

## ***Handbook On Business Process Management 1 Introduction Methods And Information Systems International Handbooks On Information Systems***

The vision of the MIT Process Handbook Project is the creation of a systematic and powerful method of organizing and sharing business knowledge. This text presents the key findings of a multidisciplinary research group at MIT's Sloan School of Management.

The Manager ' s Handbook for Business Security is designed for new or current security managers who want build or enhance their business security programs. This book is not an exhaustive textbook on the fundamentals of security; rather, it is a series of short, focused subjects that inspire the reader to lead and develop more effective security programs. Chapters are organized by topic so readers can easily—and quickly—find the information they need in concise, actionable, and practical terms. This book challenges readers to critically evaluate their programs and better engage their business leaders. It covers everything from risk assessment and mitigation to strategic security planning, information security, physical security and first response, business conduct, business resiliency, security measures and metrics, and much more. The Manager ' s Handbook for Business Security is a part of Elsevier ' s Security Executive Council Risk Management Portfolio, a collection of real world solutions and "how-to" guidelines that equip executives, practitioners, and educators with proven information for successful security and risk management programs. Chapters are organized by short, focused topics for easy reference Provides actionable ideas that experienced security executives and practitioners have shown will add value to the business and make the manager a more effective leader Takes a strategic approach to managing the security program, including marketing the program to senior business leadership and aligning security with business objectives

Rediscover how your organization works and where it can be improved by using simple, yet powerful techniques! How Work Gets Done will provide the business or IT professional with a practical working knowledge of Business Process Management (BPM). This book is written in a conversational style that encourages you to read it from start to finish and master these objectives:

- Learn how to identify the goals and drivers important to your organization and how to align these with key performance measures
- Understand how business strategies, business policies, and operational procedures need to be connected within a Business Process Architecture
- Know the basic building blocks of any business process – Inputs, Outputs, Guides, and Enablers
- Learn how to create a BPM Center of Excellence in your organization
- Acquire the skills to establish a BPM methodology addressing Enterprise-level, Process-Level, and Implementation-Level priorities
- Learn how to build a Process Competency Framework encompassing all BPM stakeholders
- Obtain the knowledge to improve a process step-by-step with easy to use techniques and templates such as swimlanes and flowcharts

How Work Gets Done is a clear, concise, and well-navigated journey into the world of Business Processes and Business Process Management. From a practical introduction through advanced topics around methodology and competencies, it is suitable for business process newcomers and seasoned practitioners alike. It should be required reading at all levels of every organization. Eugene Fucetola — Global Application Messaging and Integration, Operations Manager, Mars Information Services If you ' ve always wished you had a very practical friend who could sit down and talk you through just what ' s involved improving how work gets done at your organization, this is the book! Paul Harmon — Executive Editor, Business Process Trends and Chief Methodologist, BPTrends Associates Artie Mahal has done something that was thought to be impossible – produce an easily readable book about business process management. He paints pictures with words, offers many easy-to-grasp analogies, and stimulates with simplifying charts of complex concepts. Leon Fraser — Lecturer, Rutgers Business School

Investigates the nature and history of dynamic processes essential to understanding the need for flexibility and adaptability as well as the requirements to improve solutions.

Handbook of Research on Promoting Business Process Improvement Through Inventory Control Techniques

The Complete Business Process Handbook

A Practical Guide

The MIT Process Handbook

BPM - Driving Innovation in a Digital World

Organizing Business Knowledge

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.

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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. "The practice of Business Process Management has progressed significantly since Michael Hammer and I wrote the Reengineering book. This "handbook" presents the most complete description of the competencies required for BPM and exhaustively describes what we have learned about process management in the last 20 years." Jim Champy (Co-Author of the Best-Seller ?Business Process Reengineering ? by Michael Hammer and Jim Champy).

