

Setup and Maintenance Factors of Adaptive Case Management Systems

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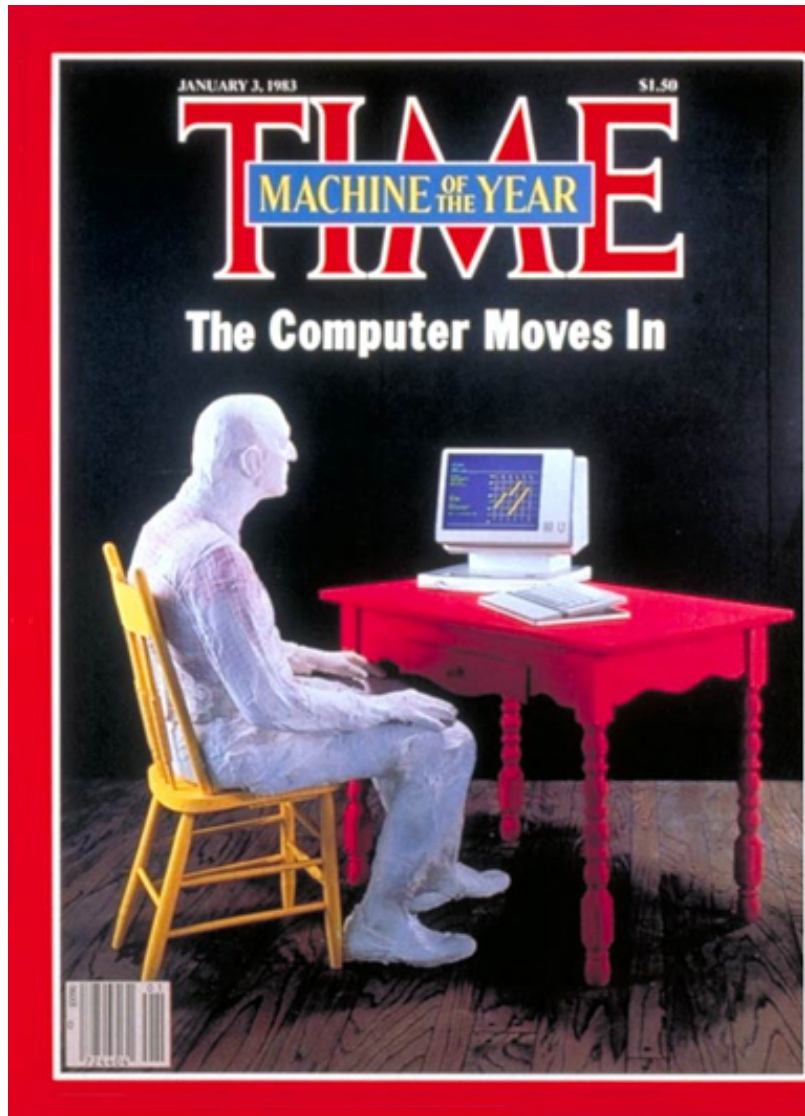
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Content

- Motivation
- Approach: Adaptive Case Management
- ACM concepts
- ACM setup and maintenance factors
- Contribution – performer process creation
- Discussion



