

**NEW WAYS TO LEVERAGE
CASE MANAGEMENT**

EMPOWERING KNOWLEDGE WORKERS

FOREWORD BY DEREK MIERS

Edited by **LAYNA FISCHER**

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Empowering Knowledge Workers Bpm And Workflow Handbook Series

**Slimane Hammoudi, Leszek
Maciaszek, Ernest Teniente, Olivier
Camp, José Cordeiro**

Empowering Knowledge Workers Bpm And Workflow Handbook Series:

Empowering Knowledge Workers Layna Fischer, 2013-12-01 Empowering Knowledge Workers describes the work of managers decision makers executives doctors lawyers campaign managers emergency responders strategists and many others who have to think for a living These are people who figure out what needs to be done at the same time that they do it and a new approach to support this kind of worker presents the logical starting point for understanding how to take advantage of ACM Advances in Intelligent Process-Aware Information Systems Gregor Grambow, Roy Oberhauser, Manfred Reichert, 2017-05-22 This book provides a state of the art perspective on intelligent process aware information systems and presents chapters on specific facets and approaches applicable to such systems Further it highlights novel advances and developments in various aspects of intelligent process aware information systems and business process management systems Intelligence capabilities are increasingly being integrated into or created in many of today s software products and services Process aware information systems provide critical computing infrastructure to support the various processes involved in the creation and delivery of business products and services Yet the integration of intelligence capabilities into process aware information systems is a non trivial yet necessary evolution of these complex systems The book s individual chapters address adaptive process management case management processes autonomically capable processes process oriented information logistics process recommendations reasoning over process models process portability and business process intelligence The primary target groups are researchers and PhD Master students in the field of information systems **Business Rules: Management and Execution** Gladys S.W. Lam, Ronald G. Ross, Kristen Seer, Mark Norton, David Lyalin, and Warren Williams, 2020-03-17 Business rules describe the operations definitions and constraints that apply to an organization Business rules can apply to people processes corporate behavior and computing systems in an organization and are put in place to help the organization achieve its goals Business Rules Why Should You Use Them This book helps corporate business readers to understand the meaning and impact of Business Rules within a variety of applications or scenarios such as Why and how to use a rules based approach to validate transform recalculate and remediate complex applications The art of managing rules and terminology in a consistent business friendly and shareable way How to use a rules engine to achieve uniformity consistency continuous monitoring transparency flexibility forecasting etc Key technologies vendors and implementers in this ecosystem **Business and Dynamic Change** Keith D. Swenson, Frank F. Kowalkowski, Michael G. Miller, William Ulrich, Gil Laware, Brian K. Seitz, Martin Klubeck, Dr Michael Poulin, Jude Chagas Pereira, Michael Blaha, J. Bryan Lail, Patrik Maltusch, Darius Silingas, David Rice, Michael S. Connor, 2019-10-23 The chapters in this book are contributed by visionaries who see the need for business leaders to define their organizations to be agile and robust in the face of external changes The goal is to build something knowing that it will be changed so that you have no need to go back to the metaphorical drawing board for every market condition change In his

Foreword Keith Swenson asks you Consider what it means to say that the business will adapt in the face of external changes The business architecture is not simply a model that specifies how to run the business for now and the next few years The people making the architecture cannot know the pressures that will be faced Instead it must support leaders and executives within the organization to make consistently good decisions on how to adapt their practices The architecture is not a plan that anticipates all the decisions instead it embodies a set of core guiding principles that enable decision making Understand that the term business used this way is not limited to for profit enterprises but includes all forms of organizations that have a strategic need to accomplish goals Pragmatically speaking business architecture is the conceptual understanding that people have on why particular choices were made in forming the organization in a particular way This book will help you understand your options and how to relate them to your own organization S-BPM ONE - Application Studies and Work in Progress

Cornelia Zehbold,2014-03-20 This book constitutes the thoroughly refereed proceedings of the 6th International Conference on Subject Oriented Business Process Management S BPM ONE 2014 held in Eichst tt Germany in April 2014 The 14 application oriented papers selected during the peer review process and included in this volume deal with a variety of topics ranging from model elicitation over strategic alignment to the application of S BPM in different domains like software effort estimation production planning and education Enterprise Information Systems Slimane Hammoudi,Leszek Maciaszek,Ernest Teniente,Olivier Camp,José Cordeiro,2016-02-02 This book contains revised papers from the 17th International Conference on Enterprise Information Systems ICEIS 2015 held in Barcelona Spain in April 2015 The 31 papers presented in this volume were carefully reviewed and selected from a total of 327 submissions The book also contains one full paper invited talk The selected papers reflect state of the art research that is oriented toward real world applications and highlight the benefits of information systems and technology for industry and services They are organized in topical sections on databases and information systems integration artificial intelligence and decision support systems information systems analysis and specification software agents and Internet computing human computer interaction and enterprise architecture

