



Enterprise Architecture  
Conference Europe 2015



Business Process Management  
Conference Europe 2015

**15 - 18 June 2015**

Produced By





# Decision Management and Business Process Management

## How to Benefit from Both Concepts

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Model Based Enterprise Engineering

Business Process Management Conference Europe,  
London, June 16, 2015

Dr. Juergen Pitschke  
BCS – Dr. Juergen Pitschke

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# About me

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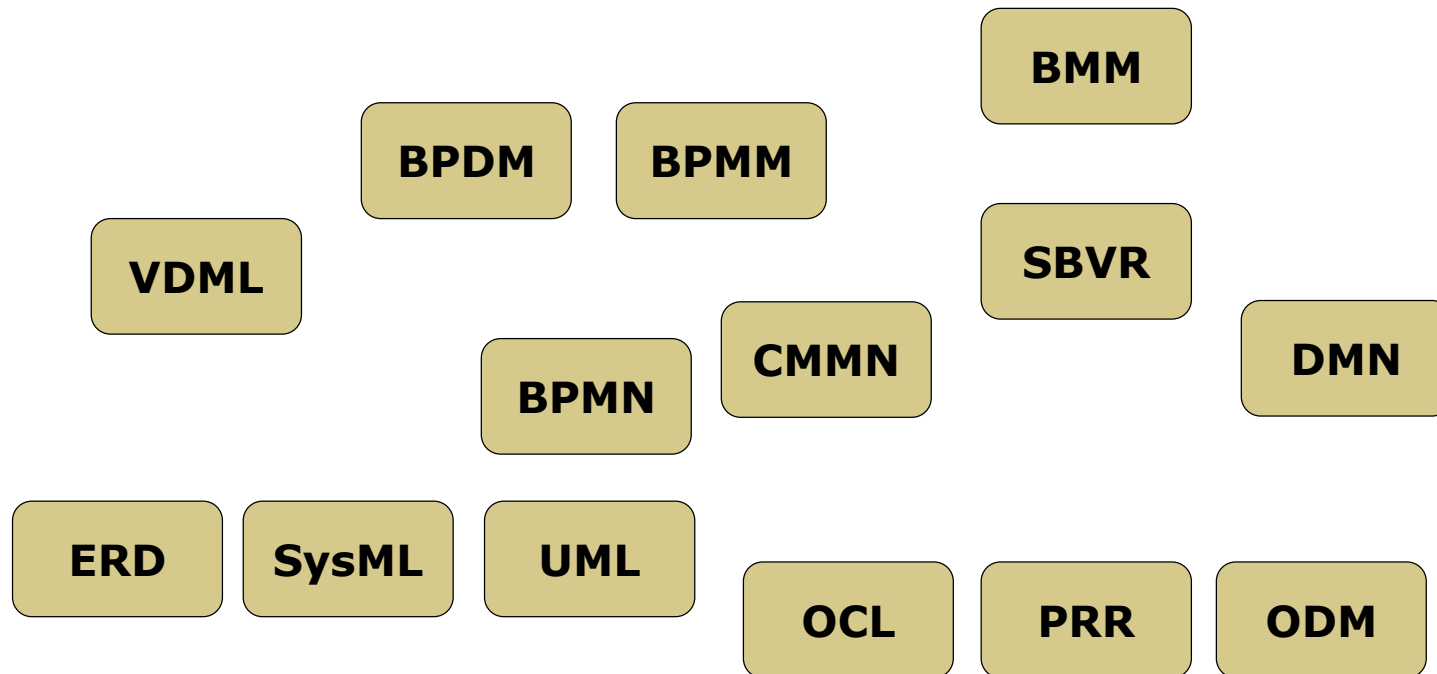
I'm a coach, consultant,  
speaker, writer, teacher, ...