BPM - prescriptive

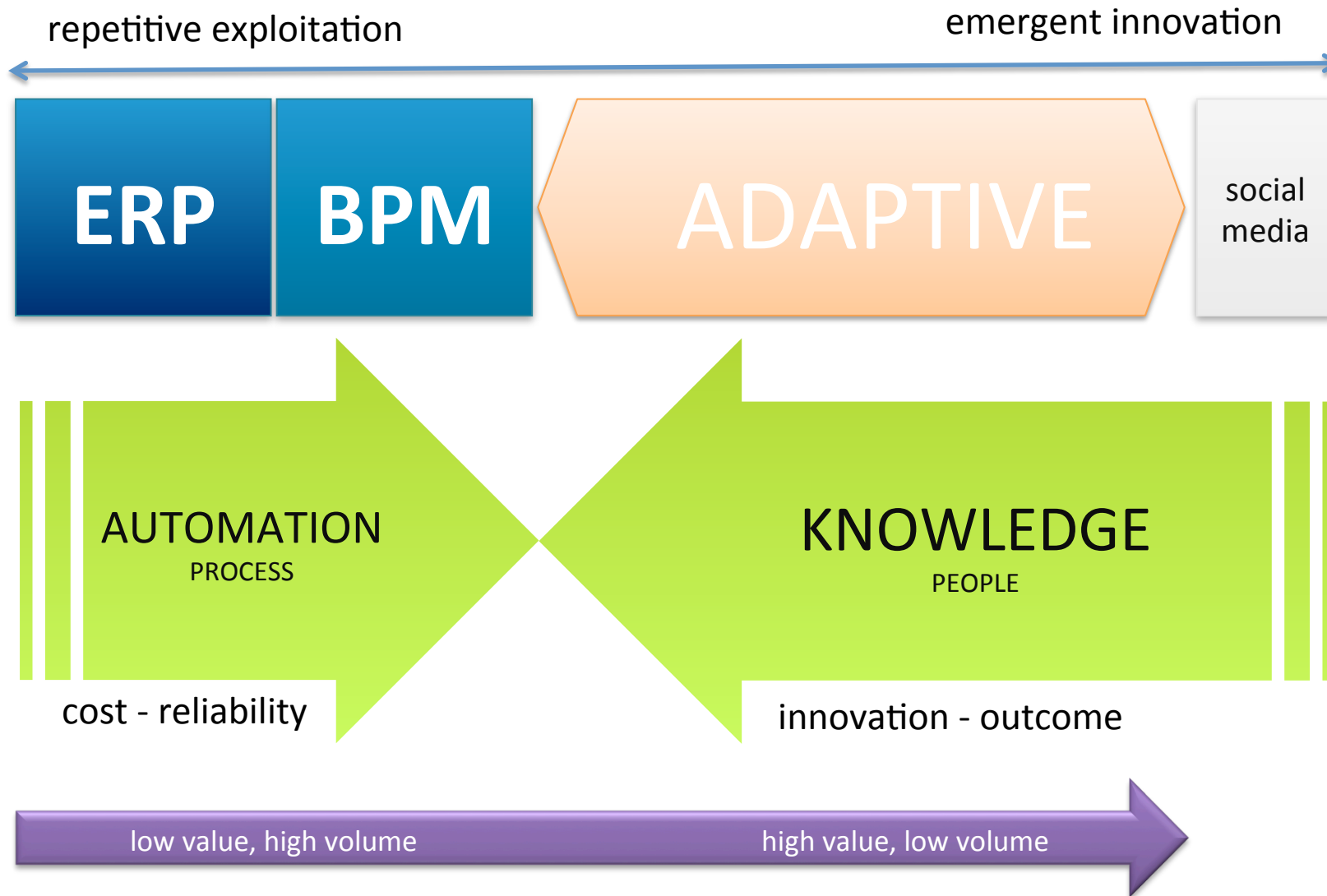


ACM – goal oriented

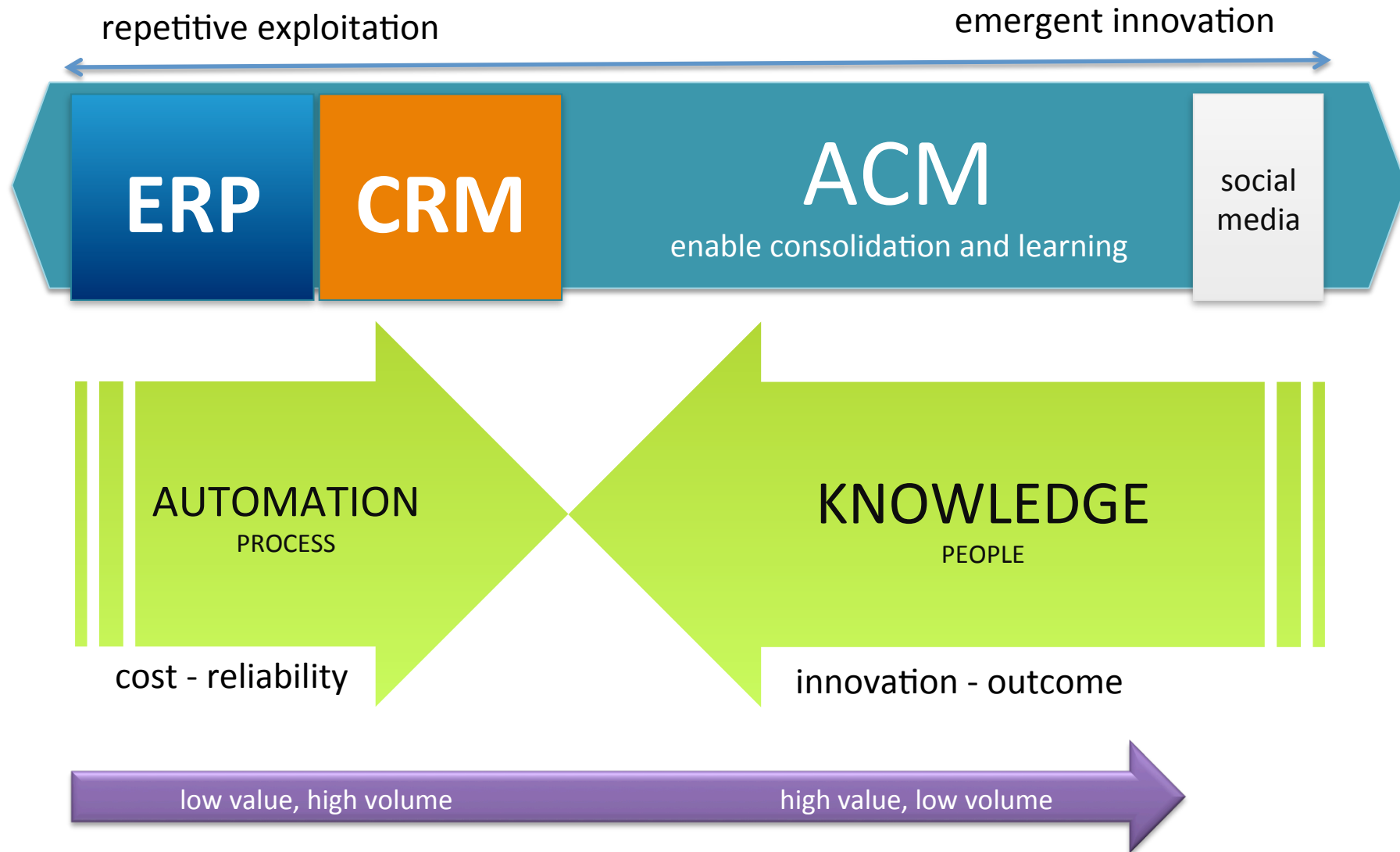
Motivation

- The effort of analyzing a process and all potential variants for unstructured processes and knowledge work.
- Monitoring and improving the implemented processes
- BPM focus is automation high-volume, low-value processes
- ACM is focused on low-volume, but high value work
- Our approach is organized around defining goals and rules.

