

# BPM- Minor:

The new bridge between Business and IT

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# The BPM exchange programme

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The Business Process Management (BPM) exchange programme:

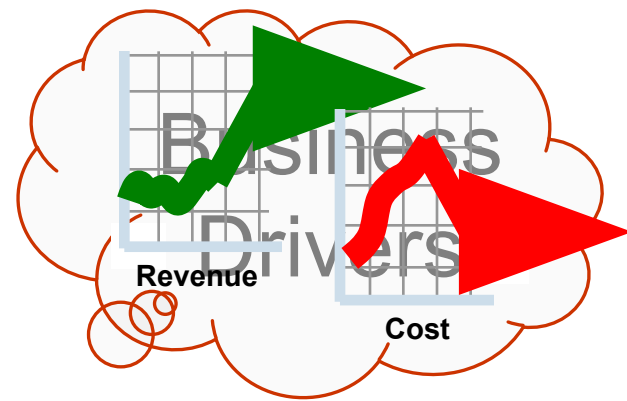
- ❑ Is offered by Rotterdam UAS' Business IT & Management department
- ❑ Is offered in the fall semester, yearly (September-February)
- ❑ Online applications are open on [rotterdamuas.com](http://rotterdamuas.com) between April 1st and May 1st (2016)
- ❑ Student housing is available (first come, first served), help with visa arrangements is provided.
- ❑ Contact person BPM: [f.a.wagenaar@hr.nl](mailto:f.a.wagenaar@hr.nl)
- ❑ Administrative contact: [m.klootwijk@hr.nl](mailto:m.klootwijk@hr.nl)

# The ideal organization?



citation sources : [designboom.com](http://designboom.com), Cordys, Oracle, etc.)

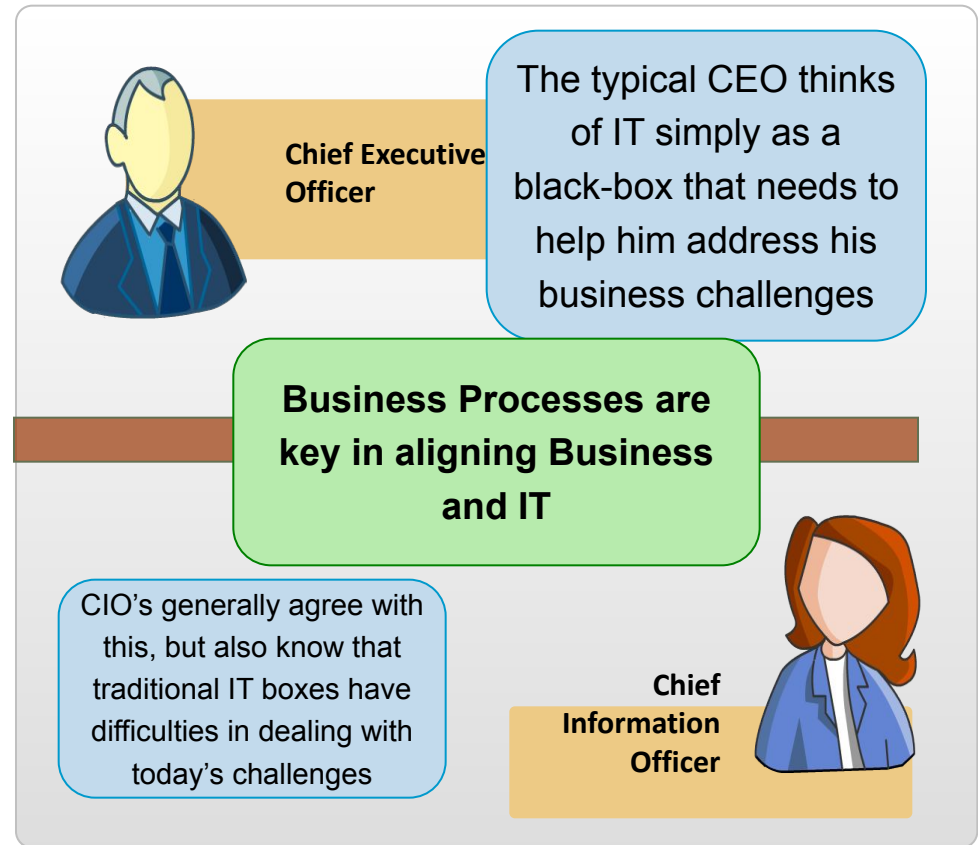
# Challenges:



