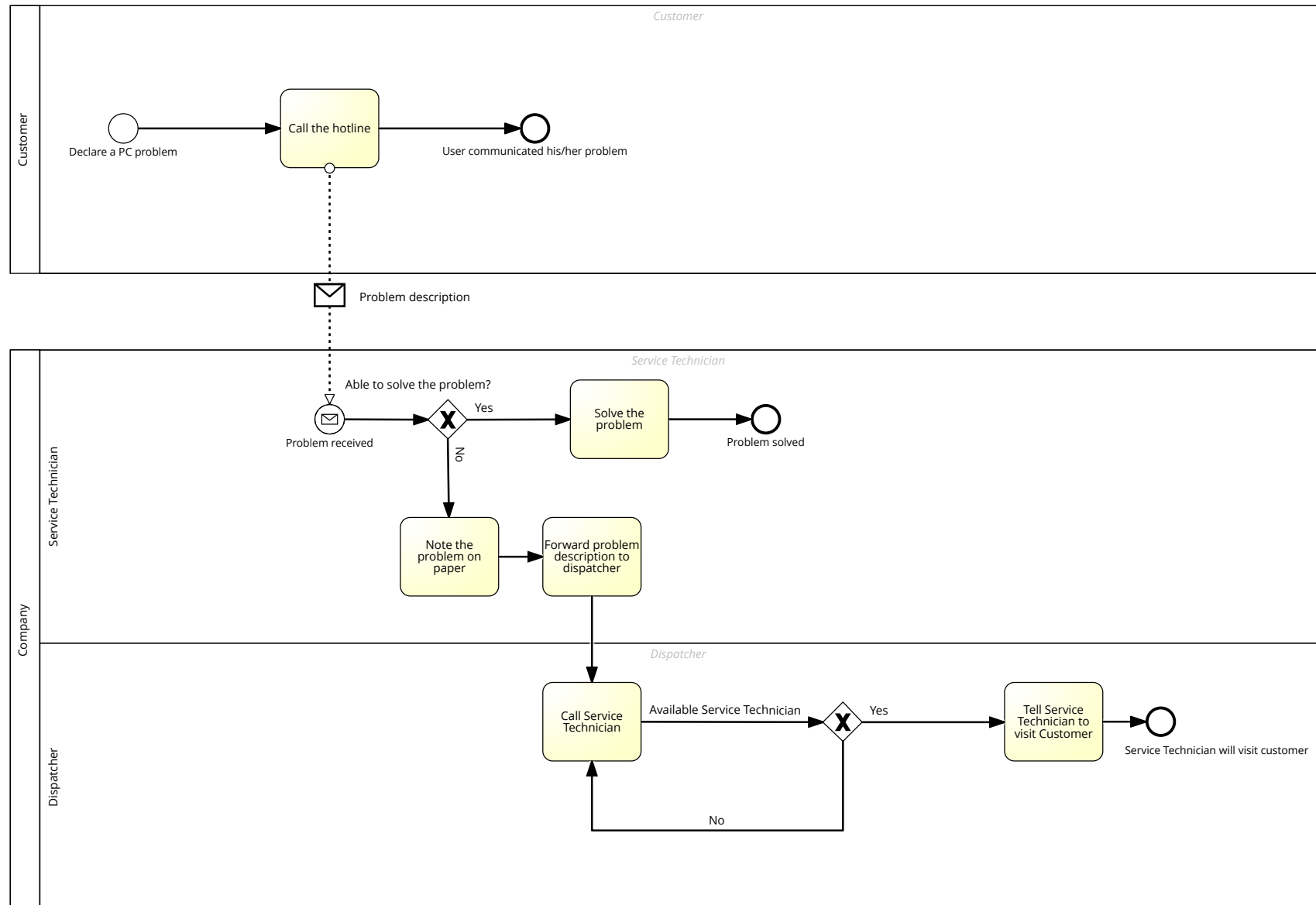
Incident Remedy



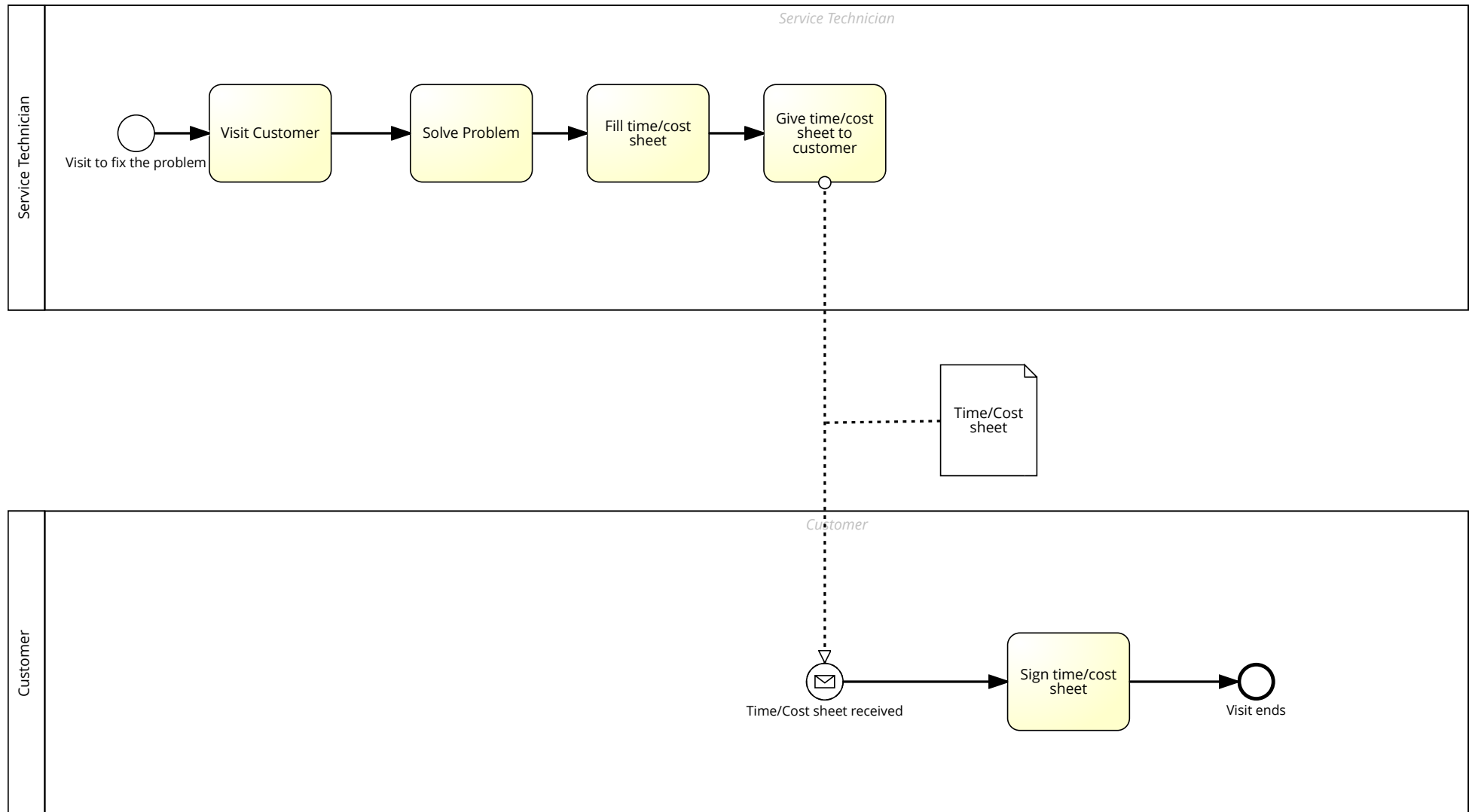