SPECTRUM OF WORK PROCESSES



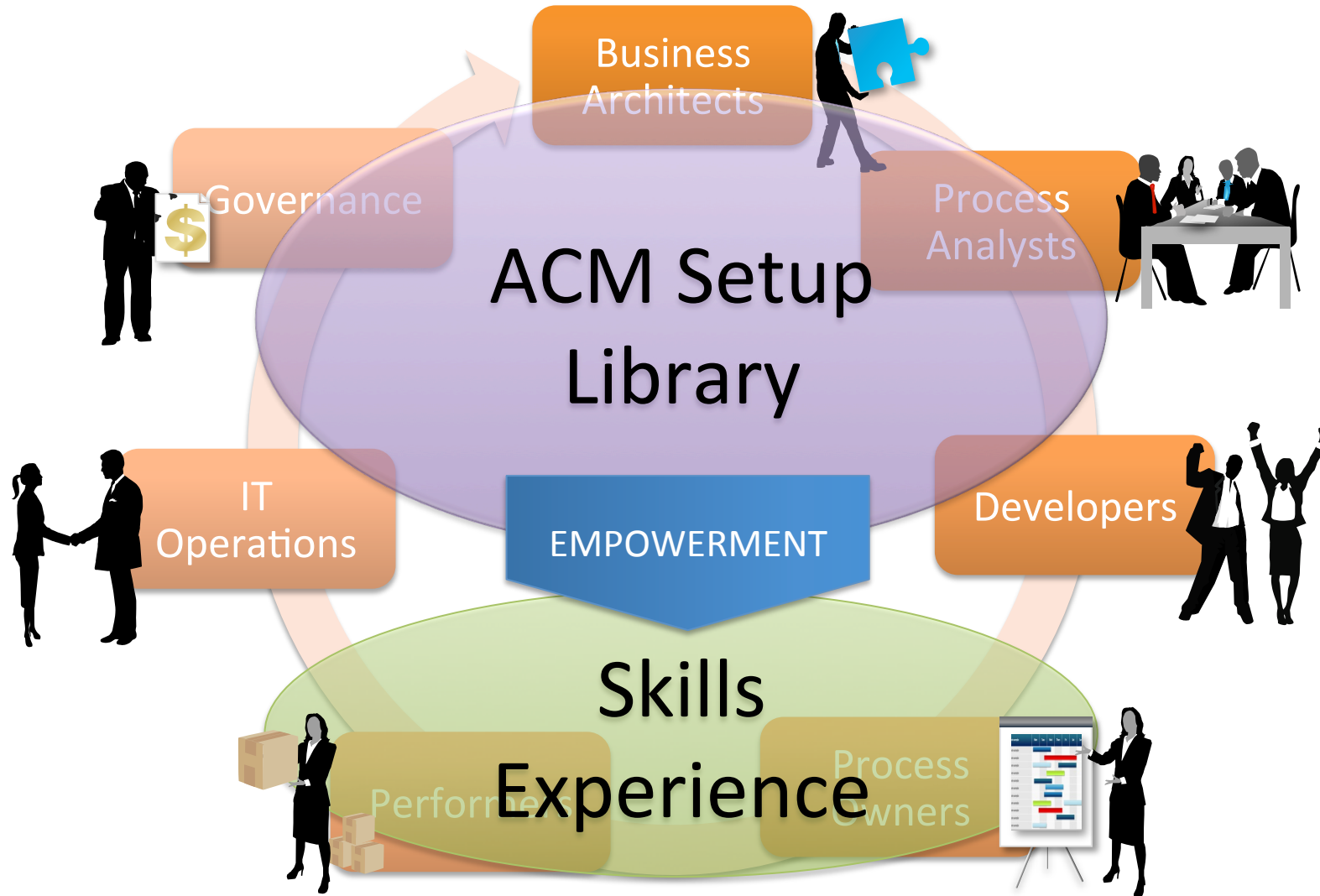
SPECTRUM OF WORK PROCESSES



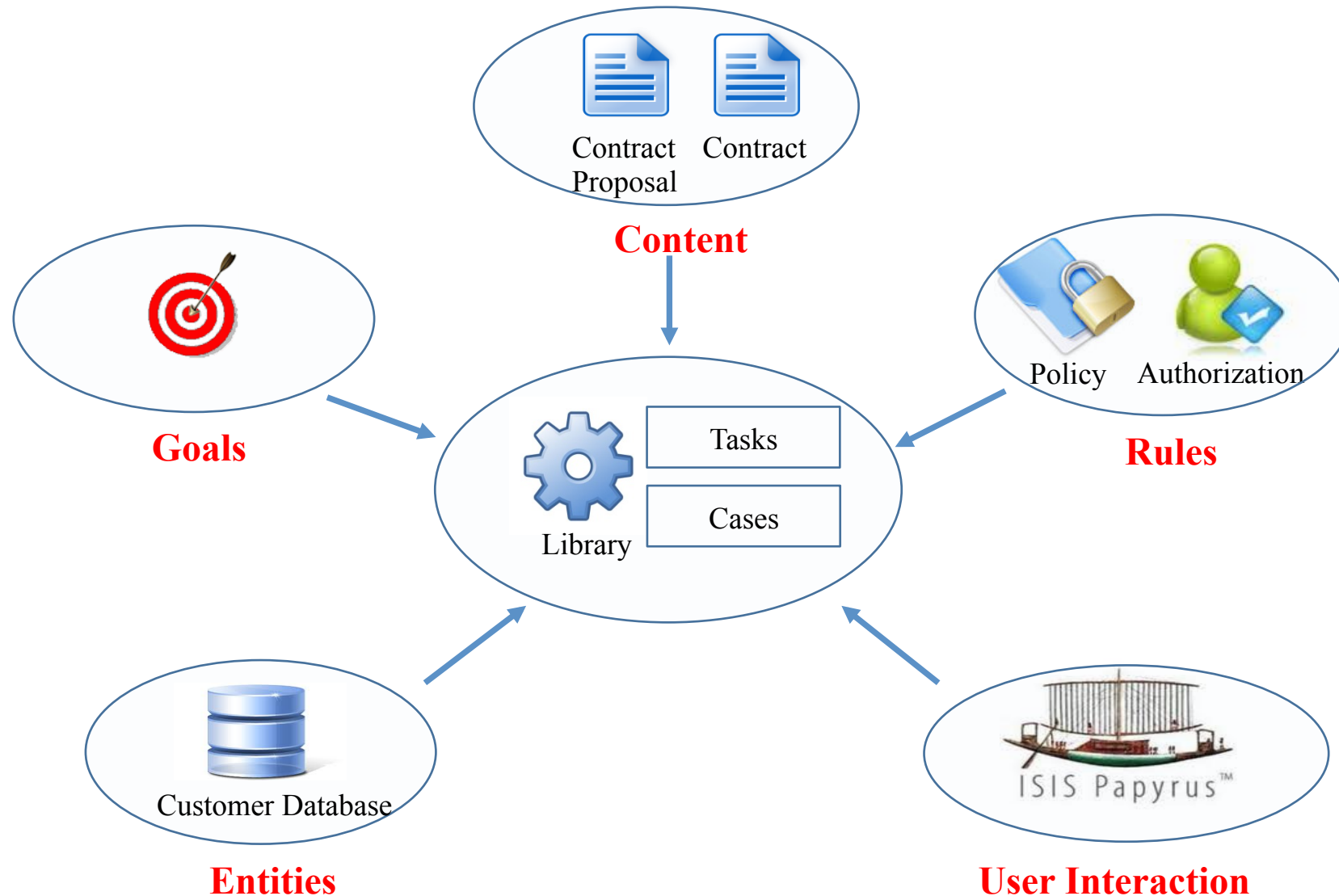
Approach: ACM

- Preliminary setup creates backend data and content interfaces, user authorizations, and sample library.
- Allows users to add and modify work tasks at runtime to handle unpredictable events while working towards goals.
- Allow BPM-like flow-diagrams, where required for specific mandatory process fragments or for orchestration.
- Enable performers to set new process goals, add tasks, add rules, add performers and save result as new template.