Enterprise, Business-Process and Information Systems Modeling Khaled Gaaloul,Rainer Schmidt,Selmin Nurcan,Sérgio Guerreiro,Qin Ma,2015-05-26 This book contains the refereed proceedings of the 16th International Conference on Business Process Modeling Development and Support BPMDS 2015 and the 20th International Conference on Exploring Modeling Methods for Systems Analysis and Design EMMSAD 2015 held together with the 27th International Conference on Advanced Information Systems Engineering CAiSE 2015 in Stockholm Sweden in June 2015 The 17 full papers accepted for BPMDS were selected from 43 submissions and cover a wide spectrum of issues related to business process development modeling and support They are grouped into topical sections on enabling value creation human centric paradigms mining for processes declarative approaches understanding and sharing quality and security issues and new areas for BPMDS The 12 full and three short papers accepted for EMMSAD were chosen from 33 submissions and focus on exploring evaluating and

enhancing modeling methods and methodologies for the analysis and design of information systems enterprises and business processes They are grouped into topical sections on fundamental issues in modeling requirements and regulations enterprise and software ecosystem modeling information and process model quality meta modeling and domain specific modeling and model composition modeling of architecture and design and novel applications of modeling *The AI Agent Mandate* Marco Buchbinder, 2024-09-10 The Future of Work In an era marked by quiet quitting burnout and stagnant productivity AI presents unprecedented opportunities for workplace transformation Envision an organization where employees are inspired by groundbreaking work leading to exceptional satisfaction and retention rates Here AI agents seamlessly collaborate with knowledge workers efficiently handling operational tasks and optimizing productivity This synergy between humans and AI creates a powerful partnership resulting in sustained competitive advantage record breaking profits and maximized shareholder value Tech visionary Marco Buchbinder emphasizes the urgent need to integrate AI agents into thriving organizations at all levels from the C suite to HR sales and administration Through data driven research and compelling case studies he demonstrates that AI is here not to replace human workers but to amplify our potential for innovative fulfilling work The collaboration between AI and knowledge workers is now imperative determining whether organizations merely survive or truly thrive in this new era **The Fundamentals of Business Process Management** cybellium

Ltd, 2024-10-26 Designed for professionals students and enthusiasts alike our comprehensive books empower you to stay ahead in a rapidly evolving digital world Expert Insights Our books provide deep actionable insights that bridge the gap between theory and practical application Up to Date Content Stay current with the latest advancements trends and best practices in IT AI Cybersecurity Business Economics and Science Each guide is regularly updated to reflect the newest developments and challenges Comprehensive Coverage Whether you re a beginner or an advanced learner Cybellium books cover a wide range of topics from foundational principles to specialized knowledge tailored to your level of expertise Become part of a global network of learners and professionals who trust Cybellium to guide their educational journey www.cybellium.com **Business Process Management Workshops** Andrea Marrella, Barbara Weber, 2022-01-23 This book constitutes revised papers from the International Workshops held at the 19th International Conference on Business Process Management BPM 2021 in Rome Italy during September 6 10 2021 Papers from the following workshops are included 5th International Workshop on Artificial Intelligence for Business Process Management AI4BPM 21 17th International Workshop on Business Process Intelligence BPI 21 1st International Workshop on BPM Governance for and Beyond DigitalTransformation BPMGOV 21 1st International Workshop on Business Process Management and Routine Dynamics BPM RD 21 14th International Workshop on Social and Human Aspects of Business Process Management BPMS2 21 9th International Workshop on DEClarative DECision and Hybrid approaches to processes DEC2H 21 5th International Workshop on Business Processes Meet the Internet of Things BP Meet IoT 21 4th International Workshop on Security and Privacy

enhanced Business Process Management SPBP 21 Each of the eight workshops focused on particular aspects of business process management Overall after a thorough review process there were 31 full papers selected from a total of 60 submissions

Instructor Edition Shelly,Cashman,Vermaat,2006-02 Provides a current and thorough introduction to computers by integrating usage of the World Wide Web with the printed text