**New Standards & Regulations**  
**2006**  
**New Business Models**  
**Shifting customer demands**

**Mergers & Acquisition**  
**1996**  
**Globalization**  
**Competitive Threats**

**Organizational Change**  
**1986**  
**Process Automation**  
**New opportunities**



# Typical Problems within Organizations

No aggregated view on  
business processes and objects  
(e.g. customers)

Multitude of fat client  
applications

No single point of  
monitoring and  
management

No end-to-end business  
processes control

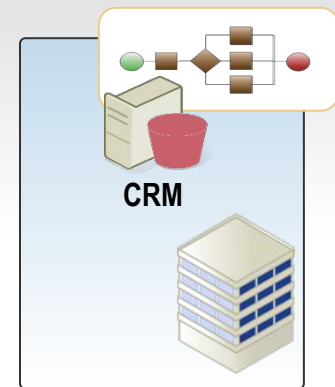
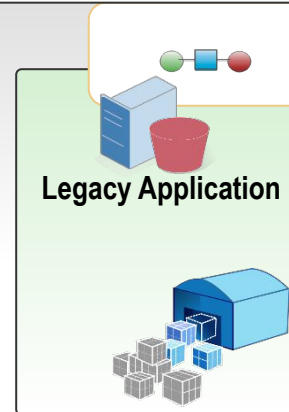
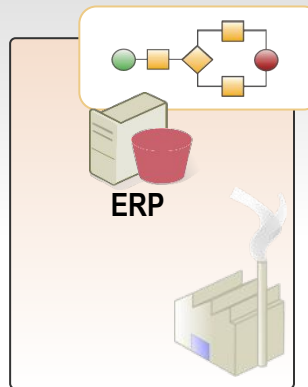
Business logic is not reusable  
because it is not exposed  
through open standards

Limited or poor integration  
between systems (stovepipes)

Business logic is locked and  
hidden in legacy systems that are  
hard to change and extend



All these issues have a negative effect on  
**Flexibility, Responsiveness, and Productivity**