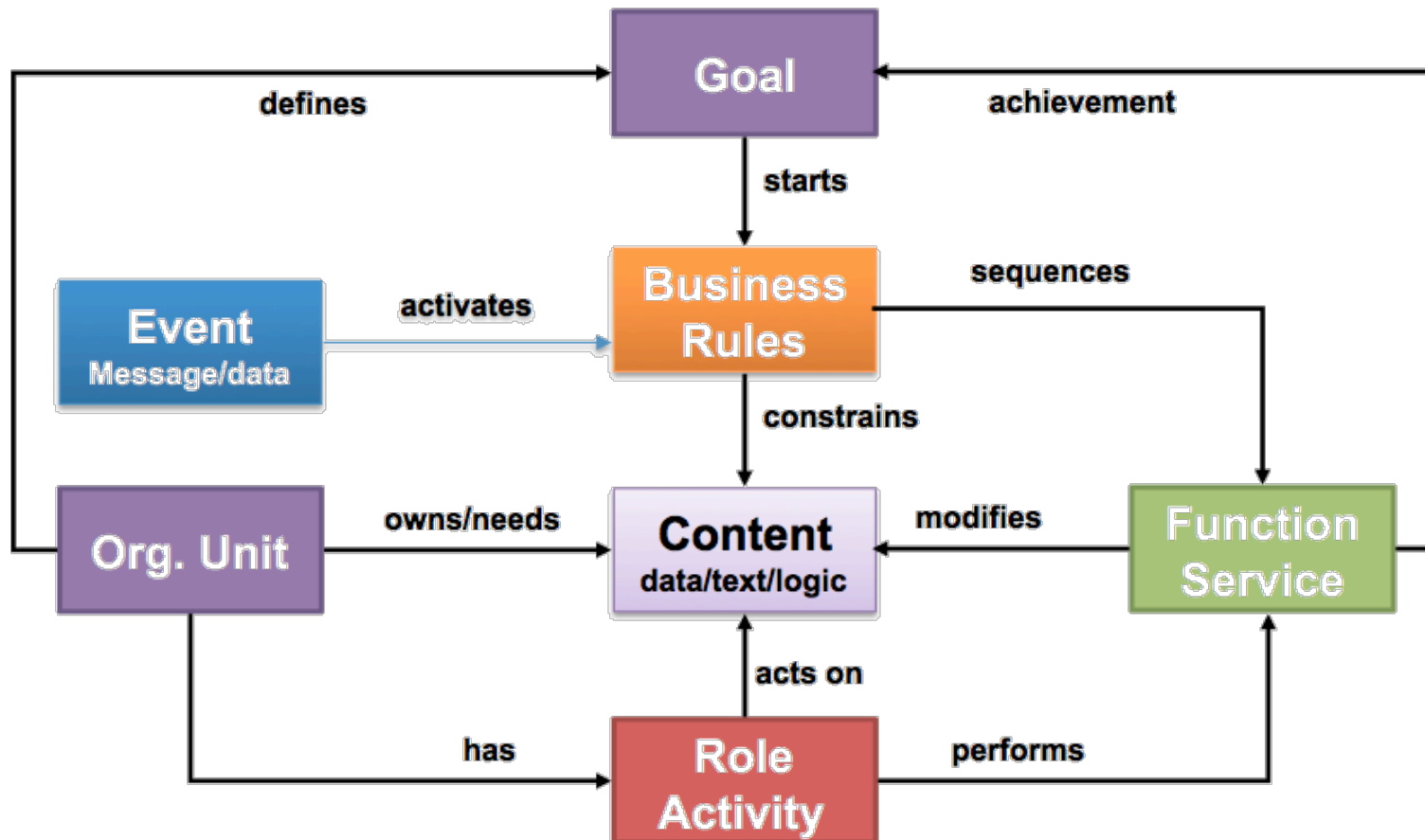
Process versus Evolution



ACM Concepts and Structure

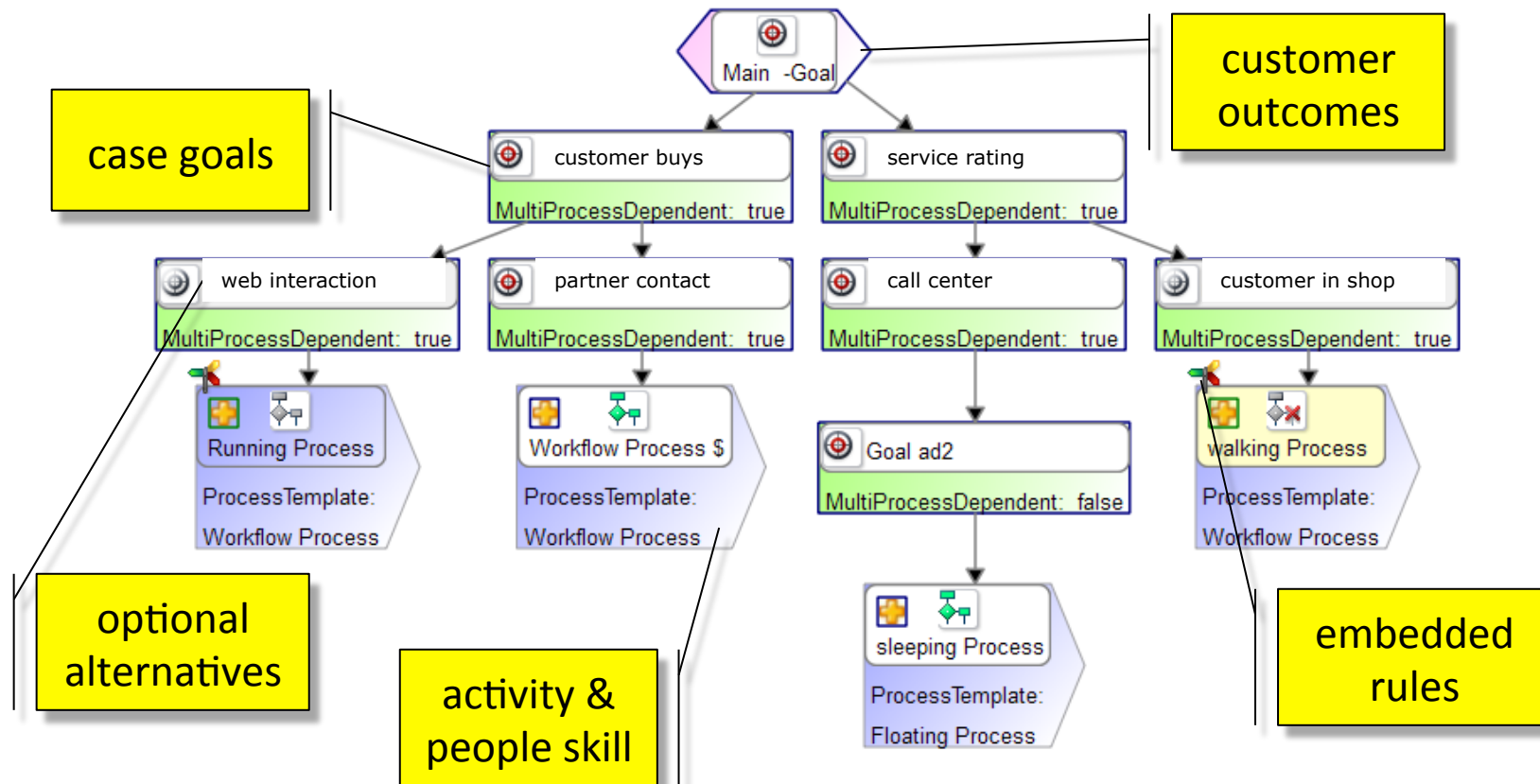


ACM Ontology

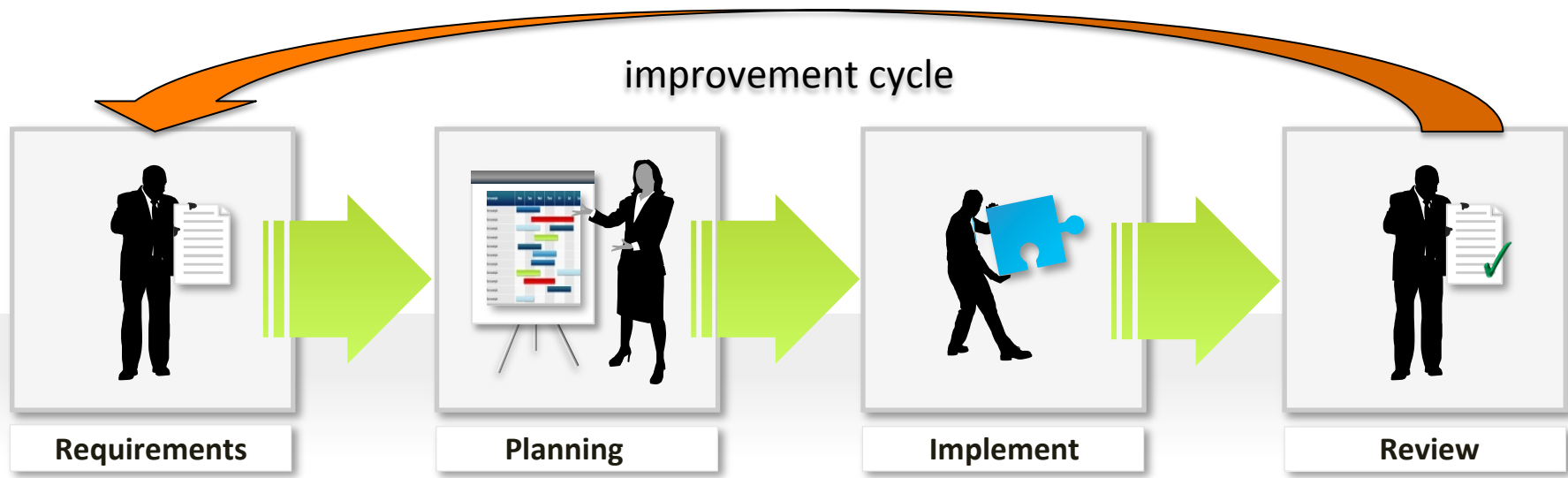