## Engineer



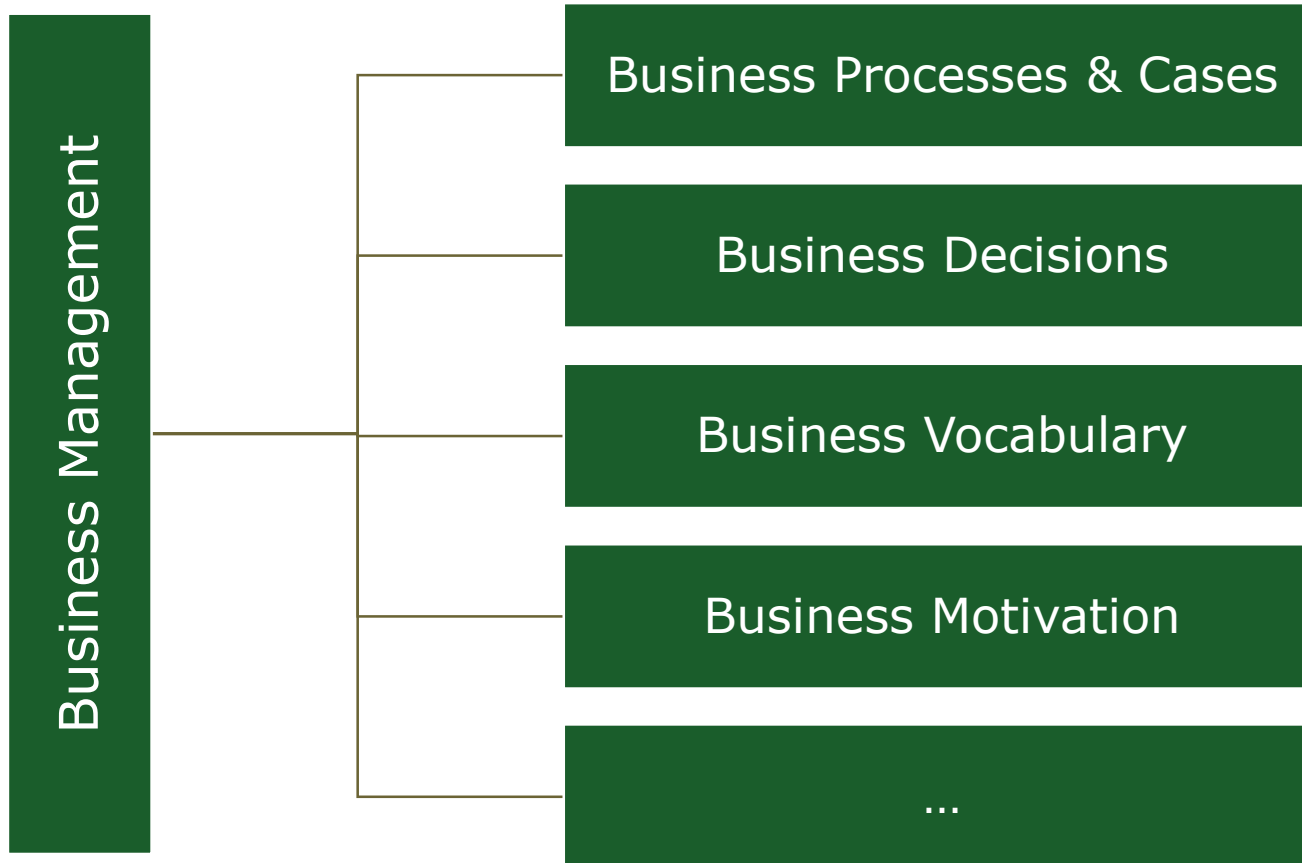
# OMG Standards for Business Models

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# Business Management

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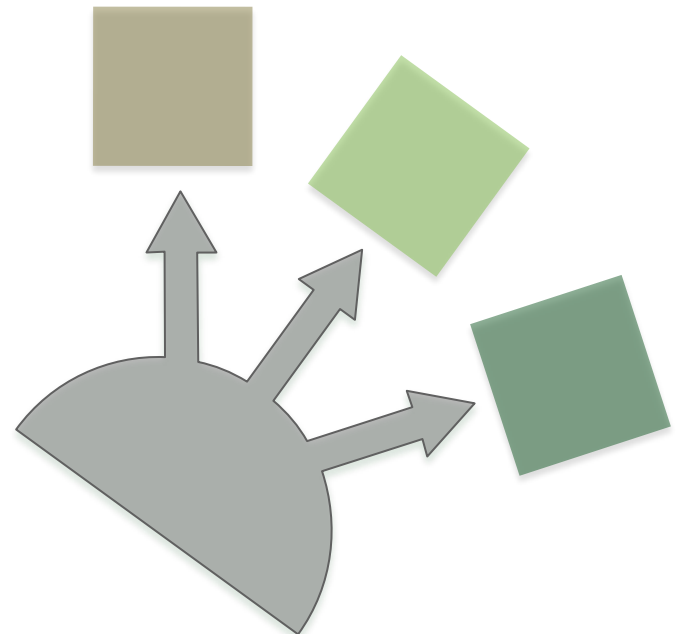
# What is a „Business Decision“?