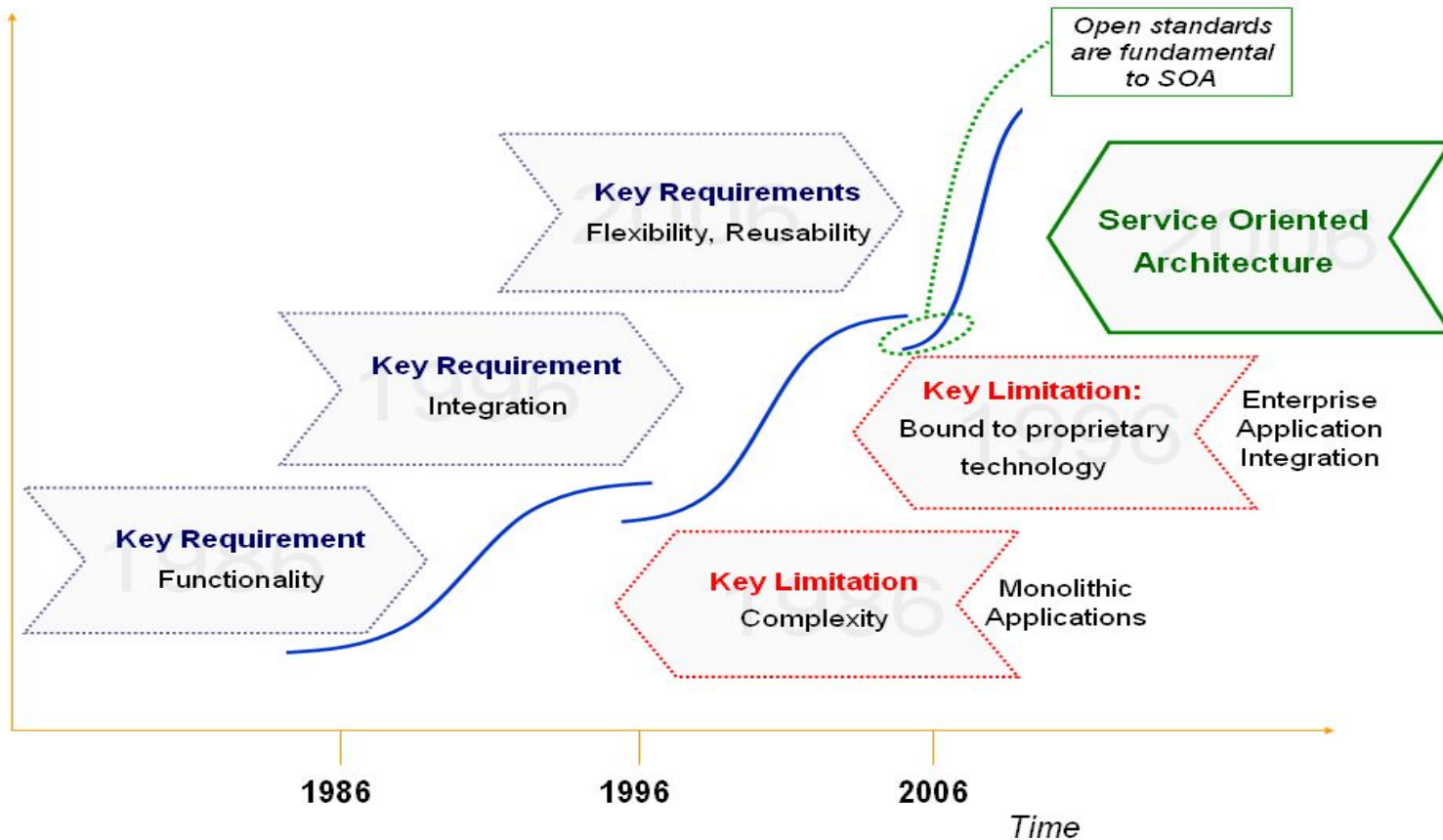


# Reasons for using BPM (and SOA):

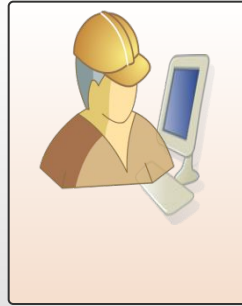
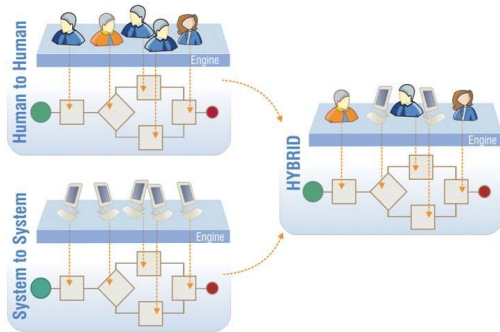
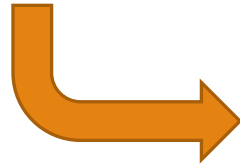
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- **Corporate Governance**
- **Compliance**
- **Agility**
- **Product Leadership**
- **Process Leadership**

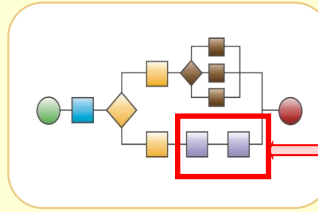
# New Solutions:



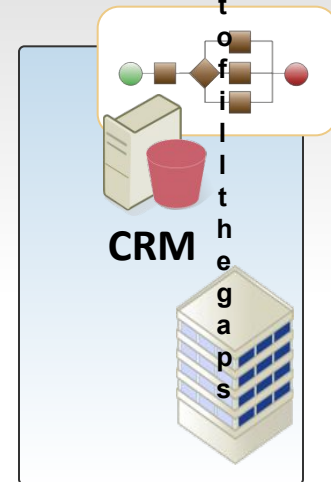
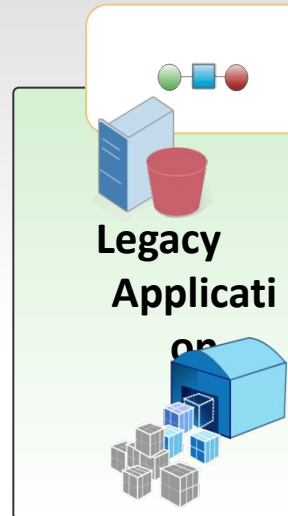
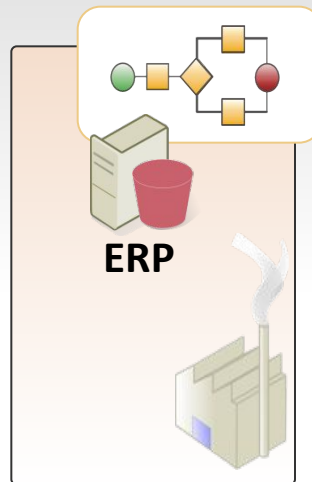
# Primary Focus = Process!



**Process Management Layer (BPMS) / ServiceBus (ESB)**



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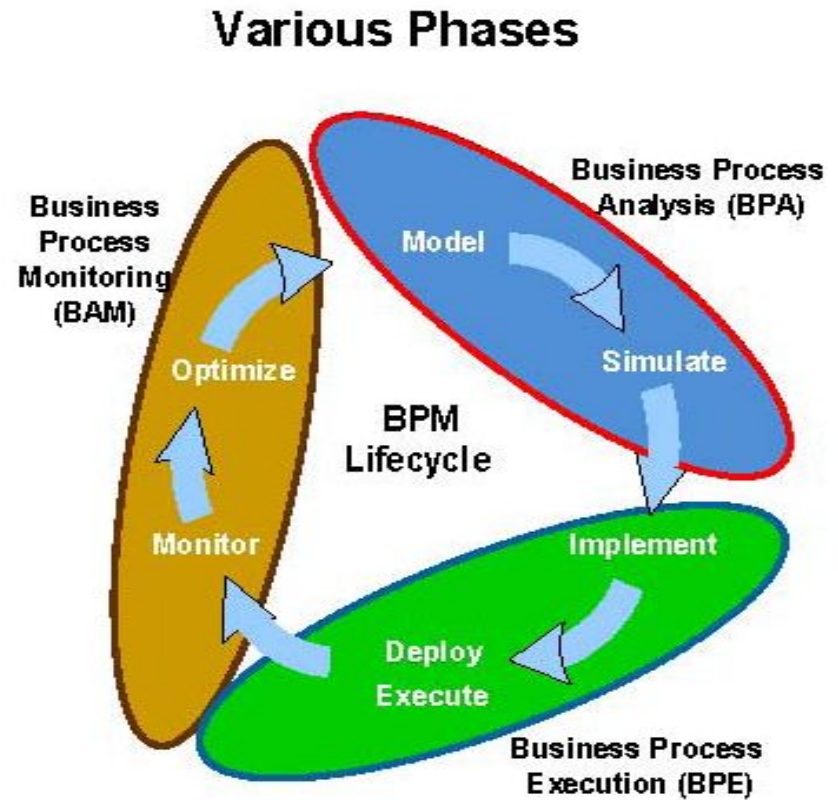