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Business Process Management, Basics & Beyond

Handbook of Research on Enterprise Systems

Business Process Model Abstraction

Business Process Management

E-Business Process Management: Technologies and Solutions

Intelligent BPM Systems: Impact and Opportunity

**Master Oracle Business Process Management Suite 11g Written by Oracle business process management experts, Oracle Business Process Management Suite 11g Handbook is a balanced combination of essential BPM concepts, best practices, and a detailed treatment of all the powerful features and functionalities of Oracle BPM Suite 11g. The book explains how to plan, develop, and deploy process-based business applications and enable enterprise-wide continuous process improvement. Implement successful BPM projects with help from this Oracle Press guide. Understand the architecture and functionalities of Oracle BPM Suite 11g Master BPMN 2.0 for business process modeling and implementation Address agility, business control, and transparency requirements with Oracle Business Rules 11g Develop rich interfaces with Oracle Application Development Framework (Oracle ADF) Work with the human task component of Oracle BPM 11g Plan a BPM initiative using the Oracle roadmap approach Apply the Oracle process engineering method to identify, select, define, and refine appropriate processes Implement a business process application using proven technical design and project delivery strategies**

**IBM® Business Process Manager (IBM BPM) is a comprehensive business process management (BPM) suite that provides visibility and management of your business processes. IBM BPM supports the whole BPM lifecycle approach: Discover and document Plan Implement Deploy Manage Optimize Process owners and business owners can use this solution to engage directly in the improvement of their business processes. IBM BPM excels in integrating role-based process design, and provides a social BPM experience. It enables asset sharing and creating versions through its Process Center. The Process Center acts as a unified repository, making it possible to manage changes to the business processes with confidence. IBM BPM supports a wide range of standards for process modeling and exchange. Built-in analytics and search capabilities help to further improve and optimize the business processes. This IBM Redbooks® publication provides valuable information for project teams and business people that are involved in projects using IBM BPM. It describes the important design decisions that you face as a team. These decisions invariably have an effect on the success of your project. These decisions range from the more business-centric decisions, such as which should be your first process, to the more technical decisions, such as solution analysis and architectural considerations.**

**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**

**How do organizations manage social media effectively? Every organization wants to implement social media, but it is difficult to create processes and manage employees to make this happen. Most social media books focus on strategies for communicating with customers, but they fail to address the internal process that takes place within a business before those strategies can be implemented. This book is geared toward helping you manage every step of the process required to use social media for business. The Social Media Management Handbook provides a complete toolbox for defining and practicing a coherent social media strategy. It is a comprehensive resource for bringing together such disparate areas as IT, customer service, sales, communications, and more to meet social media goals. Wollan and Smith and their Accenture team explain policies, procedures, roles and responsibilities, metrics, strategies, incentives, and legal issues that may arise. You will learn how to: Empower employees and teams to utilize social media effectively throughout the organization Measure the ROI of social media investments and ensure appropriate business value is achieved over time Make smarter decisions, make them more quickly, and make them stick Get the most out of your social media investment and fully leverage its benefits at your company with The Social Media Management Handbook.**

**Extended Business Process Management**

**The Ultimate Guide to Business Process Management**

**BPMN: the Business Process Modeling Notation Pocket Handbook**

**Business Process Reengineering**

**A Handbook of Business Transformation Management Methodology**

**Handbook of Research on Business Process Modeling**

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 significant corporate assets has facilitated substantial improvements in organizational performance but is also used to ensure the conformance of corporate activities. This Handbook is a 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 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 is written 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. Business process management is usually treated from two different perspectives: business administration and computer science. While business administration professionals tend to view information technology as a subordinate aspect in business process management for experts to handle, by contrast computer science professionals often consider business goals and organizational performance to do not deserve much thought but require the appropriate level of abstraction. Matthias Weske argues that all communities involved need to have a common understanding of the concepts of business process management. To this end, he details the complete business process lifecycle from the modeling phase to process enactment and improvement, taking into account all different aspects. Starting with a presentation of general foundations and abstraction models, he explains concepts like process orchestrations and choreographies, as well as process properties and models. He presents both traditional and advanced business process management architectures, covering, for example, workflow management systems, service-oriented architectures, and data-driven architectures. In addition, he shows how standards like WfMC, SOAP, WSDL, and BPEL fit into the picture. This textbook is ideally suited for classes on business process management, information systems, and workflow management. This 3rd edition contains a new chapter on business decision modelling, covering the Decision Model and Notation (DMN) standard; the chapter on process management is streamlined, and numerous clarifications have been fetched throughout the book. The accompanying website [www.bpm-book.com](http://www.bpm-book.com) contains further information and additional teaching materials. "This book explores the issues of supply chain management with new perspective providing examples of integrated framework for global SCM, novel ways of improving flexibility, reducing costs and increasing competitiveness via strategic IT alliances among channel members in a supply chain network, and techniques that might facilitate improved strategic decision making in a SCM environment." publisher.

