



# Agile Business Process Management with Sense and Respond

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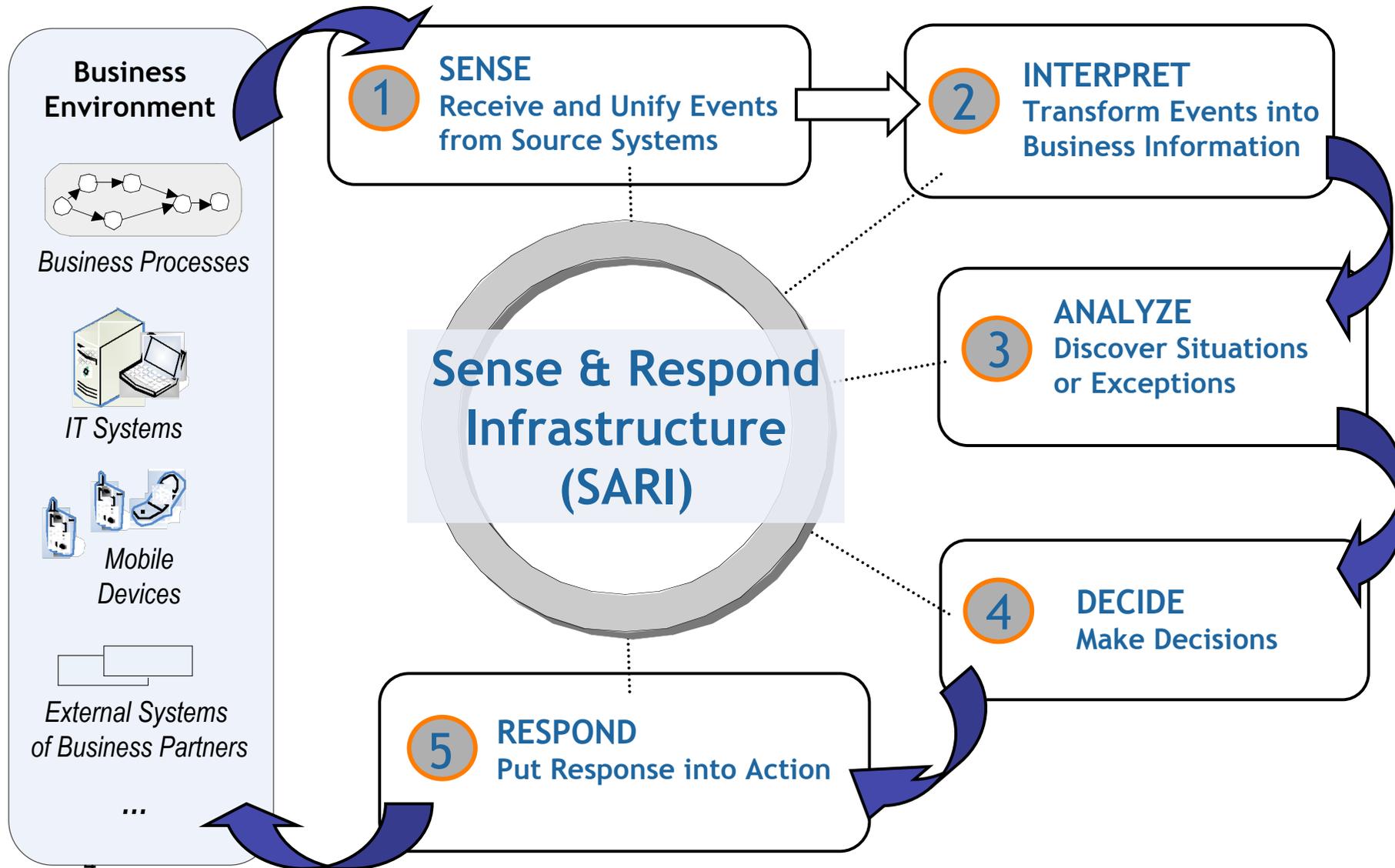
# The Agile Enterprise

- Strategies successful in the 80's and 90's not useful any longer
- From *traditional* over *dynamic/virtual* enterprises leading to general structure of *agile* enterprises
- What does “agility” mean on company level?
  - Capability of a system to react to unforeseen developments/events
  - Handle unanticipated change in environment
- Haeckl et.al. Suggest move from “Make-and-Sell” towards “Sense-and-Respond” enterprise strategy

# BPM with Sense and Respond

- Traditional Business Process Management
  - Assumes a high level of predictability
  - Such a business articulates it's mission and policies which will rarely be modified
  - Modification of strategy is disruptive
  - Disruption is Enemy of efficiency
- This strategy is not sustainable any longer, at least not in high-tech enterprises
- Software industry was/is in similar crisis
- Adaptiveness must take precedence over short-time efficiency considerations and plan driven operations
- Traditional BPM has weaknesses in reacting agile to changing conditions

