

★★★★★ Praise for 2010 BPM and Workflow Handbook (read full reviews below)

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John Flynn | DST Global Solutions Limited, UK

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Jesper Juul Andersen, General Manager at A. P. Moller - Maersk A/S, Denmark.

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... strongly recommend this book to all BPM Technical and Business Analyst Practitioners ... understanding how BPM is evolving and is becoming the most important aspect in all industries...

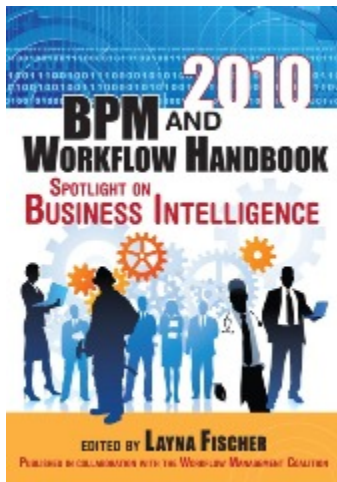
Soma Sengupta, Switzerland

...a perfect balance between a better understanding of the business outcomes available ... and the architectural strategies and approaches to be adopted...

Ron Perry, Principal Consultant, InfoBis (Asia Pacific), Australia

2010 BPM and Workflow Handbook Reviews:

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★★★★★ I was delighted to be invited by the Editor, Layna Fischer, to review the 2010 BPM Handbook. Having briefly skimmed through similar titles from previous years I was impressed with the breadth and coverage of the content and the quality of the information contained within. As someone who has witnessed at close range, the evolution of the BPM/Workflow 'industry' over the last 18 years, I found the foreword by WfMC Technical Committee chair, Keith D. Swenson very much summed up the current situation in the BPM marketplace and emphasised how the term itself conveys different meanings to different factions within an organisation.

This edition majored on Business Intelligence, with nearly half of the content and opinion relating to BI technology and issues and contributions from a variety of different sources.

Linus Chow, Manoj Das and Peter Bostrom from Oracle kicked off with a look beyond the convergence of BPM and BI, which provided useful insight into the coming together of BPM, BI and related platforms and a look at what developments we are likely to see in the future. Their 'Blurring Boundaries or Systematic Convergence' accurately depicts what appears to be happening in the BPM IT world, and does illustrate the daunting nature of building a BPM technology strategy. Being from Oracle, the article was understandably technical but did start to consider the challenges faced by the business community and put some context around the supporting technologies.

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A much less technical article followed from Keith D. Swenson who looked at 'Knowledge Work and Unpredictable Processes'. This was an interesting piece, which used lots of examples and metaphors to illustrate Keith's points. His summary concluded that BPM was not the right approach to unpredictable process but 'Adaptive Case Management' ACM was. I have read articles and engaged in discussions on how collaborative processing, and contemporary technologies (Enterprise 2.0) address the same issue and I think the debate on this topic has some way to go.

We then had articles on Open Source BI, Artificial Intelligence (AI), Predictive BPM and Intelligent Automated Systems, all of which were informative and 'in charge' of their subjects. Each took on a very different topic and presented clear and concise information and opinion, although in many cases I felt that the information wasn't entirely new and that some of the ideas had been implemented in sophisticated workflow systems some years ago.

Then came the piece on work assignment which was initially encouraging as it stressed the importance of human processing and cited John Seely Brown's much used quote about people doing work not processes to emphasise the point. However as the article proceeded it became increasingly scientific and theoretical around the topic of work assignment. So much so, that towards the end, I couldn't help wondering whether it was all really necessary for something that really should be quite straightforward.

The next article, 'Staying ahead of the curve with decision-centric business intelligence' by Sheila Donohue, was informative and well structured. The use of case studies, one from Fiat Auto Financial Services and others anonymously, served to add credibility and colour to the content.

The rest of the articles in section one continued on the same theme but also introduced topical ideas around case management, cloud computing and agile development techniques. Two articles on BPM in Healthcare were particularly informative about an industry which has to date been 'behind the curve' in adopting BPM technologies.

Section 2 contained articles more generically aligned with the BPM topic, including ideas such as BPM on demand and Process as a Service. Both these topics have been around for a few years now and have struggled to get serious traction in the 'BPM heartland' industries like Financial Services but it will be interesting to see how things go in the future. The largest article in the book was reserved for 'Transforming Security Through Enterprise Architecture and BPM', which weighed in at 20 pages. This provided an in depth look at the subject and covered a wide spectrum, of security issues, but unless the topic is of particular interest, would probably be quite heavy going.

Section 3 then gave us the 'Standards and Technology' articles which in general were in-depth discussion focussing on specific technical subjects such as XPDL and BPMN along with theoretical pieces on design patterns and process models.

Overall I found this publication informative and well structured and the articles reflect the evolution of the BPM community. I would recommend it to individuals who have a relevant background and interest. It is not and does not intend to be a 'Dummy's Guide to BPM', but a forum of ideas, opinion and information useful for practitioners and organisations developing and maintaining a BPM strategy.

John Flynn | DST Global Solutions Limited, UK

★★★★★ 2010 BPM and workflow handbook is an easily read book, which puts together many various elements of process management. It is unique in being all-round from concepts, through technical solutions and to putting both into practice. I personally found the handbook particularly relevant in the technical explanations, which are incredibly relevant to process managers but which in itself are different disciplines to process management and therefore often leads to opportunities being missed out. Meanwhile, I found inspiration for current debates in the business, for instance in the chapter on knowledge processes. The handbook is spot-on for the hot potatoes of our industry.

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The experienced process manager will be knowledgeable about many of the topics while I am positive other chapters will provide new insight - and due to the structure of the book, it is straight forward to pick and chose. For the less experienced, you have found your BPM bible which will jump start your ability to manage processes.