Source: Papyrus Inbound/Outbound Concept 2001

ACM: Goal-Oriented Cases



WORK FLOW VERSUS ADAPTIVE PROCESS



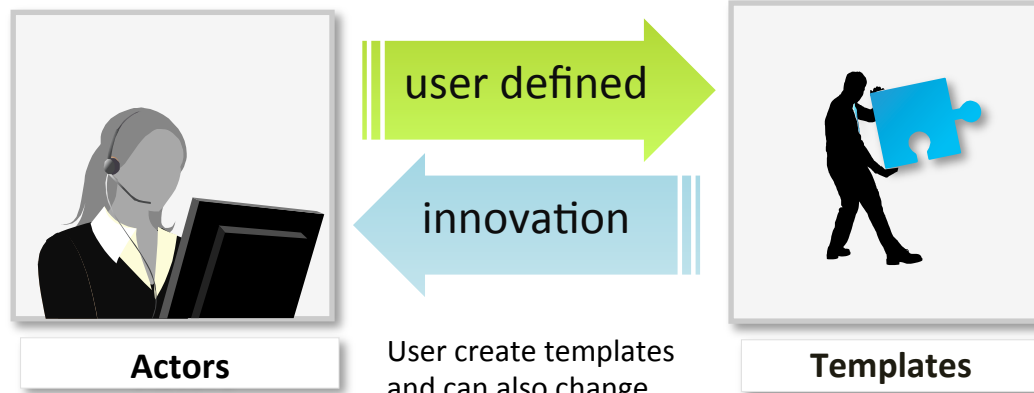
Complex requirements gathering.

Process flowcharts, exceptions, events