The Complete Business Process Handbook: Extended Business Process Management is ideal for visionaries, subject matter experts, researchers, and academics who focus on the art of tomorrow's enterprise. This book offers the insight around extended business process design and management, covering ground-breaking new research on BPM best practices, outperformers vs. underperformers. The book aims to increase understanding of and help avoid common pitfalls that lead to failed BPM projects, and ultimately, poor BPM adoption research in business modelling related to BPM aspects. Authors and editors Mark von Rosing and Henrik von Scheel, along with several noted and influential contributors, provide a model and process model by helping the reader to discover how to link the strategy, critical success factors, and performance drivers to ones processes. With an in-depth look at an audience will encounter enhanced process modelling capabilities to enable an entirely new way of working with processes, along with how to combine Enterprise Architecture & BPM business process management (BPM) and how to get started Provides extensive information on BPM processes and frameworks, methods, and approaches to implement BPM Give leading practice examples of award-winning industry leaders and innovators Presents common pitfalls that can lead to failed BPM projects, and ultimately, poor BPM adoption Handbook of Research on Complex Dynamic Process Management: Techniques for Adaptability in Turbulent Environments

Techniques for Adaptability in Turbulent Environments

Technologies and Solutions

The Social Media Management Handbook

The Process Improvement Handbook: A Blueprint for Managing Change and Increasing Organizational Performance

How Work Gets Done

**"This book aids managers in the transformation of organizations into world-class competitors through business process applications"--Provided by publisher.**

***The Definitive Guide to Process Improvement & Operational Excellence. This complete body of knowledge for process improvement professionals provides an easy-to-understand foundation for process maturity capability in any company. Gold Medal Winner of the 2015 Axiom Book Award for best business theory book! The Process Improvement Handbook: A Blueprint for Managing Change and Increasing Organizational Performance introduces an all-encompassing body of knowledge for anyone looking to improve their operating environment. It presents a practical way to build and improve processes, and can assist professionals whether they are learning the basics of Process Improvement, planning their first improvement project, or evangelizing process oriented thinking throughout their organization. All of the concepts explained in this book encapsulate everything needed to enable process excellence from start to finish, saving time, conserving resources, and accomplishing more in a competitive timeframe. These practical insights will make you more effective in any Process Improvement role: from contributor, stakeholder, executive, team member, department, business division, supplier, and customer. Highlights include: A comprehensive framework that outlines the methods, tools, and competencies used to create sustainable Process Improvement efforts An industry-leading architecture approach for building organizational processes - Process-Oriented Architecture (POA) Demonstrating the importance of end-to-end process improvement, and the pitfalls of individual and isolated improvement methods Capitalizing on practical agility principles to deliver faster results Sample learning materials such as instructions for getting started, practical guides, real-world case studies, and templates available in the book and on an affiliated website A self-sufficient reference guide that all employees can easily use or self-train with A common vocabulary within the Process Improvement profession for discussing, writing, and applying Process Improvement concepts A robust tool for educating or training organizations and professionals Includes a Foreword from Dr. H. James Harrington, prolific author of over 35 Process Improvement books and winner of numerous quality awards including ASQ's Distinguished Service Medal.***

***The BPMN Business Process Modeling Notation, Pocket Handbook is addressed to the individuals involved in a Business Process Management initiative. This handbook can be used both by the analyst and the IT developer in a design or improve of the enterprise business processes. Based on the BPMN specification 1.0 and 1.1, it describes clearly all elements of the notation in addition of some samples.***

***This textbook provides organisational leadership with an understanding of business process management and its benefits to an organisation. It provides a practical framework, complete with a set of tools and techniques, to successfully implement business process management projects.***

