

What is Business Process Management?

Part 1 of an 8 part paper on Business Process Management (BPM)

The following test is designed to help set the scene for BPM by finding out what you already know. Each statement is either true or false.

Business Process Management:

- Is the definition, recording and use of business rules
- Is a method of gathering management information
- Is a means of auditing everything a worker does
- Is a method for meeting Sarbanes Oxley requirements, or Basel II, or FSA
- Takes software development off the critical path of business change and innovation
- Is a logical progression from automation in the production line to automation in the office
- Equals workflow
- Is business process re-engineering
- Is the fine tuning of business processes
- Is a means of allowing collaboration between workers
- Is a means of saving money by reducing the load on workers, or even reducing the workers
- Gives you governance
- Is an outsourcing method where the work is done by computer rather than offshore worker
- A way to build a new user interface over a legacy application
- Is a method for making the processing by one person match the processing by another

- Envelops Enterprise Application Integration (EAI)
- Is a catch all acronym containing anything anyone wants it to
- Is a way of defining and running a business

Answers

All of the above have been claimed as true. If we consider BPM an umbrella term for defining, recording and improving business processes, then all are acceptable.

Accepting all of these definitions makes unraveling BPM very complex. In this set of papers, I begin with automation, as this is the foundation for gaining the many benefits that BPM may bring.

Automation is a logical place to start, as the first effort a business will make in BPM is to select and automate a single business process.

The second paper in this series is entitled, and answers the question: *Why automate business processes?*

Other papers in this set

- Paper 1: What is business process management?
- Paper 2: Why automate business processes?
- Paper 3: Business process management terms
- Paper 4: How people work
- Paper 5: Business process management products
- Paper 6: Automation Oriented Architecture
- Paper 7: Case studies and common pitfalls
- Paper 8: The future of BPM