The relationship between business activity monitoring (BAM) and business process management (BPM) is an intimate one. (p. 19)

The entire sweep of IT history demonstrates this; from the era of punched cards and automatic data processing, to simple business process automation (analogous to walking), to EAI and workflow (analogous to driving), and currently moving into the era of BPM, BAM, and the real-time enterprise (analogous to a worldwide military command and control system). (p. 19)

A focus of BAM is on leveraging human capabilities further up the spectrum: rapid, appropriate response to threats and opportunities. (p. 19)

BPM technologies manage business processes, including their design, analysis, execution, measurement, and modification. BPM helps automate process flow, relieving human decision makers from having to make repetitive decisions that can be encoded within an algorithm. (p. 19)

BPM infrastructures monitor and record the flow of documents and actions; this record can help in iden- tifying transient problems such as a lost insurance application and, equally important, help in identifying systemic logistic problems such as poor response times in some departments. (p. 19 – 20)

Business processes can be automated across multiple systems and a variety of applications, so BPM technology can also be viewed as a natural extension of EAI. (p. 20)

BPM infrastructures help in reducing the amount of human participation in repeatable business processes, freeing the brainpower of your employees to more creative tasks. (p. 20)

BAM emphasizes detecting critical situations and responding within time windows. (p. 20)

By contrast with BPM, BAM focuses on real-time understanding of the global state of the extended environment of an enterprise, and managing activities in response to changes in this global state. (p. 20)

Though BPM and BAM will eventually cover the entire spectrum of events, a simplistic differentiation of the current status of BAM and BPM is that BPM focuses on the expected end of the event spectrum while BAM focuses on the unexpected end. (p. 20)