Jesper Juul Andersen, General Manager at A. P. Moller - Maersk A/S, Denmark.

★★★★★ The annual *BPM and Workflow Handbook* is always packed with the latest views from various thought leaders and this year is no exception. The end of 2009 and start of 2010 marked some milestone events for BPM with the acquisition of some of the leading niche BPMS companies by some of the larger mainstream technology organisations. The emergence of adaptive case management, dynamic BPM and social BPM are sparking new debates about the definition of BPM and where this will all lead. The *2010 BPM and Workflow Handbook* comes as a timely companion to many of the BPM discussions that are going on at this time.

The 2010 BPM and Workflow Handbook looks past the technology hype and it is a compendium of information relevant to students, practitioners and end-users alike. Layna managed to assemble some of the top names in the BPM industry to contribute to this 285 page handbook. My personal favourite contributors include Keith Swenson, James Taylor, Jon Pyke, Robert Shapiro and Nathaniel Palmer. Some of the others like Phillippe Declercq have also found a new follower in me. I particularly liked the sections on unpredictable processes, predictive BPM, semantic process automation and customer experience transformation.

The Handbook is exactly that. A handbook on current trends in the BPM market and it is organised in three logical sections with a fourth that includes directories and appendices. The 3 main sections address process intelligence (through a Business Intelligence lens), the business value of BPM and workflow and lastly a section on standards and technology. Each section has well-written highly relevant articles that can each be read on its own or as part of the specific section. It is great for reading on airplanes as you can read it in article style and finish each in less than 30 minutes.

I found the section on Business Intelligence in process management particularly relevant as the objective of BPM is to "get better at getting work done". We can only get better if we know what to measure, how to measure and how to interpret and use the results. The article on Predictive BPM makes an interesting read. I have been in this industry for more than 10 years and I still found something new or useful in every article.

I highly recommend the 2010 BPM and Workflow Handbook as a reference guide to BPM practitioners and prospective end-users alike. It is one of the most comprehensive guides on current and future trends in the changing BPM and Workflow world.

Pieter van Schalkwyk, Managing Director, eXomin Pty Ltd., Australia. www.exomin.com

★★★★★ I was given the opportunity to read and review a pre-release copy of the 2010 BPM and Workflow Handbook; Spotlight on Business Intelligence.

I have spent a significant portion of my career working in process engineering, business process improvement and metrics, but it has been a while since I had examined some of the latest thinking on the development of tools and techniques in the business process management and BI space.

I found the eleven independent chapters to be a significantly useful view of the BPM landscape from a wide variety of different perspectives, literally from around the world. Some of the chapters take a provocative stance on the use of BPM and its limits. While I didn't agree with the conclusions of some of the authors, I think that's the usefulness of the material in the handbook. It caused me to evaluate instances where (and how) I think BPM techniques and standards could be best applied and how I sell the business value of BPM to management.

The handbook is a good reference source for BPM and BI tool providers, and contains robust sourcing by the authors. I think this is a solid tool for process engineers and enterprise architects alike.

The environment is changing so rapidly around identifying and driving value through enterprise transformation, that this handbook is essential to present ideas, and encourage thought and action. I think it's extremely useful for anyone planning to stay current, at a fraction of the cost of a comparable seminar.

Steven Jones, Jones Consulting Group, LLC, United States

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★★★★★ This book gives a perspective on the new trends on the Business Process Management space and is specifically focused on the inter-linking of BI and BPM.

The book focuses on the transformation of the BPM Market since its inception and also discusses on key trends of how organizations are improving on products and methodology to improve business performance beyond BPM and BI. One of the chapters discusses on the value mix of BPM and Artificial Intelligence, another chapter discusses on how BPM can help in the Healthcare Sector. Case studies are also presented of actual business scenarios which exemplify the importance of BPM with BI.

This book can be used by both technical and non-technical folks as it does not use too many technical jargons. Through the words of various technical experts and thought-leaders in the BPM space, it demonstrates how organizations can achieve more by better use of BPM and BI.

I would strongly recommend this book to all BPM Technical and Business Analyst Practitioners because reading this will help in understanding how BPM is evolving and is becoming the most important aspect in all industries. Also, one can also get a perspective on certain limitations of the traditional framework in the new e-business environment and the alternative framework to design flexible and dynamic workflow management system.

Soma Sengupta, Switzerland

★★★★★ Thoroughly recommend this handbook to both practitioners of BPM and Workflow and the organisational executives wishing to drive process improvements in their organization's operations.

This well structured handbook, through a collection of thought leadership essays authored by leading business and technology practitioners, provides a great insight to the technology and related approaches. It presents both a compelling case plus the road map for business executives on how to unlock the potential to the key business drivers of Cost Down; Improved Customer Service and Management of Business Risk.

The thoughts and strategies discussed provides insights to the positive outcomes available of this important business technology and will assist management understanding on what the technology practitioners are either proposing or more importantly should be focusing on.

From the practitioner's perspective the handbook provides a perfect balance between a better understanding of the business outcomes available through this business technology and the architectural strategies and approaches to be adopted for the design of this important and necessary technology response. Importantly, the insights provided by this publication will allow the practitioner the ability to design, discuss and 'evangelize' the required responses that will deliver required organizational improvement and change

If you are responsible in any way for delivering or achieving an organizational outcome of providing more work hours in a day, whilst at the same time having better business decisions and actions (the fundamental tenets of BPM and Workflow), then this is a publication that should be in your library.

Ron Perry, Principal Consultant, InfoBis (Asia Pacific), Australia

Order the book here: <http://store.futstrat.com/servlet/Detail?no=79>