Business Process Change Paul Harmon,2019-02-28 Business Process Change A Business Process Management Guide for Managers and Process Professionals Fourth Edition provides a balanced view of the field of business process change Bestselling author and renowned expert in the field Paul Harmon offers concepts methods cases for all aspects and phases of successful business process improvement Students and professionals alike will benefit from the comprehensive coverage and customizable integrated approach to broad business process management that focuses on improving efficiency and productivity In this updated Edition particular attention is paid to the impact of disruptive technology on business and the need for agile transformation Covers Business Process Management Systems and the integration of process redesign and Six Sigma Explores how different process elements fit together including the human aspects of process redesign Presents best practice methodologies that can be applied and tailored to an organization s specific needs Offers invaluable detailed case studies demonstrating how these key methods are implemented

Practical Business Process Modeling and Analysis Jim Sinur,Zbigniew Misiak,BJ Biernatowski,2025-08-29 Learn practical techniques from leading AI and business process experts to streamline operations drive digital transformation and accelerate your career growth Key Features Navigate common challenges in digital transformation to ensure seamless process adoption across teams Master BPMN process modeling and automation launch strategies to streamline workflows and boost efficiency Work with practical frameworks to align business processes with strategic long term growth Purchase of the print or Kindle book includes a free PDF eBook Book DescriptionEvery business transformation begins with one question How can we do this better Whether it s eliminating inefficiencies optimizing business operations or reimagining entire workflows with the help of AI success depends on understanding and optimizing business processes However finding the right approach can be challenging with shifting market demands and evolving technologies In this book three seasoned experts in BPM automation and AI driven process optimization guide you through frameworks techniques and tools that drive digital transformation by helping you explore business process modelling before and after process execution You ll visualize complex workflows establish scalable process architectures that drive digital transformation and integrate automation for efficiency With insights into BPMN business value analysis and field tested consulting guidance you ll see how process led design and data driven decisions can lead to smarter more agile operations Through real world examples you ll grasp how leading organizations have optimized their processes and how you can apply the same principles in your digital change program By the end of this book you ll be able to identify design analyze and transform business processes for measurable impact as well as master the synergy of technology

process and strategy to build systems that drive sustainable growth What you will learn Explore the role of business process in digital transformation Build scalable process architectures for long term efficiency and adaptability Find out how to avoid common pitfalls in digital transformation and automation programs Apply real world strategies and frameworks to optimize operations effectively Discover methods and tools to enhance business process analysis and decision making See how the BPMN can be extended for scenarios like process simulation and risk management Measure and maximize business value from process transformation efforts Who this book is for This book is ideal for business analysts process improvement practitioners project managers consultants operations managers and IT leaders involved in process design streamlining workflows and integrating AI and automation No prior experience with BPMN or automation is needed though familiarity with business processes will be helpful

Best Practices for Knowledge Workers Sandy Kemsley,Nathaniel Palmer,Jim Sinur,Keith D. Swenson,Dr. Setrag Khoshafian,Linus Chow,William A. Brantley,Kerry Finn,John T. Matthias,Kay Winkler,David Gomez,2019-10-23 Best Practices for Knowledge Workers describes ACM in the current era of digitization Internet of Things IoT artificial intelligence AI intelligent BPMS and BPM Everywhere You will learn how support of adaptive data driven processes empowers knowledge workers to know in real time what is happening at the edge points and to take actions through the combination of rule driven guidance and their own know how It is not a traditionally automated system but intelligent automation where technology doesn't merely replace human decision making but extends the reach of the knowledge worker making IoT data actionable As Sandy Kemsley points out in her foreword As adaptive case management ACM systems mature we are moving beyond simple systems that allow knowledge workers to define ad hoc processes to creating more intelligent systems that support and guide them Knowledge workers still need to dynamically add information define activities and collaborate with others in order to get their work done but those are now just the table stakes in a world of big data and intelligent agents To drive innovation and maintain operational efficiencies we need to augment case work typically seen as relying primarily on human intelligence with machine intelligence In other words we need intelligent ACM Highly predictable work is easy to support using traditional programming techniques while unpredictable work cannot be accurately scripted in advance and thus requires the involvement of the knowledge workers themselves The core element of Adaptive Case Management ACM is the support for real time decision making by knowledge workers In award winning case studies covering industries as diverse as law enforcement transportation insurance banking state services and healthcare you will find instructive examples for how to transform your own organization This important book follows these ground breaking best sellers on ACM Thriving on Adaptability Empowering Knowledge Workers Taming the Unpredictable How Knowledge Workers Get Things Done and Mastering the Unpredictable and provides important papers by thought leaders in this field together with practical examples detailed ACM case studies and product reviews

Library Literature & Information Science ,2006 An index to library and information science literature *FileNet* Todd Groff,Thomas