***Concepts, Languages, Architectures***

***The Manager's Handbook for Business Security***

***Handbook on Business Information Systems***

***Everything You Need to Know and How to Apply It to Your Organization***

***Handbook on Business Process Management 1 & 2***

***Oracle Business Process Management Suite 11g Handbook***

Handbook on Business Process Management 1 Introduction, Methods, and Information Systems Springer Science & Business Media

This handbook covers the vast field of business information systems, focusing particularly on developing information systems to capture and integrate information

technology together with the people and their businesses. Part I of the book, "Health Care Information Systems," focuses on providing global leadership for the optimal use of health care information technology (IT). It provides knowledge about the best use of information systems for the betterment of health care services. Part II, "Business Process Information Systems," extends the previous theory in the area of process development by recognizing that improvements in intra-organizational business processes need to be complemented by corresponding improvements in inter-organizational processes. Part III deals with "Industrial Data and Management Systems" and captures the main challenges faced by the industry, such as the changes in the operations paradigm of manufacturing and service organizations. Finally, Part IV, "Evaluation of Business Information Systems," discusses the empirical investigation into the adoption of systems development methodologies and the security pattern of the business systems along with the mathematical models.

Business processes are the production lines of the new economy. When they fail us, our products and services fail our customers, and our business fails its owners. The more businesses change, the more they must concern themselves with their stakeholder relationships and manage their processes so that technologies and organization designs have a common business purpose. This book shows you how to deliver integral processes and helps you build a fully process-managed enterprise. The Process Management Framework provides the strategic guidance and tactical steps to make the switch. Encompassing eight phases, the Framework migrates organizational and process transformation through strategy, design, realization, and actual operations. For each phase, this book provides detailed descriptions of the steps, their inputs, outputs, guides, and enablers, as well as the tricks, traps, and best practices learned by experienced practitioners. It also covers the related disciplines of managing programs, risk, quality, projects, and human change, and how process management is the key to ensure a fit among all these areas. For those of you about to embark on a process journey, this book provides a compelling call to action, a guide for management, and an invaluable reference. Learn the concepts and transform your business! See why process management is an inevitable trend that won't go away. Understand why relationship management needs effective processes to work. Define your stakeholders and determine their needs. Discover what other organizations have done to manage processes successfully. Explore a complete framework for managing business, process, and human change. Apply your knowledge to manage process projects effectively and efficiently. Learn what to do and what to avoid in every step. Develop processes to align technology, organization, and facility transformation. Gain cross-organizational acceptance of process and personal change. Anticipate objections and proactively manage stakeholder concerns.

The Complete Business Process Handbook is the most comprehensive body of knowledge on business processes with revealing new research. Written as a practical guide for Executives, Practitioners, Managers and Students by the authorities that have shaped the way we think and work with process today. It stands out as a masterpiece, being part of the BPM bachelor and master degree curriculum at universities around the world, with revealing academic research and insight from the leaders in the market. This book provides everything you need to know about the processes and frameworks, methods, and approaches to implement BPM. Through real-world examples, best practices, LEADing practices and advice from experts, readers will understand how BPM works and how to best use it to their advantage. Cases from industry leaders and innovators show how early adopters of LEADing Practices improved their businesses by using BPM technology and methodology. As the first of three volumes, this book represents the most comprehensive body of knowledge published on business process. Following closely behind, the second volume uniquely bridges theory with how BPM is applied today with the most extensive information on extended BPM. The third volume will explore award winning real-life examples of leading business process practices and how it can be replaced to your advantage. Learn what Business Process is and how to get started Comprehensive historical process evolution In-depth look at the Process Anatomy, Semantics and Ontology Find out how to link Strategy to Operation with value driven BPM Uncover how to establish a way of Thinking, Working, Modelling and Implementation Explore comprehensive Frameworks, Methods and Approaches How to build BPM competencies and establish a Center of Excellence Discover how to apply Social BPM, Sustainable and Evidence based BPM Learn how Value & Performance Measurement and Management Learn how to roll-out and deploy process Explore how to enable Process Owners, Roles and Knowledge Workers Discover how to Process and Application Modelling Uncover Process Lifecycle, Maturity, Alignment and Continuous Improvement Practical continuous improvement with the way of Governance Future BPM trends that will affect business Explore the BPM Body of Knowledge

Handbook of Ontologies for Business Interaction

Theory and Practice

Business Process Management Cases

Work, Planning and Collaboration Under the Impact of Social Technology

Profiting From Process

Digital Transformation - Strategy, Processes and Execution

In this step by step guide, former Management Consultant and change management expert Theodore Panagacos walks you through the entire discipline of Business Process Management. Learn how to fast track your organization's strategy to govern processes, create a process culture, and measure business performance. Best of all, this crystal-clear, convenient sized book can be put to work in your organization

immediately!