Incident Administration



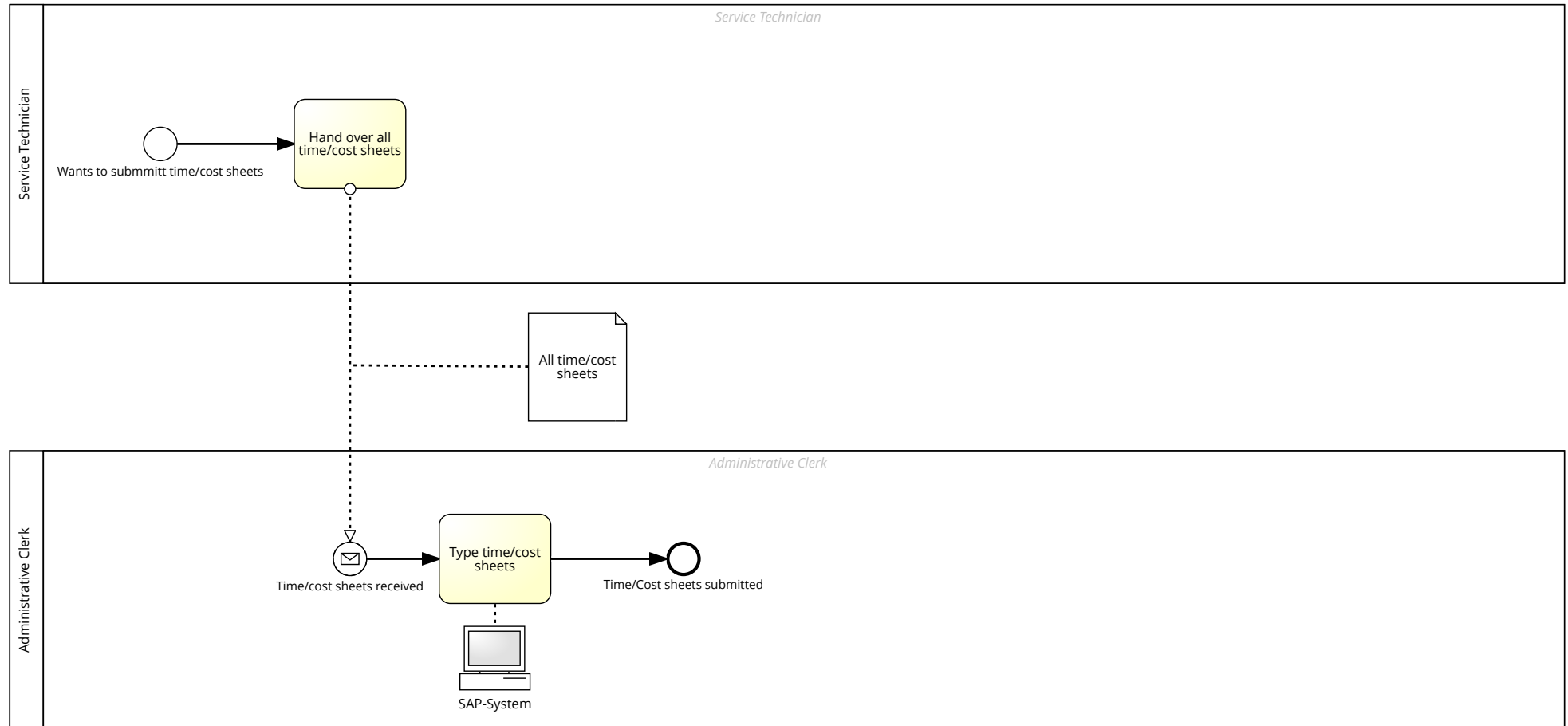
1_1_Incident_Management