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A **Choice** or **Selection**,

Based on **Facts**

that result in **Action**.

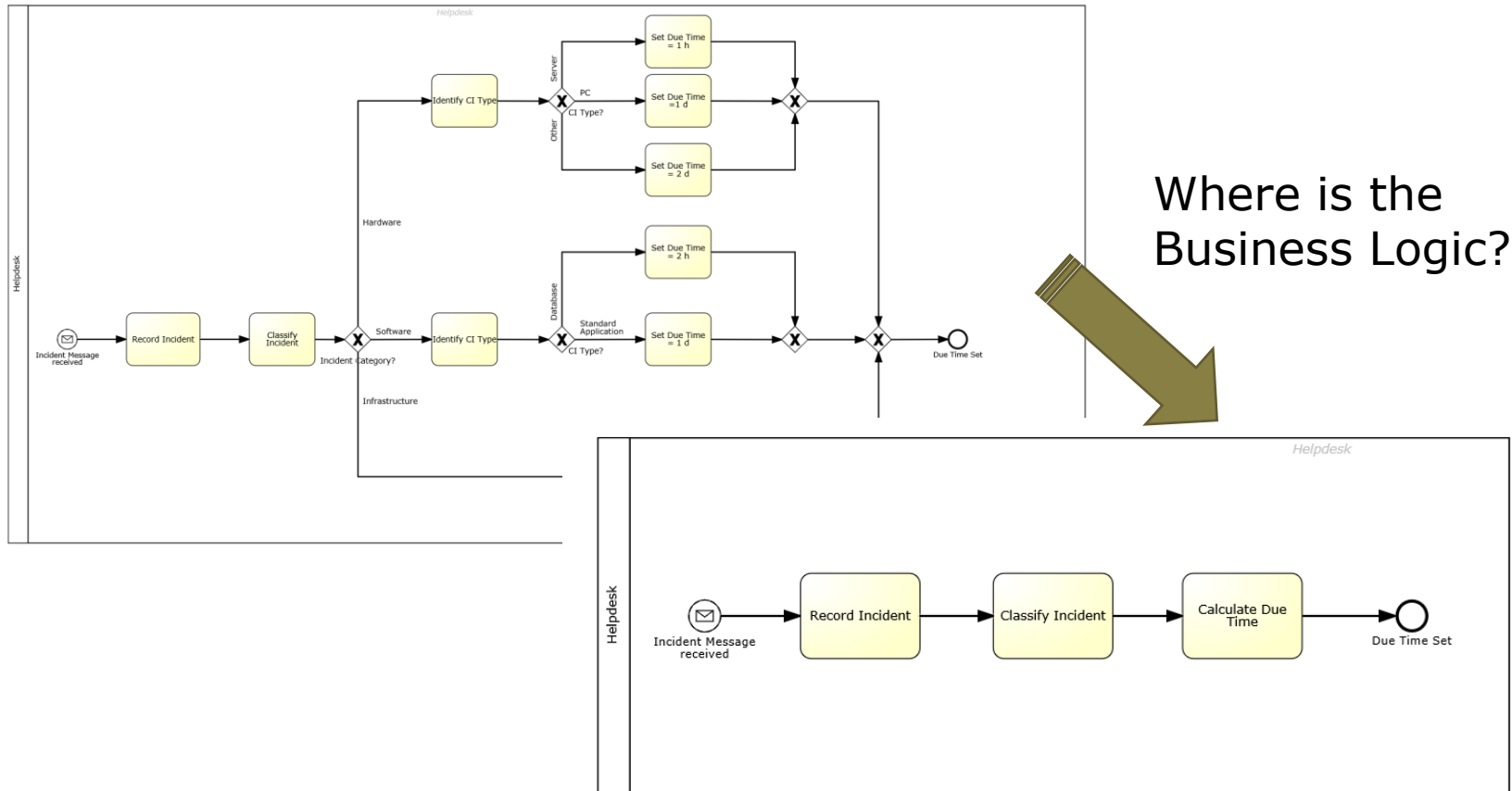


# Who decides? About what?

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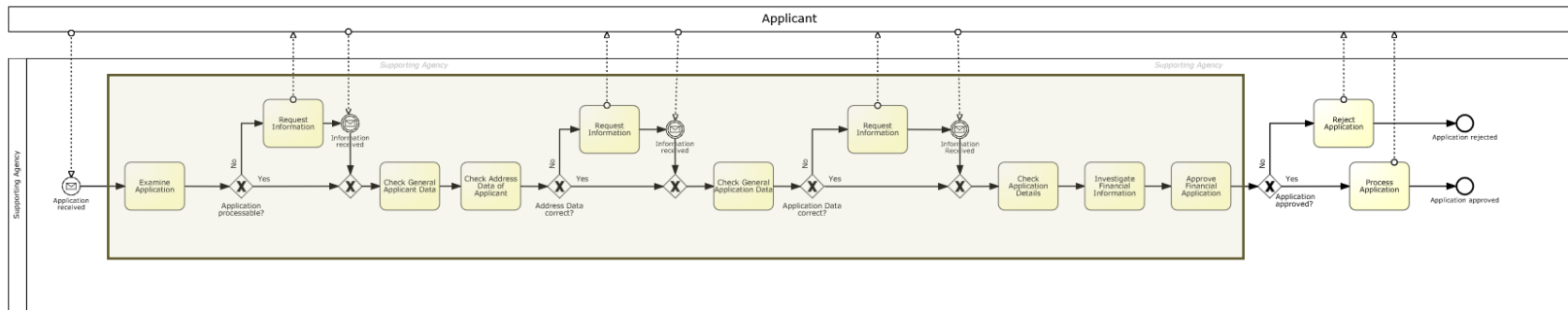
<b>Who?</b>	<b>About what?</b>	<b>Volume?</b>
Management	Strategic Decisions	Low Number Very High Value of Single Decision High total value
Middle Management	Tactical Decisions	Medium Number, Medium Value of Single Decision
Operator	Operative Decisions	High number Low Value of Single Decision High total value