This book provides an integrative Business Transformation Management Methodology, the BTM2, with an emphasis on the balance between the rational aspects of transformation and the often underestimated emotional readiness of employees to absorb and accept transformation initiatives. Comprising four phases - Envision, Engage, Transform, and Optimize - the methodology integrates expertise from areas such as strategy, risk, and project management. Covering the formal and informal structures and roles needed for a successful transformation, the authors cover a wide range of theory to help understand the phenomenon of transformation. A '360-degree' view on what business transformation means and how to manage it successfully, this handbook is suitable for business executives dealing with organizational change. A range of illustrative case studies ensure this is also a valuable resource for academics interested in change and transformation management. Addresses the field of enterprise systems, covering progressive technologies, leading theories, and advanced applications.

BPMN 2.0 Handbook First Edition

Body of Knowledge from Process Modeling to BPM

Foreword by Bruce Silver

Everything You Need To Know To Get Social Media Working In Your Business

Digital Innovation and Business Transformation in Practice

**A must-read for any project management professional or student. Projects are the life blood of any organization. Revised to reflect the latest changes to A Guide to the Project Management Body of Knowledge (PMBOK(R)) and the Project Management Professional Exam(R), the fourth edition of The AMA Handbook of Project Management provides readers with a clear overview of a complex discipline. Covering everything from individual projects to programs and strategic alignment, it addresses: Project initiation and planning Communication and interpersonal skills Scheduling, budgeting and meeting business objectives Managing political and resource issues Implementing a PMO Measuring value and competencies. The book compiles essays and advice from the field's top professionals and features new chapters on stakeholder management, agile project management, program management, project governance, knowledge management, and more. Updated with fresh examples, case studies and solutions to specific project management dilemmas, it remains an essential reference to the critical concepts and theories all project managers must master.**

**Business process reengineering (BPR) focuses on redesigning the strategic and value-added processes which transcend the organizational boundaries. It is a cross-functional approach that requires support from almost all the departments of the organization. Business Process Reengineering: Automation Decision Points in Process Reengineering offers a new framework based process reengineering and links it to organization life cycle, process life cycle, and process management. This volume describes the fundamental concepts behind business process reengineering and examines them through case studies, and should appeal to researchers and academics interested in business process reengineering, operations strategy, and organizational restructuring and design.**

**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.**

**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 engineA model-driven composition environmentContent interaction managementHuman interaction managementConnectivityActive analytics (sometimes called continuous intelligence)On-demand analyticsBusiness rules management (BRM)Management and administration for the suite's technical aspectsA 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.**

**Handbook on Business Process Management 1  
Fundamentals of Business Process Management  
Business Process Management Cases Vol. 2  
Social BPM**

**iBPMS: Intelligent BPM Systems**

**Strategic Alignment, Governance, People and Culture**

*This book is the first to present a rich selection of over 30 real-world cases of how leading organizations conduct Business Process Management (BPM). The cases stem from a diverse set of industry sectors and countries on different continents, reporting on best practices and lessons learned. The book showcases how BPM can contribute to both exploitation and exploration in a digital world. All cases are presented using a uniform structure in order to provide valuable insights and essential guidance for students and practitioners.*