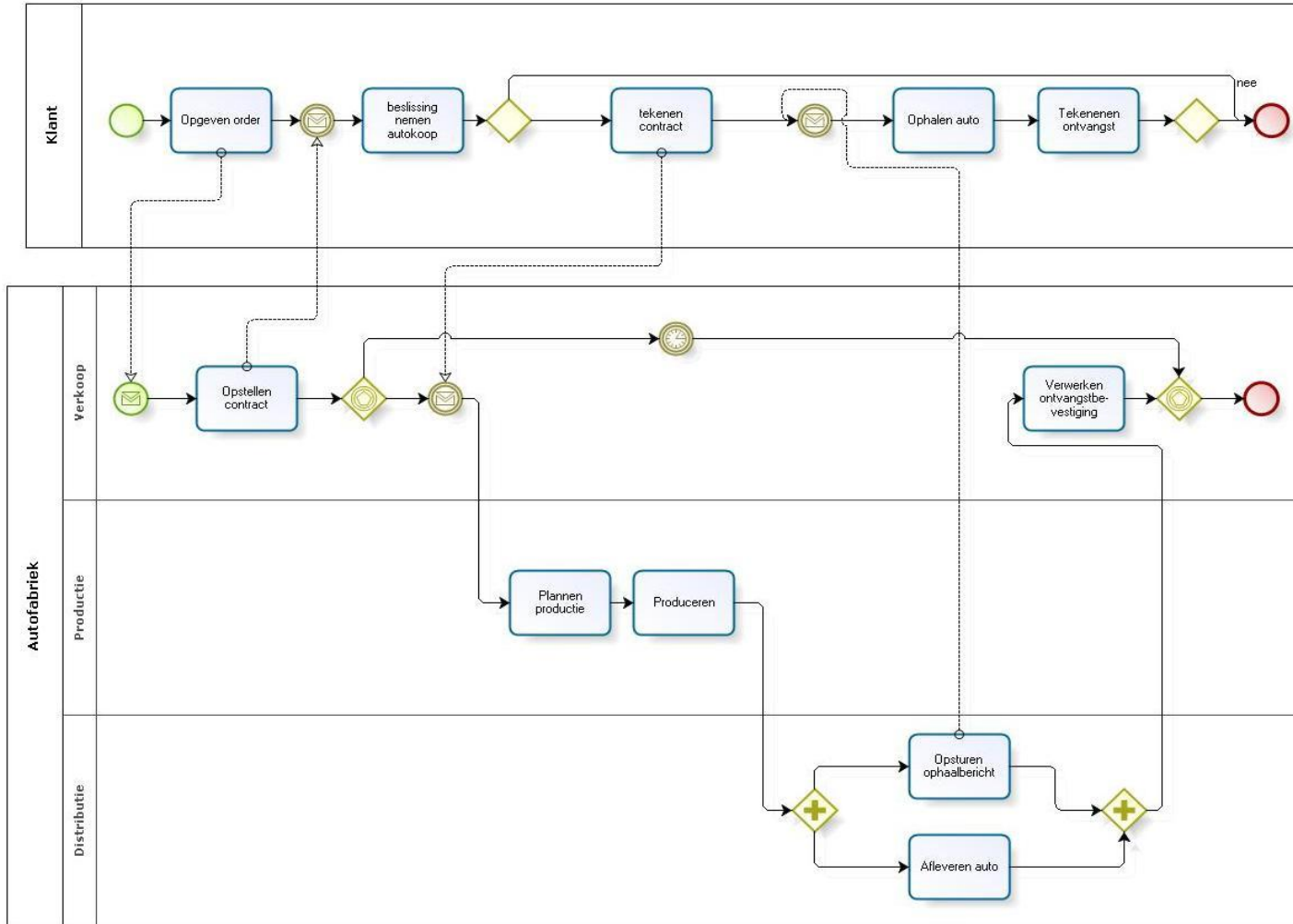
# Key areas BPM:

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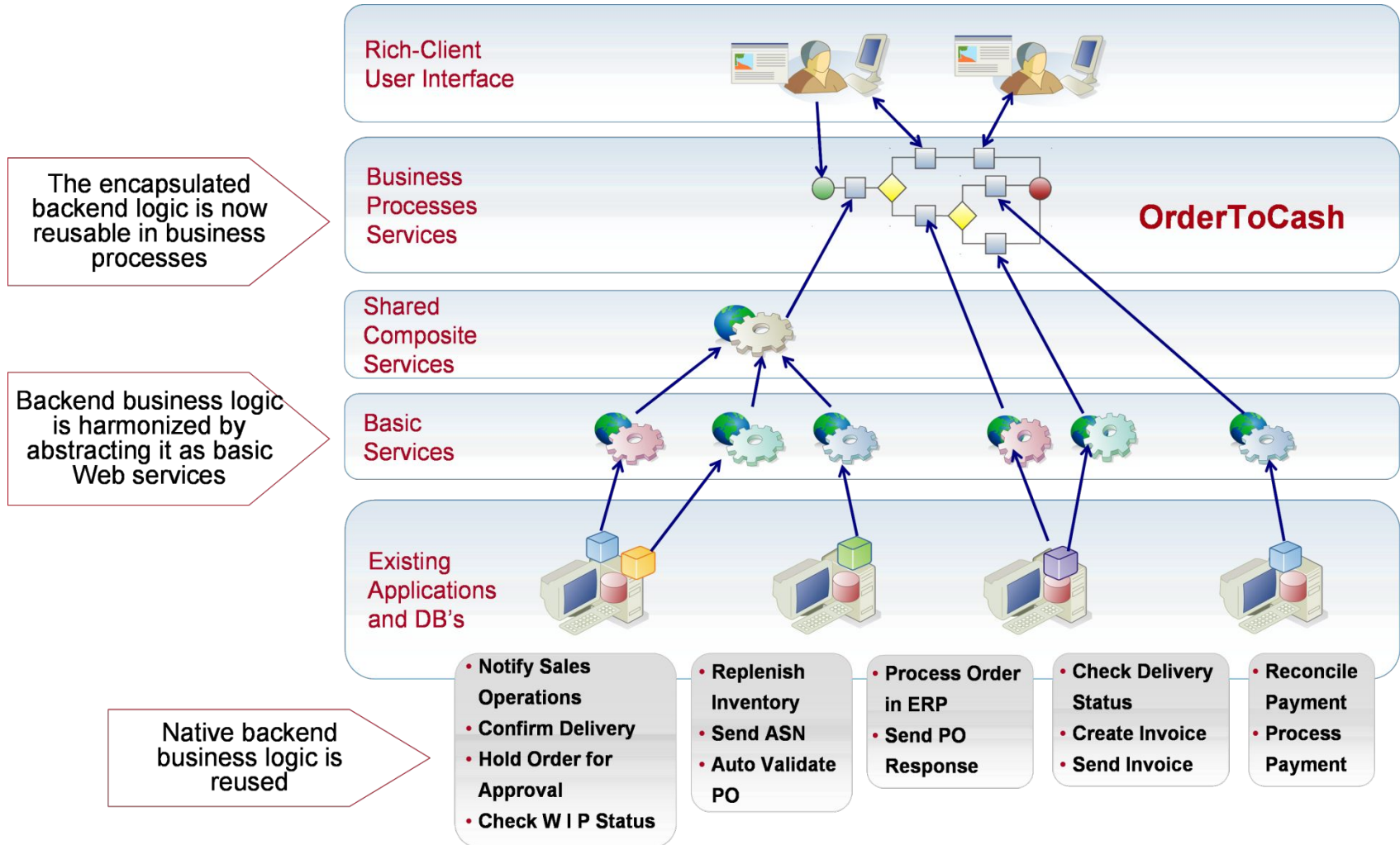
- Processmodelling
- Workflow Management
- Application Integration
- Business Activity Monitoring
- Quality Management / Continuous improvement (e.g. Lean, 6σ and TOC)
- Case Management
- Decision Management



