

ADVANCED SYSTEMS FOR DOCUMENT MANAGEMENT

CURS 3

Lect. Univ. Dr. Mihai Stancu

WORKFLOW / BUSINESS PROCESS MANAGEMENT

WORKFLOW/BUSINESS PROCESS MANAGEMENT

- Process and structure organization
- Process design
- Vizualisation of Process
- Routing
- Monitoring
- Parallel and sequential processing
- Reminders, deadlines
- Checking
- Logging



Workflow and Business Process Management differ substantially. BPM and workflow represent an essential connecting, managing and controlling function in the ECM model. They are hence removed from the managing components in the "house model" and form the "backbone" of ECM.

There are different types of Workflow, for example:

- “Production Workflow” which uses predefined sequences to guide and control processes
- “Ad-Hoc Workflow” in which the user determines the process sequence on the fly.

Workflow solutions can be implemented as:

- “Workflow solutions” with autonomous clients which users mostly work with, or as
- “Workflow Engines” which act as a background service controlling the information and data flow, without requiring an own client for this.

Workflow Management includes the following functions, among others:

- Imaging of process and organization structures
- Capture, administration, visualization, and delivery of grouped information with its associated documents or data
- Incorporation of data processing tools (such as specific applications) and documents (such as office products)
- Parallel and sequential processing of procedures including simultaneous saving
- Reminders, deadlines, delegation and other administration functionalities
- Monitoring and documentation of process status, routing, and outcomes
- Tools for designing and displaying process

The objective is to largely automate processes by incorporating all necessary resources.

BPM or Business Process Management goes a step further than Workflow, aiming at the complete integration of all affected applications within an enterprise, with monitoring of processes and assembling of all required information. Among BPM's functions are:

- Complete workflow functionality
- Process and data monitoring at the server level
- EAI or Enterprise Application Integration, to link different applications
- BI or Business Intelligence, with rule structures, integration of information warehouses, and utilities that assist users in their work

Today, "Manage" components are offered individually or integrated as suites. In many cases they already include the "Store" components.

USEFULL RESOURCES

- Jeff Potts, *Advanced Workflows, 2nd Edition*, Alfresco Developer Series, ecmarchitect.com, February, 2012.
- Tijs Rademakers, *Activiti in Action*, Manning, ISBN 9781617290121, July 2012.