*This book is a sequel and extension to the book "Business Process Management Cases", published in its first edition by Springer in 2018. It adds 22 new cases for practitioners and educators to showcase and study Business Process Management (BPM). The BPM cases collection is dedicated to providing a contemporary and comprehensive, industry-agnostic insight into the realities of BPM. In particular it focuses on the lessons that only authentic cases can provide. The experiences documented cover both, the positive impact of deploying BPM as well as the lessons learnt from failed attempts. Each case takes a holistic approach and by doing so, each chapter recognizes that BPM in practice is a multidimensional endeavor covering strategy to operations, systems and infrastructure, governance and culture, models and running processes. This volume also introduces a new device to plan and scope BPM initiatives: the BPM Billboard. The Billboard helps professionals to link BPM projects to the corporate strategy and to build the organizational capabilities to reach such strategic directive. Digital technologies do not just facilitate innovative process designs, but enable entire new strategic options. This book provides a contemporary and comprehensive overview of how to create process-enabled strategies in an opportunity-rich environment. Martin Petry, Hilti CIO This is the first book to present the BPM Billboard - A new management tool to plan and scope BPM initiatives. The Billboard together with the insightful real-world cases offers valuable guidance towards BPM success from a holistic perspective. Gero Decker, Signavio CEO*

*This textbook covers the entire Business Process Management (BPM) lifecycle, from process identification to process monitoring, covering along the way process modelling, analysis, redesign and automation. Concepts, methods and tools from business management, computer science and industrial engineering are blended into one comprehensive and inter-disciplinary approach. The presentation is illustrated using the BPMN industry standard defined by the Object Management Group and widely endorsed by practitioners and vendors worldwide. In addition to explaining the relevant conceptual background, the book provides dozens of examples, more than 230 exercises - many with solutions - and numerous suggestions for further reading. This second edition includes extended and completely revised chapters on process identification, process discovery, qualitative process analysis, process redesign, process automation and process monitoring. A new chapter on BPM as an enterprise capability has been added, which expands the scope of the book to encompass topics such as the strategic alignment and governance of BPM initiatives. The textbook is the result of many years of combined teaching experience of the authors, both at the undergraduate and graduate levels as well as in the context of professional training. Students and professionals from both business management and computer science will benefit from the step-by-step style of the textbook and its focus on fundamental concepts and proven methods. Lecturers will appreciate the class-tested format and the additional teaching material available on the accompanying website.*

*This book shows how business process management (BPM), as a management discipline at the intersection of IT and Business, can help organizations to master digital innovations and transformations. At the same time, it discusses how BPM needs to be further developed to successfully act as a driver for innovation in a digital world. In recent decades, BPM has proven extremely successful in managing both continuous and radical improvements in many sectors and business areas. While the digital age brings tremendous new opportunities, it also brings the specific challenge of correctly positioning and scoping BPM in organizations. This book shows how to leverage BPM to drive business innovation in the digital age. It brings together the views of the world's leading experts on BPM and also presents a number of practical cases. It addresses managers as well as academics who share an interest in digital innovation and business process management. The book covers topics such as BPM and big data, BPM and the Internet of Things, and BPM and social media. While these technological and methodological aspects are key to BPM, process experts are also aware that further nontechnical organizational capabilities are required for successful innovation. The ideas presented in this book have helped us a lot while implementing process innovations in our global Logistics Service Center. Joachim Gantner, Director IT Services, Swarovski AG Managing Processes - everyone talks about it, very few really know how to make it work in today's agile and competitive world. It is good to see so many leading experts taking on the challenge in this book. Cornelius Clauser, Chief Process Officer, SAP SE This book provides worthwhile readings on new developments in advanced process analytics and process modelling including practical applications - food for thought how to succeed in the digital age. Ralf Diekmann, Head of Business Excellence, Hilti AG This book is as an important step towards process innovation systems. I very much like to congratulate the editors and authors for presenting such an impressive scope of ideas for how to address the challenging, but very rewarding marriage of BPM and innovation. Professor Michael Rosemann, Queensland University of Technology*

*Automation Decision Points in Process Reengineering*

*Business Process Management Design Guide: Using IBM Business Process Manager*

*Occupational Outlook Handbook*

*The AMA Handbook of Project Management*

*Handbook on Business Process Management 2*

*Introduction, Methods, and Information Systems*

**"This book documents high-quality research addressing ontological issues relevant to the modeling of enterprises and information systems in general, and business processes in particular covering both static and dynamic aspects of structural concepts. It**

*provides reference content to researchers, practitioners, and scholars in the fields of language design, information systems, enterprise modeling, artificial intelligence, and the Semantic Web"--Provided by publisher.*