Jones,2012-06-14 The first book on FileNet the world s leading enterprise content management solution not written by FileNet insiders Provides a detailed discussion of FileNet s capabilities and challenges both for purchasing decisions and implementation Shows how FileNet can serve as the backbone for building a dynamic enterprise wide knowledge management system Vikalpa ,2007 **Thriving on Adaptability** Nathaniel Palmer,2015-01-10 Adaptive Case Management is ultimately about allowing knowledge workers to work the way that they want to work and to provide them with the tools and information they need to do so effectively Surendra Reddy points out in his Foreword Imagine a fully integrated ACM system layered into the value stream of an enterprise The customer support team is able to focus on customer needs with easy access to the entire company s repertoire of knowledge similar cases information and expertise as if it were a service To truly accommodate customers companies must vest real power and authority in the people and systems that interact directly with customers at the edge of the organization and beyond ACM empowers the knowledge worker to collaborate derive new insights and fine tune the way of doing business by placing customers right in the center where they belong to drive innovation and organizational efficiencies across the global enterprise It s a whole different thing a new way of doing business that enables organizations to literally become one living breathing entity via collaboration and adaptive data driven biological like operating systems ACM in my opinion is the future blueprint for the way of doing business Thriving on Adaptability describes the work of managers decision makers executives doctors lawyers campaign managers emergency responders strategists and many others who have to think for a living These are people who figure out what needs to be done at the same time that they do it In award winning case studies covering industries as diverse as law enforcement transportation insurance banking state services and healthcare you have instructive examples to optimize your own organization This important book follows the ground breaking best sellers in this series Empowering Knowledge Workers Taming the Unpredictable How Knowledge Workers Get Things Done and Mastering the Unpredictable Thriving on Adaptability Table of Contents Foreword ACM 2 0 Decoding the Business Genome The power of Data Driven Adaptive Process Management Contextual Intelligence Case Based Reasoning and Machine Learning Surendra Reddy Thriving on Adaptability Introduction and Overview Layna Fischer Future Strategies Inc Part 1 About Case Management My Sandbox Your Sandbox Keith D Swenson Understanding and Evaluating Case Management Software Nathaniel G Palmer and Lloyd Dugan Ontology based ACM The Need for Truly Adaptive Systems Jurgen Kress Clemens Utschig Utschig Hajo Normann Torsten Winterberg Combining Compliance with Flexibility Real life experiences from Norwegian Public Sector Helle Frisak Sem Steinar Carlsen Gunnar John Coll Justice is Served through Production Case Management John T Matthias Using Process Mining to Improve Adaptive Case Management Processes Dr William A Brantley Analyzing Communication Capabilities of CM ACM Systems with the help of Language Action perspective lia Bider Enterprise as a System of Processes Alexander SAMARIN Part 2 Real World Award Winning Case Studies Cognocare an ACM based System for Oncology

Crawford Company United States Infosys McCamish Systems USA JuriShare Contract Generation System The National Police Immigration Service Norway The Office of Secretary to Govt of Federation of Nigeria Pershing LLC a BNY Mellon Company USA State of Hawaii Department of Human Services USA State of Maine USA The Antwerp Port Authority Belgium TIAA CREF USA WESTMED Practice Partners USA How Work Gets Done Artie Mahal, 2010 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 **Intelligent Adaptability** Sandy Kemsley, Nathaniel Palmer, David Webber, Pedro Robledo, Setrag Khoshafian, Kay Winkler, Christoph Ruhsam, 2019-10-24 Intelligent Adaptability describes how ACM is emerging in the era of machine intelligence and automation technologies including Big Data digitization Internet of Things IoT artificial intelligence AI intelligent BPMS and BPM Everywhere WfMC Chair Keith Swenson states A platform for digital transformation brings a number of different capabilities together processes agents integration analytics decisions and perhaps most important case management In this book you will learn how support of adaptive data driven processes empowers knowledge workers to know in real time what is happening at the edge points and to take actions through the combination of rule driven guidance and their own know how It is not a traditionally automated system but intelligent adaptability where technology doesn't replace human decision making but extends the reach of the knowledge worker making data actionable In award winning case studies covering industries as diverse as law enforcement public safety transportation insurance banking state services and healthcare you will find instructive examples for how to transform your own organization Leading industry analysts study the awards entries for emerging industry trends Read the chapter The Seven Trends Impacting The Case Management Landscape by Connie Moore Digital Clarity Group This important book follows these ground breaking best sellers on ACM Best Practices for Knowledge Workers Thriving on Adaptability Empowering Knowledge Workers Taming the Unpredictable How Knowledge Workers Get Things Done and Mastering the Unpredictable and provides important papers by thought leaders in this field together with practical examples

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