1_2_Incident_Remededy



1_3_Incident_Administration



To-Be-Process



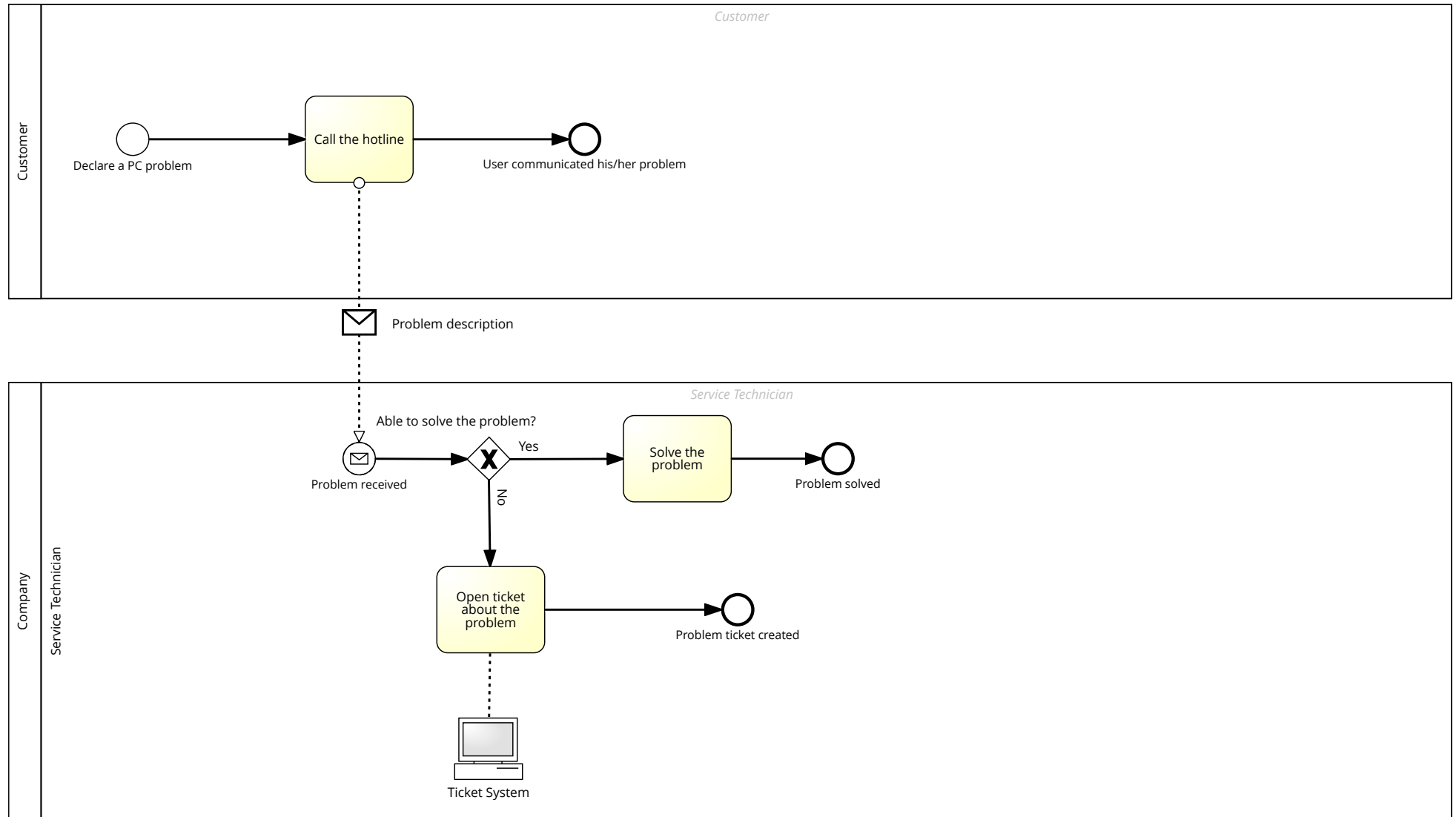
Incident Management



Incident Remedy



2_1_Incident_Management



2_2_Incident_Remededy

