

BPM → BIZ Process Mgt

↳ BPMs Components

↳ As per Gartner, Discipline of managing process (rather than task) as the means for improving biz performance outcomes & operational agility.

BPM → Claims, ATID, Travel system

↳ Engine drives entire process.

BPM provides ⇒ ① Agility

② Flexibility

③ Visibility

④ Scalability

* Lifecycle

- 1) Process modelling & Analysis
- 2) Design
- 3) Implementation
- 4) Transition & Go live
- 5) Monitoring
- 6) Optimization