# Complexity within a Process



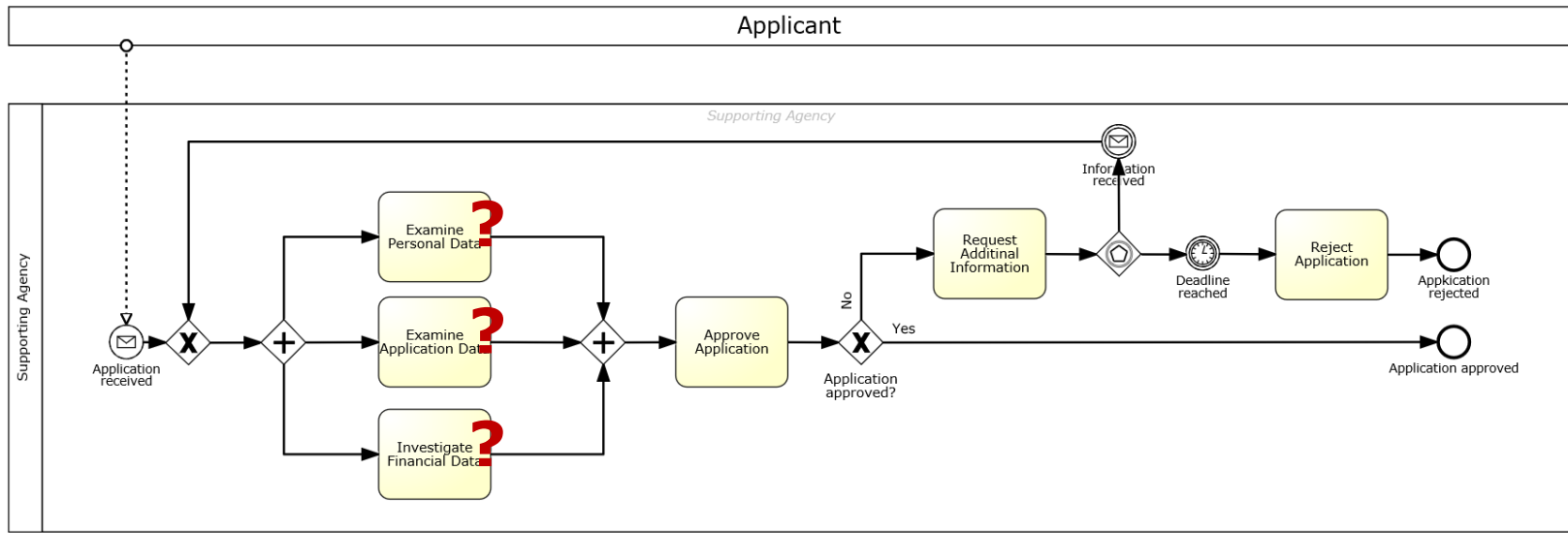


# Complexity in Process Groups



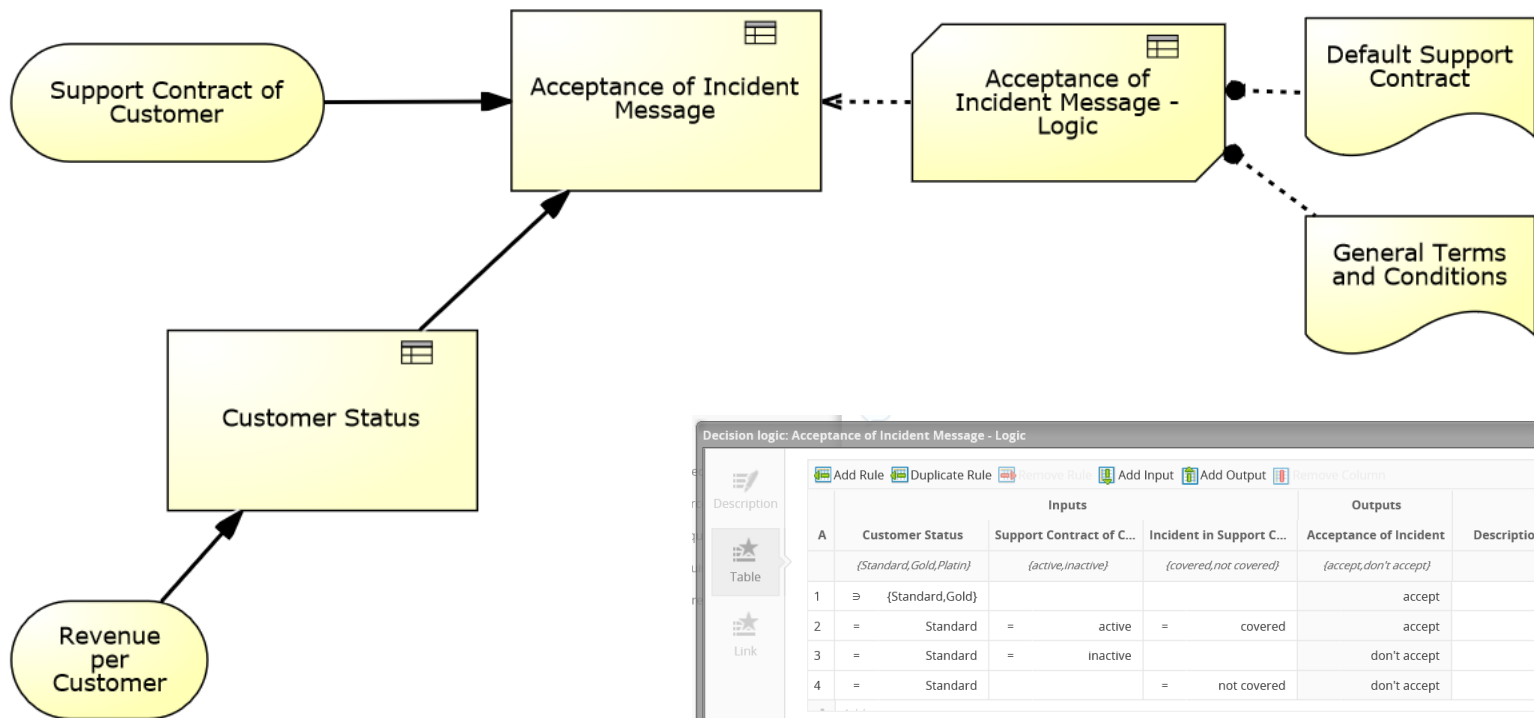
- Processing an application
- About 50 application forms for different products – resulting in 50 process models