# SARI – Sense & Respond Loops



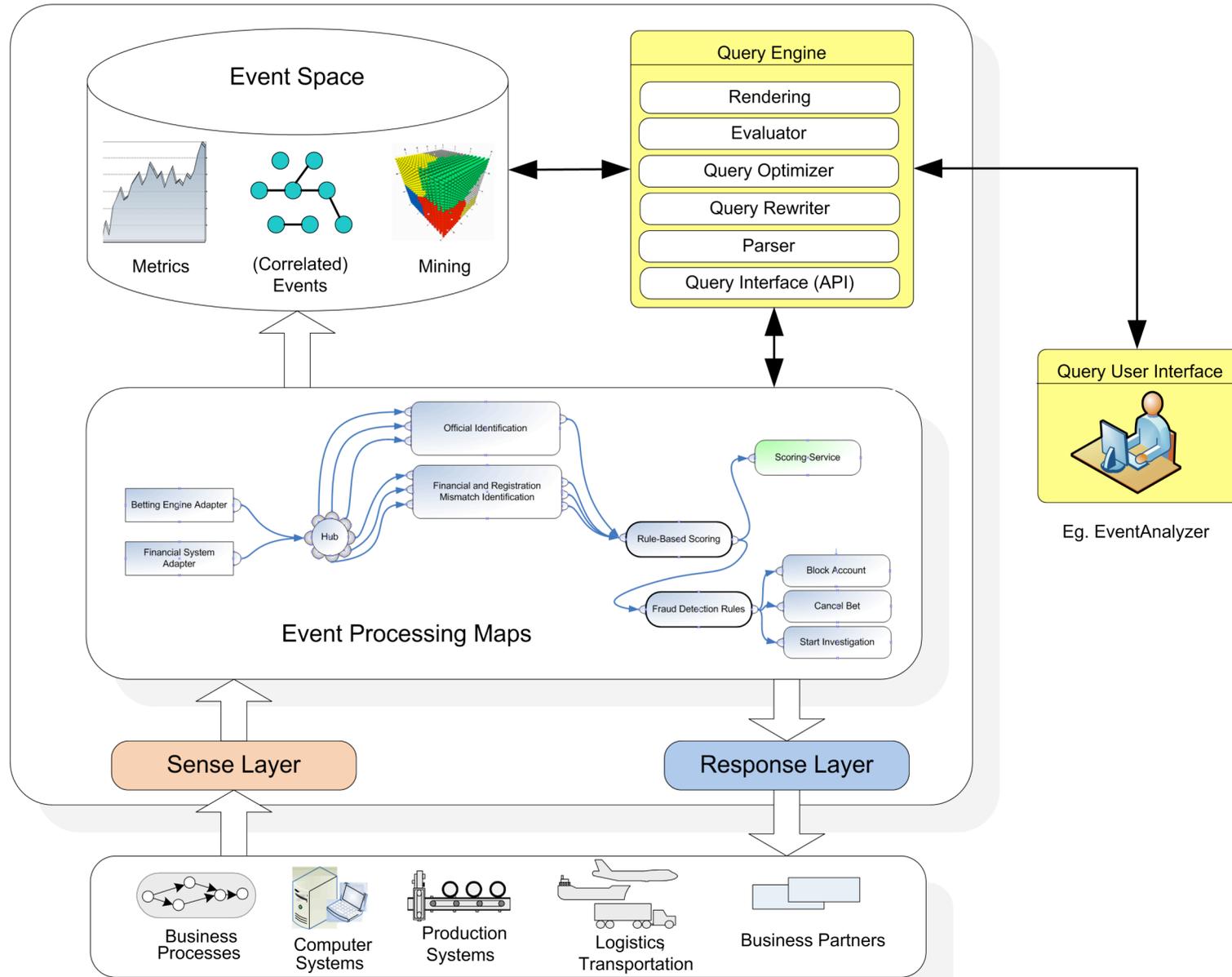
# Event-based Infrastructure for Process Management

- SARI continuously receives, processes and augments events from various sources
- Transformation of these events in near-real-time (opposed to analytical instruments like data warehouses) into
  - Performance indicators
  - Intelligent business actions
- Discovery and Analysis of business situations and creation of responses such as
  - Early warnings
  - Preventing damage from systems
  - Showing business opportunities
  - Adaption of business systems with minimal latency
- Building Sense-and-Response loops