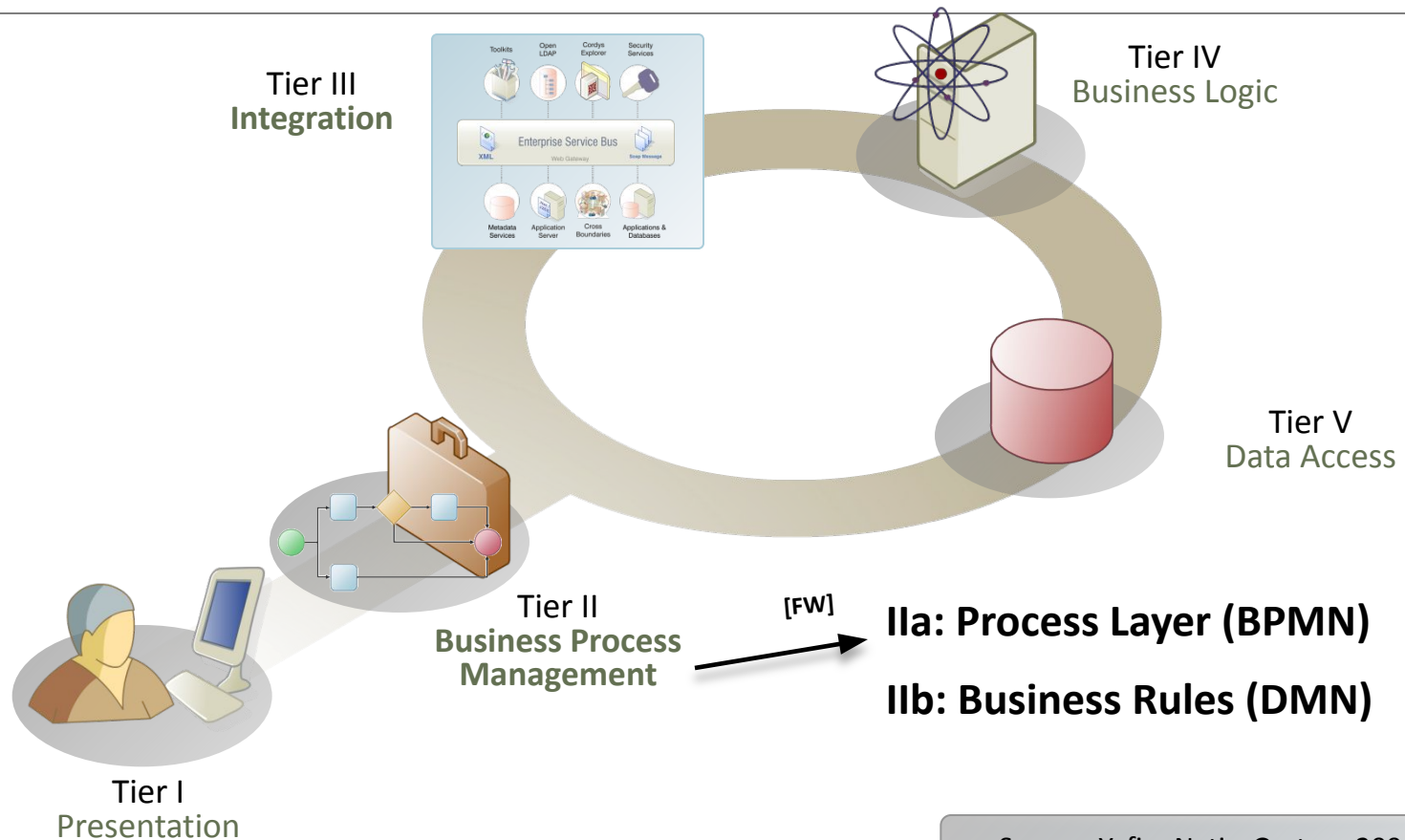
# A simple process in BPMN:



