Managing Business Process Management (BPM) Through a Dynamic Decision Making Model

Vijay Yarkala, Architect 12/19/17

Business Process Management (BPM) is about automating individual tasks or business processes and providing workflow management. It can then be expanded with IT infrastructure to respond to business needs. Companies can recognize, fix and address business issues as they occur; they will be better equipped to adapt to change. BPM is the technology that enables organizations to adjust and prosper.

Business users need to re-examine business processes by focusing on the core competency of BPM and process automation. A dynamic decision model enables business users to do more with streamlining their key business processes. BPM has changed from simple process automation and management into a more complex, infrastructure-type commitment that requires resources and research while addressing issues.

To construct a dynamic decision making model - people, processes and data need to be considered. People define processes to present data to the users. Data can be spread all over in enterprise systems (including legacy systems). Decision based business rules need to be defined to configure processes for changing business needs. Rules are stored in a central place and applied across the company. This gives the ability to adapt to variations with minimal coding changes.

Most BPM solutions integrate with content management systems to fetch documents, and images. Defined processes capture analytics for user actions, such as what kind of data has been requested at a specific point, and to which location the information is being retrieved. Once more analytics are captured; data and analytics can be combined to define dynamic decision rules to respond to changing business needs in real time. These analytics need to be directly integrated with application processes and should generate proactive alerts. This helps in responding to potential problems before they occur with service level agreements.

BPM can increase the agility and automation of critical business processes. It is critical to understand processes behavior over time to better handle ongoing application support and future optimization. We need to identify constraints and dependencies and define the process accordingly for future adjustments. Predictive analysis needs to be performed on whether a specific process will meet its objective within the defined timeline. This type of process analytics helps in anticipating problems before they occur, enabling better human and automated decision-making.