# Revised Process



- Clear structure
- Clear communication
- Where is the Business Logic?

# DRD and Business Logic



Decision logic: Acceptance of Incident Message - Logic

Description		Inputs			Outputs	Hide
	Customer Status	Support Contract of C...	Incident in Support C...	Acceptance of Incident	Description	
	{Standard,Gold,Platin}	{active,inactive}	{covered,not covered}	{accept,don't accept}		
1	⊇ {Standard,Gold}			accept		
2	= Standard	= active	= covered	accept		
3	= Standard	= inactive		don't accept		
4	= Standard		= not covered	don't accept		

Speichern

# Business Processes and Case

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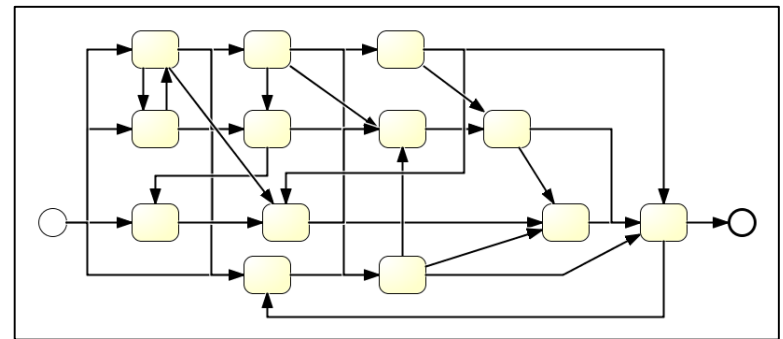
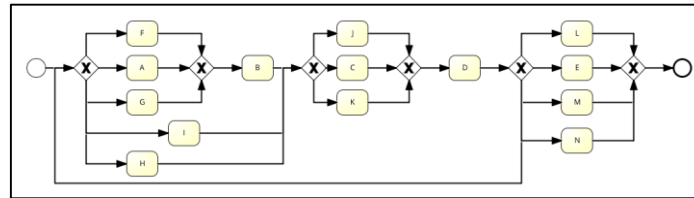
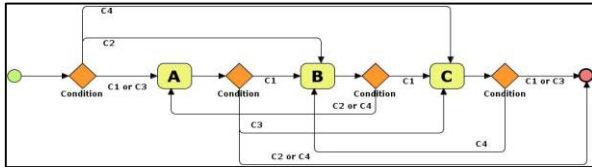
What is the problem?

What is a Case?

How is this related to Decision Management?

