

Business process automation projects

Chapter 24

Business Process Model and Notation (BPMN) Objects and Connectors



Event



Activity

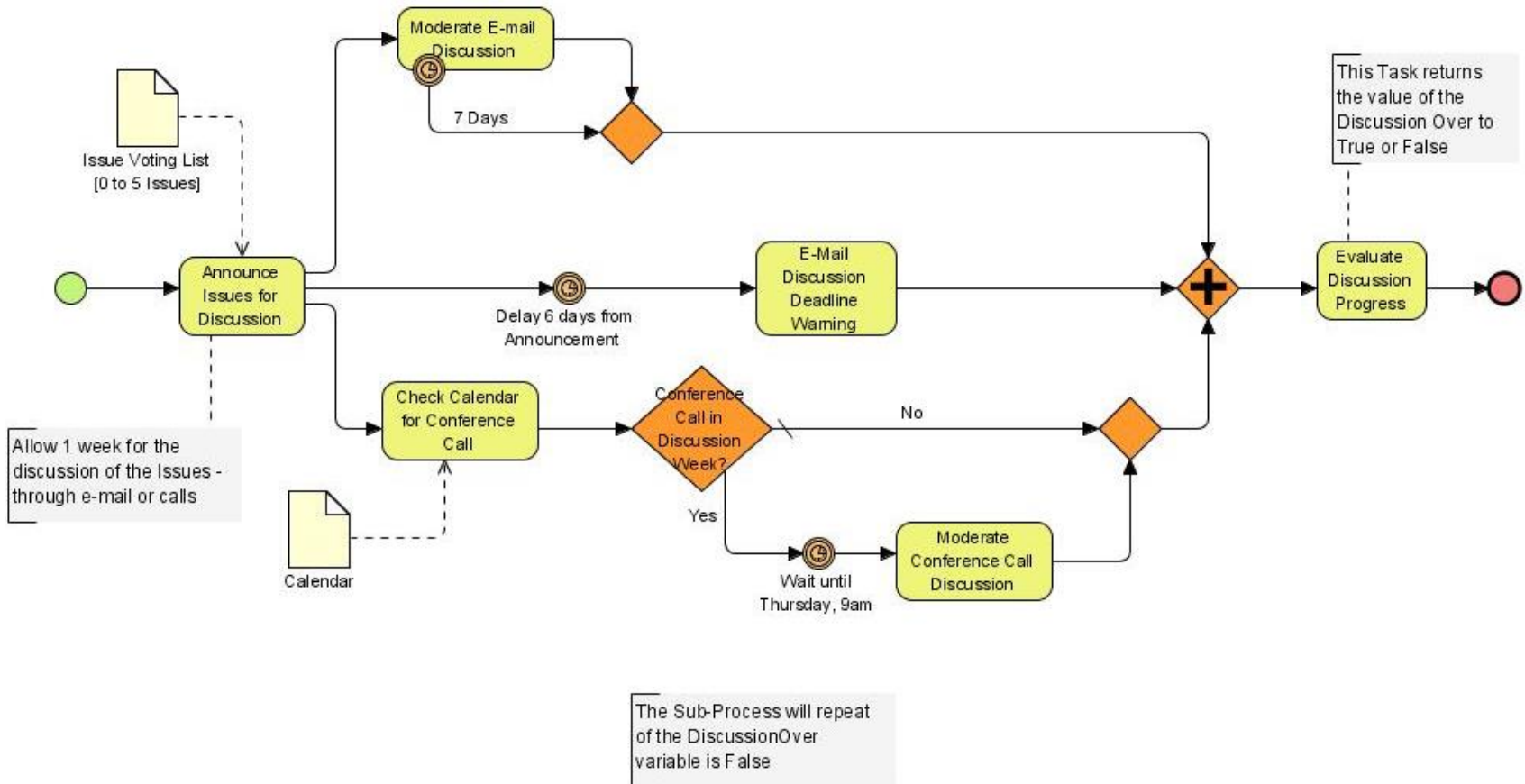


Gateway



Connections

BPMN Example



Key Performance Indicators (KPIs)

(pg. 425)