interfaces, GUI, rules and content coding

Complex changes have to be reviewed/tested.

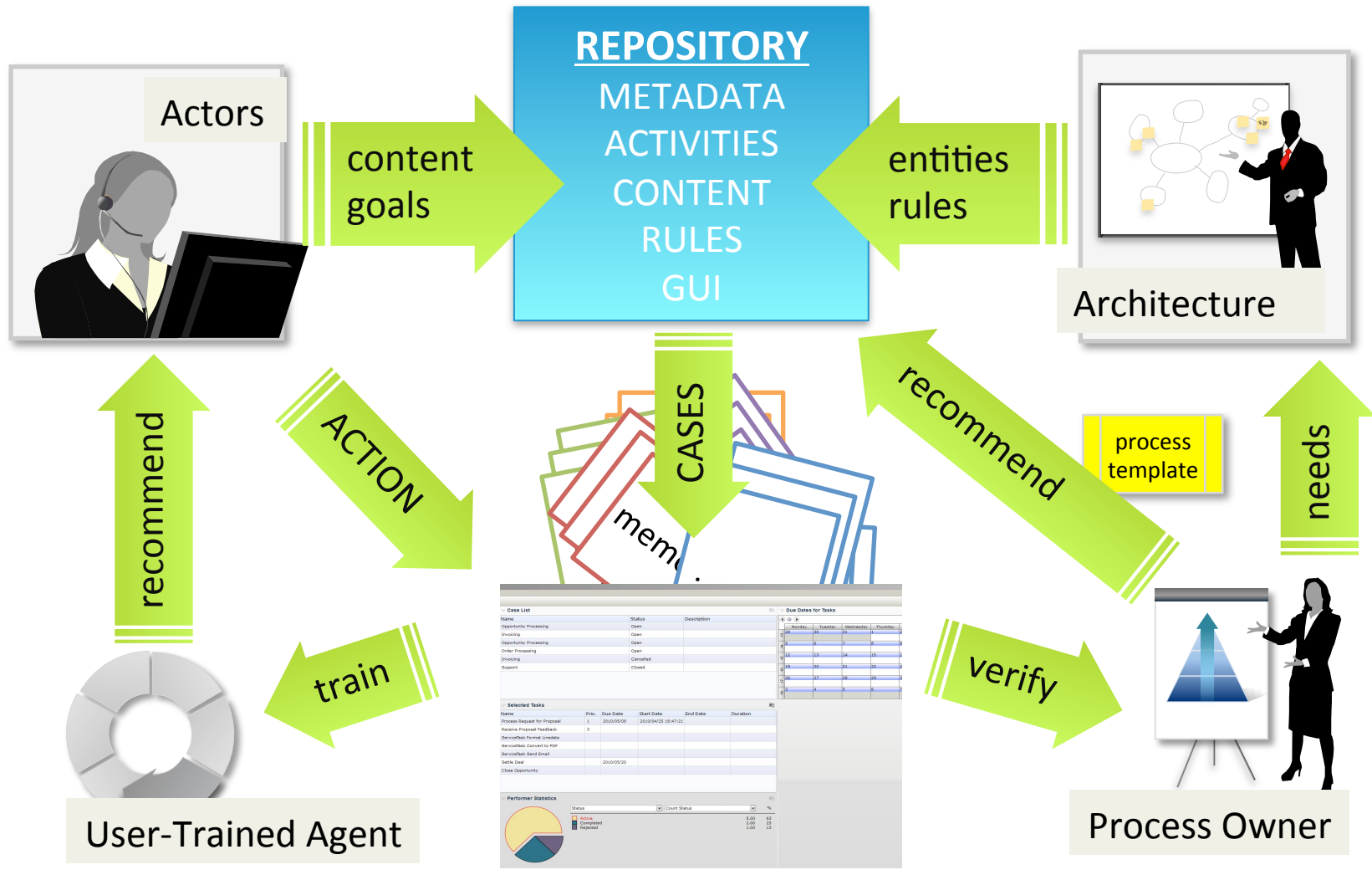
USERS CREATE ACTIVITIES INTERACTIVELY FROM ELEMENTS IN A TEMPLATE.