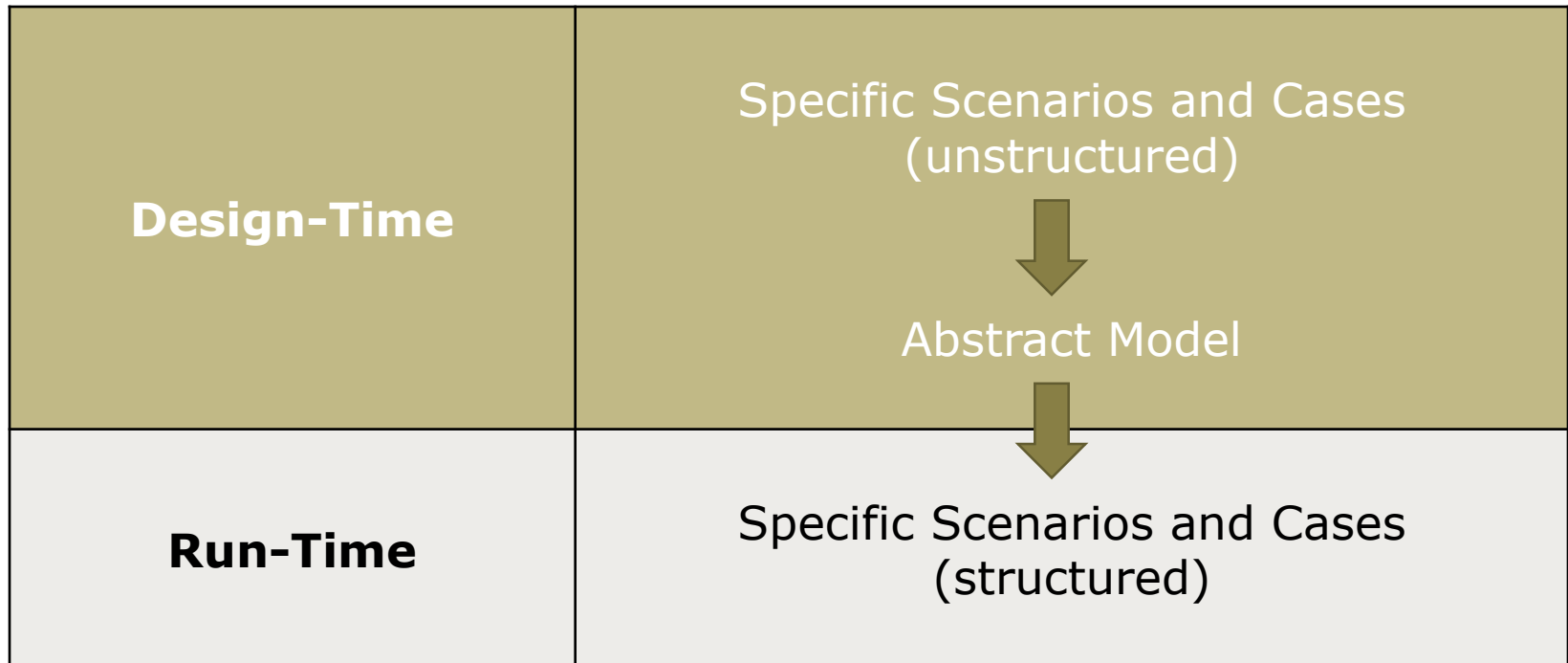
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# The Problem: Spaghetti Processes



# Modell and Modell Instance

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# What is a „Case“?

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- A Case is a proceeding that involves actions taken regarding a subject in a particular situation to achieve a desired outcome.
- Planning at run-time is a fundamental characteristic of Case management.

Case Management Model and Notation (CMMN),  
Version 1, OMG-Dokument formal/2014-05-05

# Case Management

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- We don't describe the process completely at Design-Time. We describe a *Plan* how the process will be performed at Run-Time.
- Depending on the plan the Case is more or less adaptive.



# Case Management

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- What do we need to describe a *Case Plan*?
  - Case File / Case File Item
  - Milestones
  - Sentries
  - Planning Table
  - Activities

# Case and Decision Management

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- The Planning Table is a Decision Model.
- The questions to be answered are
  - Which actions should be executed?
- The order is specified through Sentries.

# How to introduce the concepts into your practice?

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# How to introduce the BPM-Trilogy?

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- Learn working techniques (and notations).

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- Can it be solved with Decision Management, Case Management, or any other new concept?
- Understand the concepts!
- Learn working techniques (and notations).
- Measure quality of your models.
- Adjust your method iteratively.



# Think Different

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*Business Process Management is more than describing, optimizing, managing activity flows.*

*Old thinking patterns prevent good  
Business Process Management,  
Business Case Management,  
Business Decision Management,  
Business Modeling,*

*...*

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# Thank You!



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# What is a Business Process?

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„A (business) „process“, in this context, is a **defined set of activities or behaviors performed by humans or machines to achieve one or more goal**. Processes are **triggered by specific events** and have one or more outcome that may result in the termination of the process or a handoff to another process. Processes are composed of a collection of interrelated tasks or activities which solve a particular issue. In the context of business process management, a “business process” is defined as **end-to-end work which delivers value to customers**. The notion of end-to-end work is critical as it involves all of the work crossing any functional boundaries, **necessary to completely deliver customer value.**”

Source: BPM CBOK, ABPMP

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