# Service orientation and re-use:



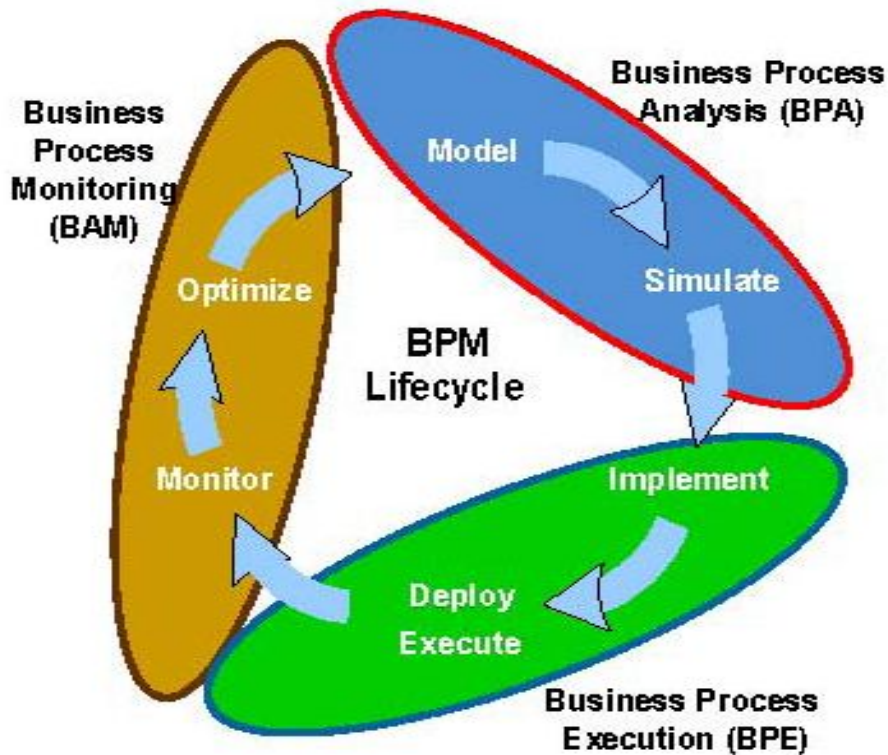
# N-Tier Architecture ↔ SOA



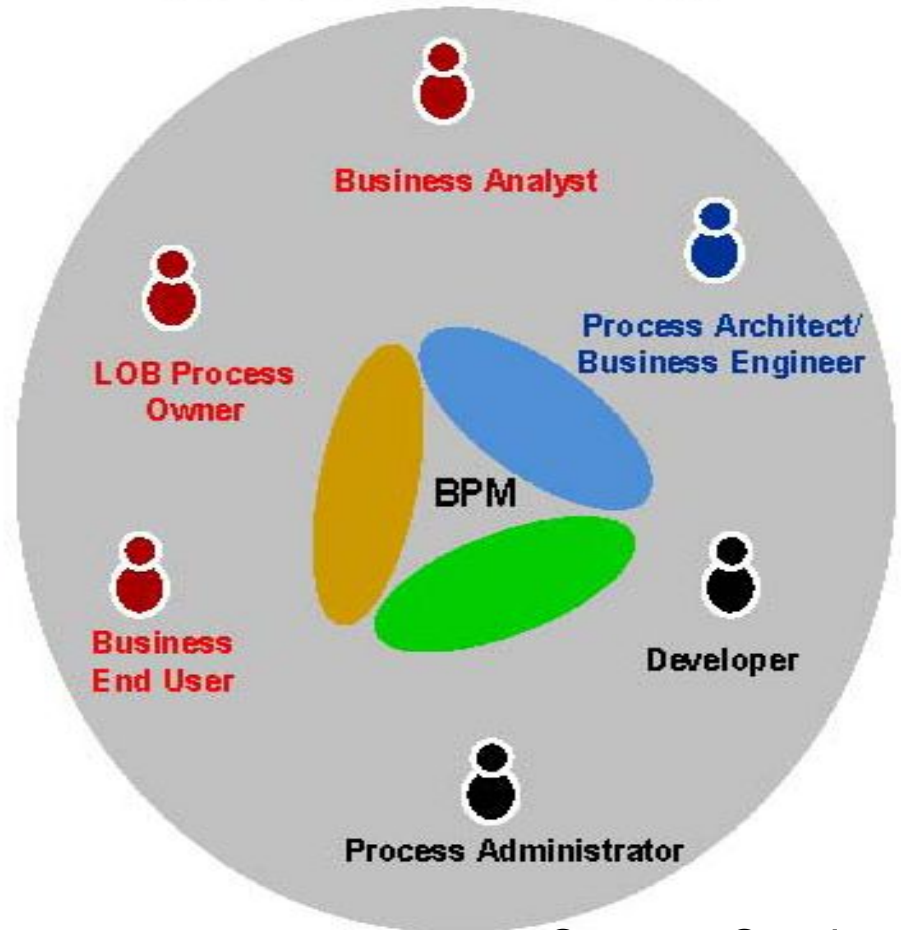
Source: Yefim Natis, Gartner 2004

# BPM and jobs:

## Various Phases



## Various Stakeholders



Source: Oracle

# Conclusion:

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- **“Business process management wins the ‘triple crown’ of saving money, saving time and adding value. It also spans the business and technology gap to create synergy, with proven results” (Gartner Group, AV-20-0932, 2003)**

# Questions?