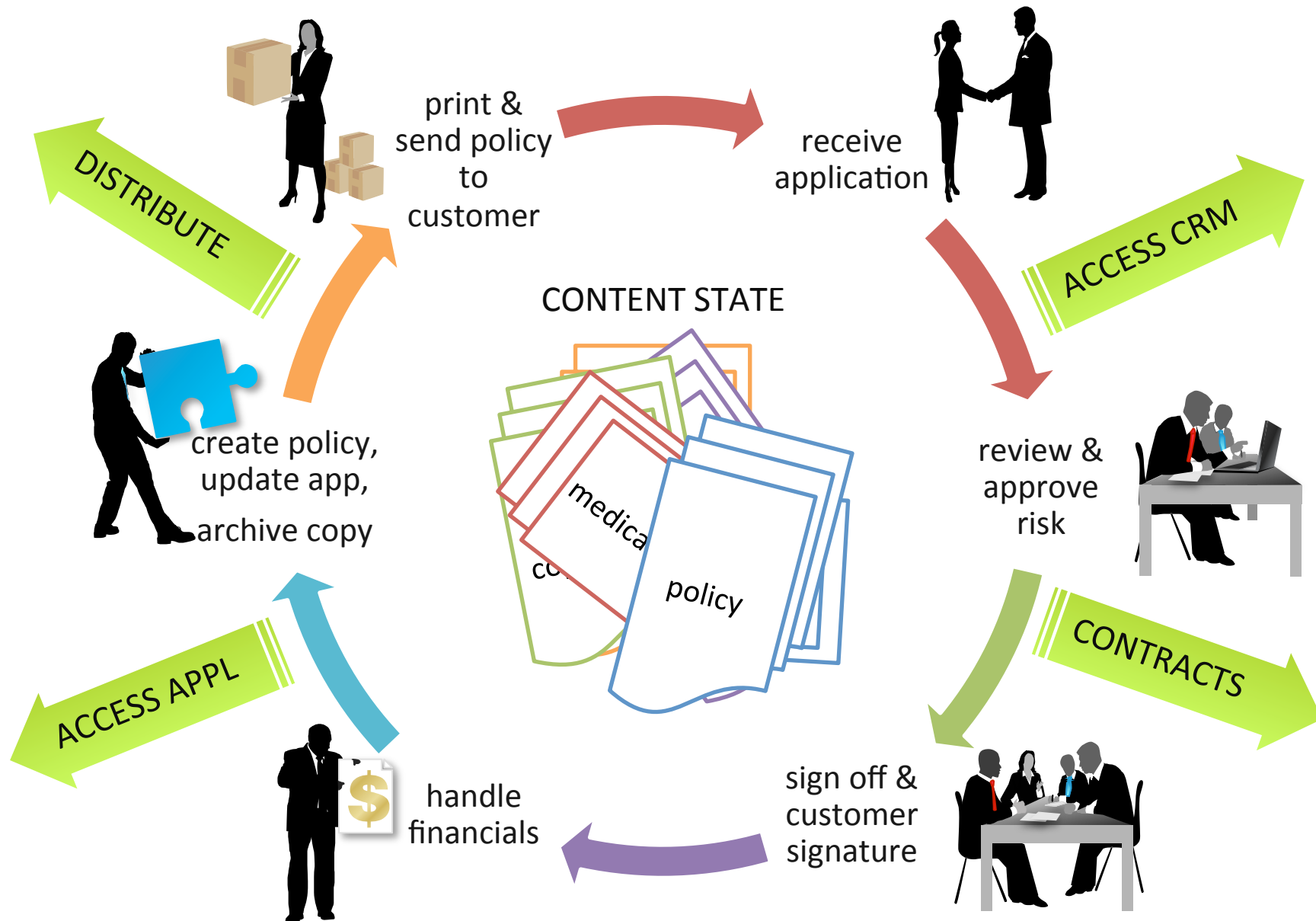
User create templates and can also change the process on the fly.