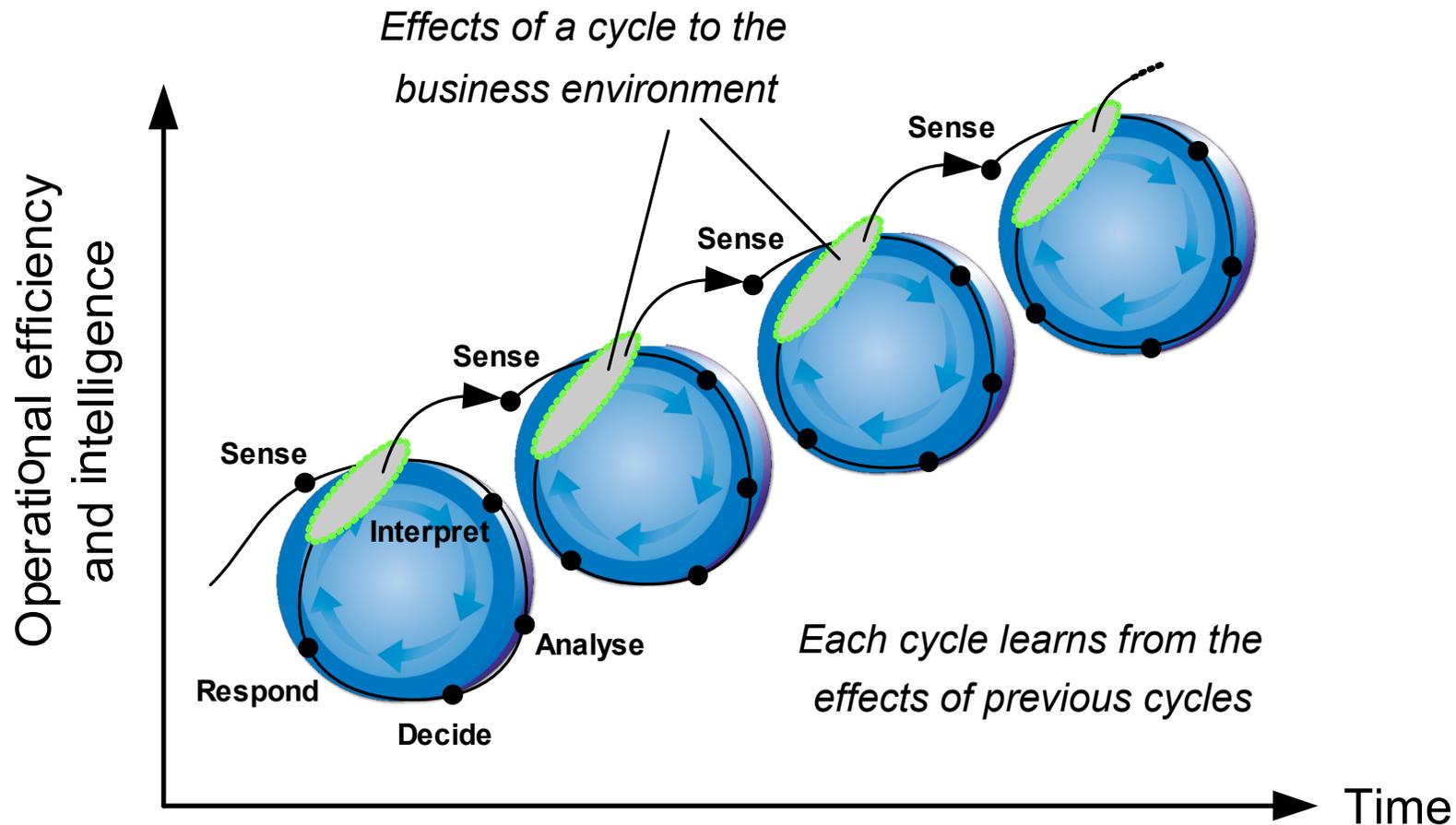
# Modeling Approach

- Focus on “Steps 2-4”: Interpret, Analyse, Decide
- Provide User-friendly Interaction with S&R System
- Agile Approach
  - Empower Individuals by emphasizing flexibility and responsiveness over efficiency and predictability
  - Responding quickly and intelligently to events in the business environment (also in the sense, that rules can be changed quickly, not only that processing is fast)
  - Give highest priority to S&R
- Hence think “Bottom-Up” rather than “Top-Down”

# “Big Picture”



# Continuous Learning from the Business Environment



# Summary

- Real-time business information: minimal latency
- Optimized business processes
- Automatic discovery of situations and exceptions
- Generating more accurate forecasts in near-realtime using “live” and historic data
- Integrating internal and external data sources
- Less integration effort (compared to traditional data-warehouse solutions)
- Not only “backend infrastructure”: Focus on **tool support** for various target groups and problems including
  - Tools to graphical model event processing steps in SARI
  - Tool to graphical model hierarchical Rules
  - Event-Mining Tools (“Event Cloud”)



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