

Business Process Management 1: Introduction, Methods, and Information Systems (Second Edition)

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Vom Brocke, Jan, Rosemann, Michael (Eds.), *Business Process Management 1: Introduction, Methods, and Information Systems* (Second Edition), 2015, Springer-Verlag Berlin Heidelberg, pp 727, \$229, ISBN 13- 978-3-642-45099-0, DOI 10.1007/978-3-642-45100-3.

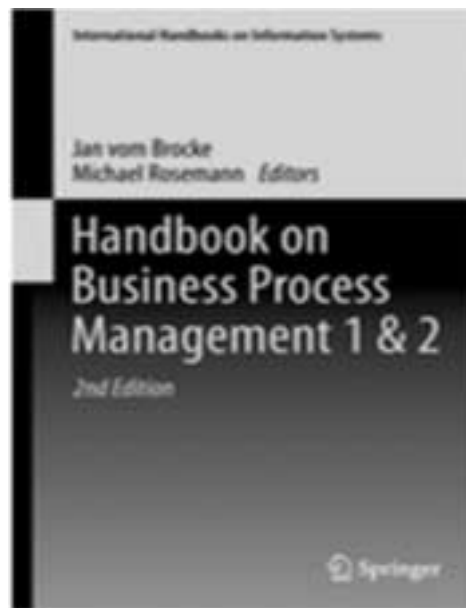
This bestselling book by Jan vom Brocke and Michael Rosemann's on *'Business Process Management 1: Introduction, Methods, and Information Systems* (Second Edition) as a first volume focuses on defining BPM approaches and examining various BPM methods and process-aware information systems. The book vividly guides in the integration of BPM into corporate methodologies and information systems for a customer centred approach to organisation management. This book's intended audience is both academic and non-academic readership.

As in the first edition, the second edition revolves around the six core elements of BPM such as strategic alignment, governance, methods, information systems, people and culture with some additions to the theoretical concepts of BPM, practical applications to the real life scenarios and some updates on the current progress made in the field. Additions to the chapters on areas such as in memory databases and social media and cases on how BPM could be applied to issues and challenges involved in process innovation, agility and sustainability. In addition, certain introductory chapters which have been added include process framework, process simulation, process value, process culture and process technologies.

The book is broadly divided into three parts, each subdivided into several chapters.

Part 1 Introduction briefly sets the scene by discussing the history of BPM, then describes the critical enablers for a high performance process, critical capabilities that are essential for success in processes. The later sections of this part introduce the concept of knowledge management and process improvement approaches to improve knowledge work. Further, the book focuses on the evolution of business process management through the work of great stalwarts like Geary Rumler and Micheal Porter.

Part 2 Methods focuses on various rules and guidelines for successful implementation of BPM. The methods are given at three levels. The process centric individual guidelines provide techniques for modelling, analysing, animating, simulating, improving or automating a process. The second level of methods focuses on the entire business process lifecycle which lays specific emphasis on various lifecycle phases with a special focus on lean management and six-sigma. The third level focuses on the enterprise wide implementation of BPR methods that define organisation's capability.



Part 3 Information Technology focuses on the role of IT in BPM in progression and innovation. This section highlights that there is much more to BPM than just automated execution of processes with three chapters showcasing the mutual impact of service management and process management. First chapter focuses on interrelationships between BPM and service oriented architectures with a special focus on enterprise optimisation and agility rather than technological challenges. The second chapter focuses on technical perspective on how the processes have to be designed to make full utilisation of the service oriented architecture. The third chapter focuses on the implementation plan from BPM to Service Oriented Architecture (SOA) that could act as a guideline in designing Process Aware Information Systems (PAIS).

Though the second edition revolves around the core elements of BPM, the author chooses a three part structure to focus broadly on introduction, methods and information technology. The structure makes it convenient for the readers to understand the various concepts.

The book brings together thought leaders around the world who have contributed in bringing together various concepts in BPM. Authors have substantiated their research work with extensive literary sources, which provides the researchers with enormous knowledge on various contemporary issues in implementing BPM. The fact that the authors were encouraged to include cross references from other chapters in the book highlights the integrated methodology adopted by the editors to follow a unique objective of the book, while providing rich individual contributions and viewpoints. The chapters have been beautifully compiled. The section on how to read the handbook provides in-depth understanding of the flow of the handbook. BPM Index has been developed in to give a quick understanding of the various terminologies. BPM who's who is an author index developed to provide an individual background of each author and its relatedness to their literature.

Overall, the book is a very good reference for academicians and practitioners for understanding and implementing the BPM practices. The book vividly covers both the managerial and the technical aspects of implementing BPM. Authors have brilliantly put together both aspects with enough examples from organisational processes for successful implementation of BPM. The book shall certainly be a boon to organisational leaders who want to bring significant changes in their business processes.