Business Processes – How to Make Them Smarter:
Rethinking the Management of Operational Decisions

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What would it take to enable working smarter? What would a business process that enabled working smarter look like? What new business opportunities and challenges would a real solution create? The answer lies in a marriage of techniques for organizing decision logic with those for organizing business processes.

The first step is simply to recognize the fundamental difference between business rules and business process, and to see how they can be treated as separate-but-equal concerns. Business rules are built up in building-block fashion from three basic ingredients – terms, facts and rules. Such decision logic must be managed, of course, but this produces significant benefits in terms of agility, consistency, and re-usability.

The most important benefit arises, however, as the components of business processes and business rules are interwoven by execution-time architectures. With the right mix of techniques, tools and vision, breakthrough business opportunities are now within the reach of every company.

- Challenges for processes and rules, and for operational work and knowledge
- How rules fit with business processes
- Best practices for designing business processes with rules
- Enterprise decisioning
- The how-to of real-time compliance, mass customization, and near-zero latency
- Extreme business agility