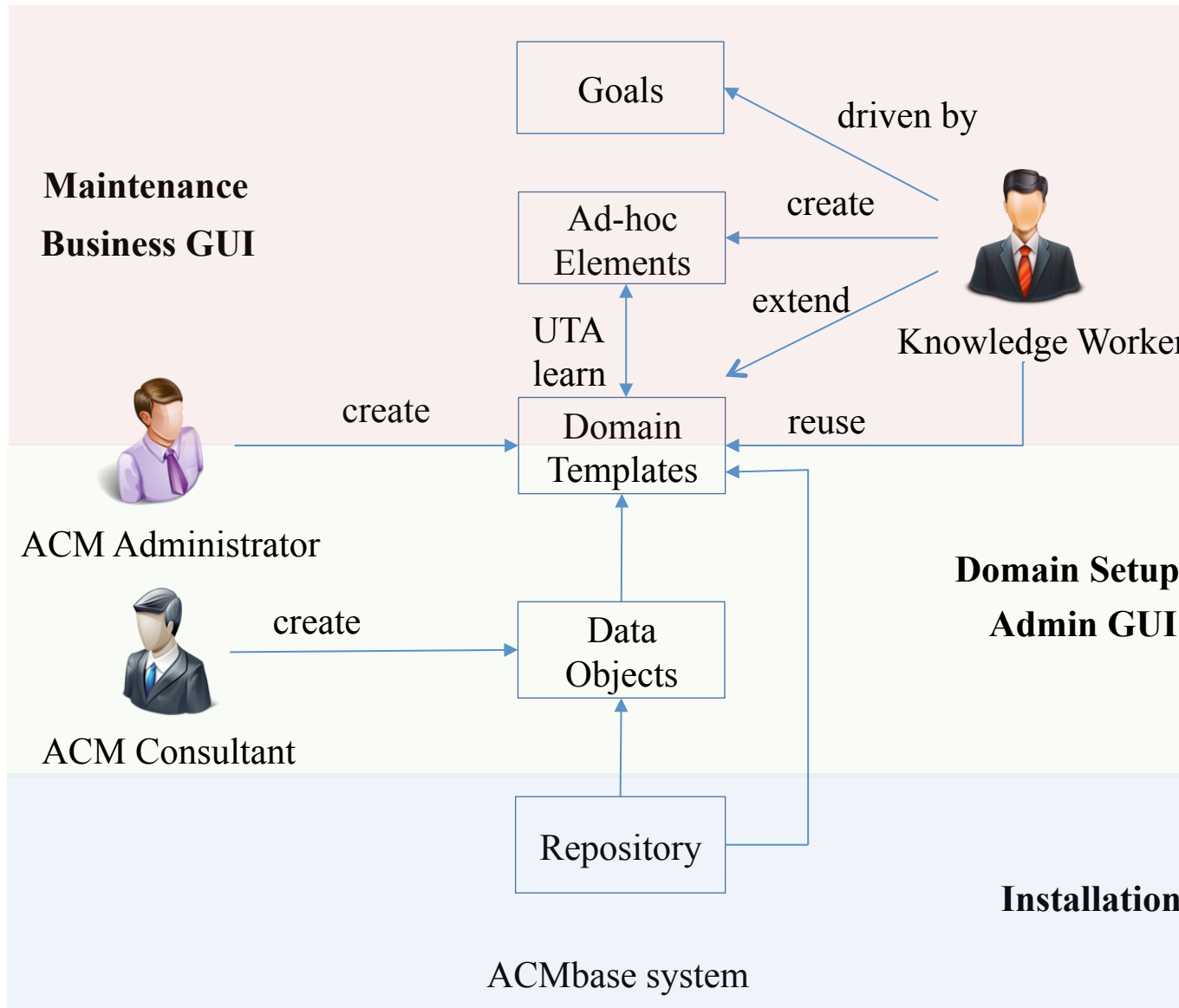
ADAPTIVE PROCESS INNOVATION

PROJECT MANAGEMENT, VERSIONING, DEPLOYMENT, ENACTMENT, INNOVATION



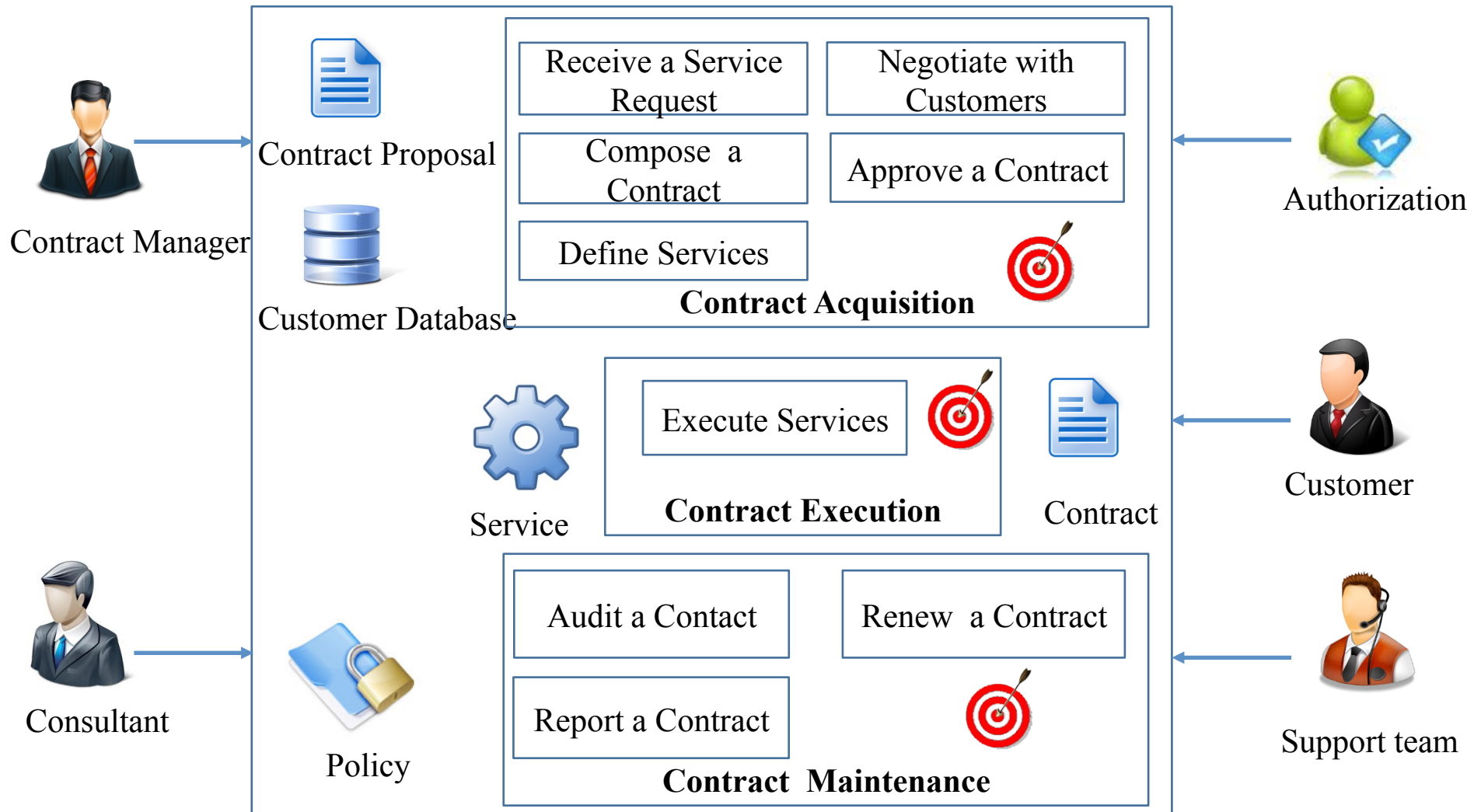
STUDY: CONTRACTS NEGOTIATION





Scenario

Service Contract Management (SCM)



Discussion

- Question 1: The authors demonstrate setup and maintenance factors using ACM. What are the experienced benefits and differences?
- Question 2: Differences to various ACM solutions and classical BPM implementations?