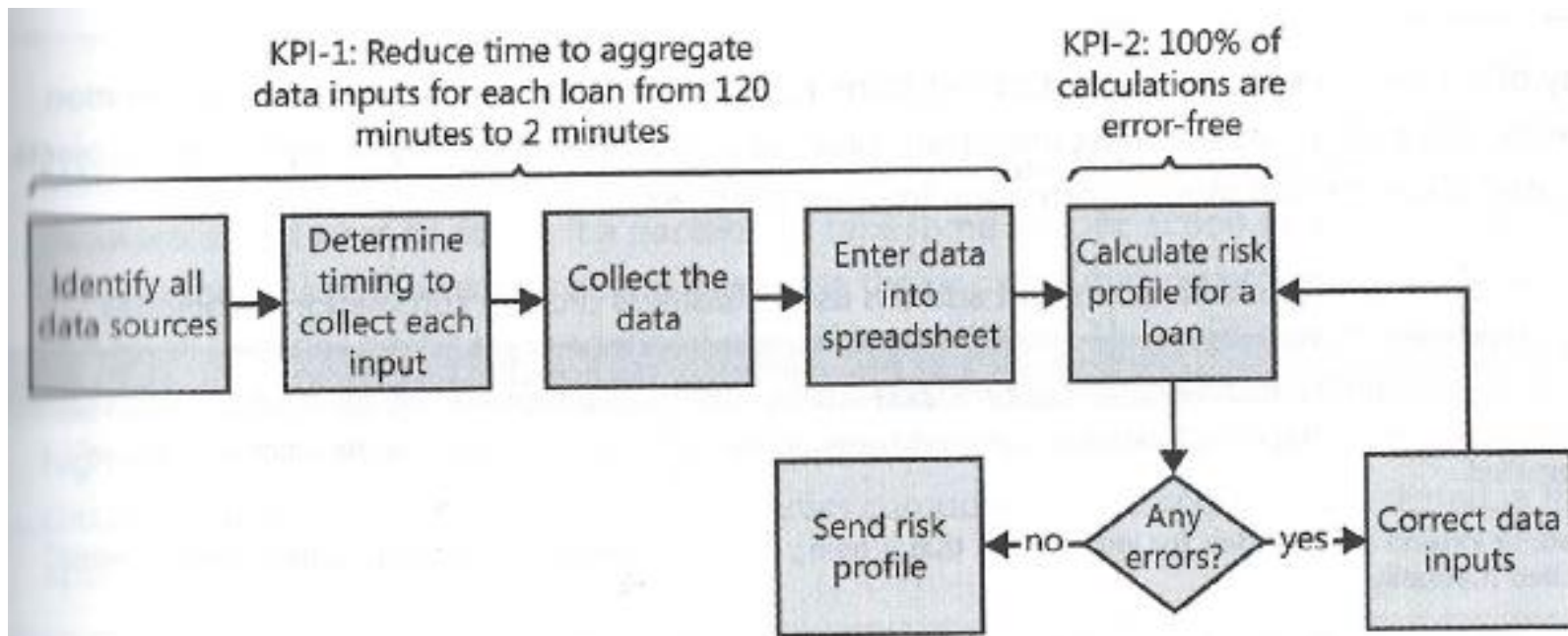


FIGURE 24-1 Example KPIM for a loan risk profile calculation process.

Good practices for Business Process Automation Projects (pg. 426)

TABLE 24-1 A road map to chapters that address useful business process automation techniques

Technique	Chapter
Identify user classes that have processes that might need to be automated.	Chapter 6, "Finding the voice of the user"
Create or extend data models for information that is being handled manually.	Chapter 13, "Specifying data requirements"
Create a roles and permissions matrix to capture security requirements that previously were enforced manually.	Chapter 9, "Playing by the rules"
Identify business rules that must be automated when processes they affect are automated.	Chapter 9, "Playing by the rules"
Create flowcharts, swimlane diagrams, activity diagrams, or use cases to show how users currently perform tasks and how they will perform them after automation.	Chapter 8, "Understanding user requirements" and Chapter 12, "A picture is worth 1024 words"
Use data flow diagrams (DFDs) to identify processes that could be automated, and create new DFDs to show how newly automated processes interact with existing parts of the system.	Chapter 12, "A picture is worth 1024 words"
Adapt business processes to permit use of a COTS solution.	Chapter 22, "Packaged solution projects"
Create trace matrices to map process steps to requirements.	Chapter 29, "Links in the requirements chain"