

Workflow

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- **What is Workflow and WF-technology**
- **Workflow & Information flow**
- **Workflow- vs process paradigm**
- **Forms of workflow**
 - Production
 - Collaboration / Coordination
 - Administrative / Ad-hoc
- **Market and vendors**

Workflow definition

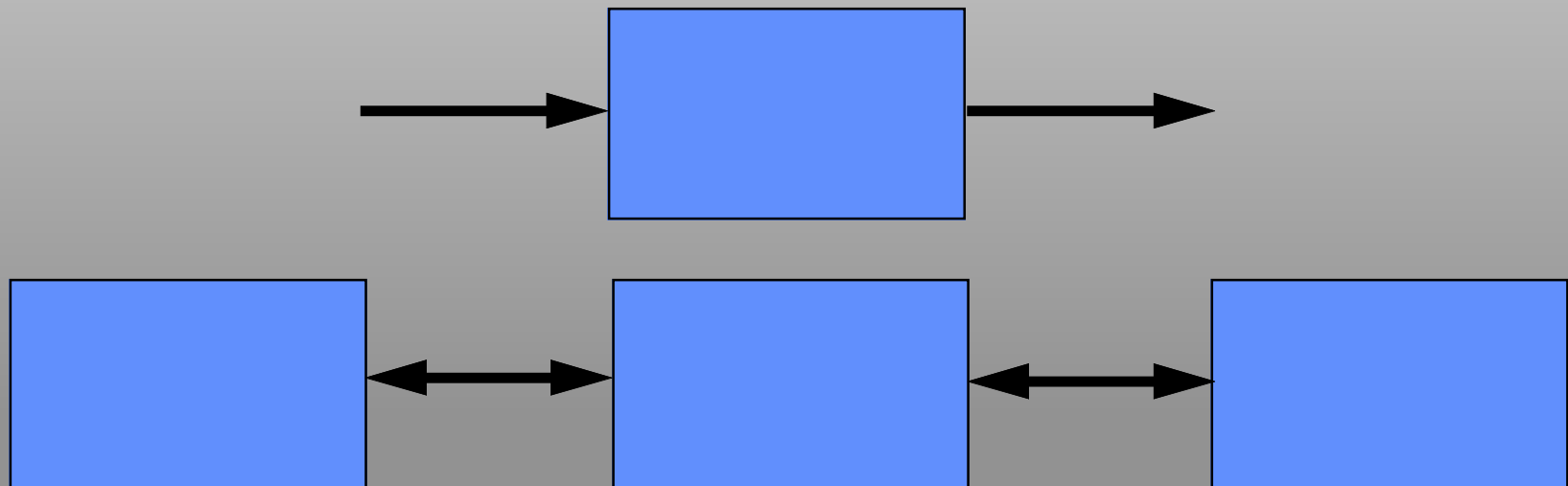
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- **Workflow is the sequence of actions or steps used in business processes. Workflow implies that there is more than one person involved in the process.**
- **Automated workflow applies technology to the process, though not necessarily to every action. Workflow software holds the promise to combine, to reorganize, and to compress business processes.**

Varför Workflow?

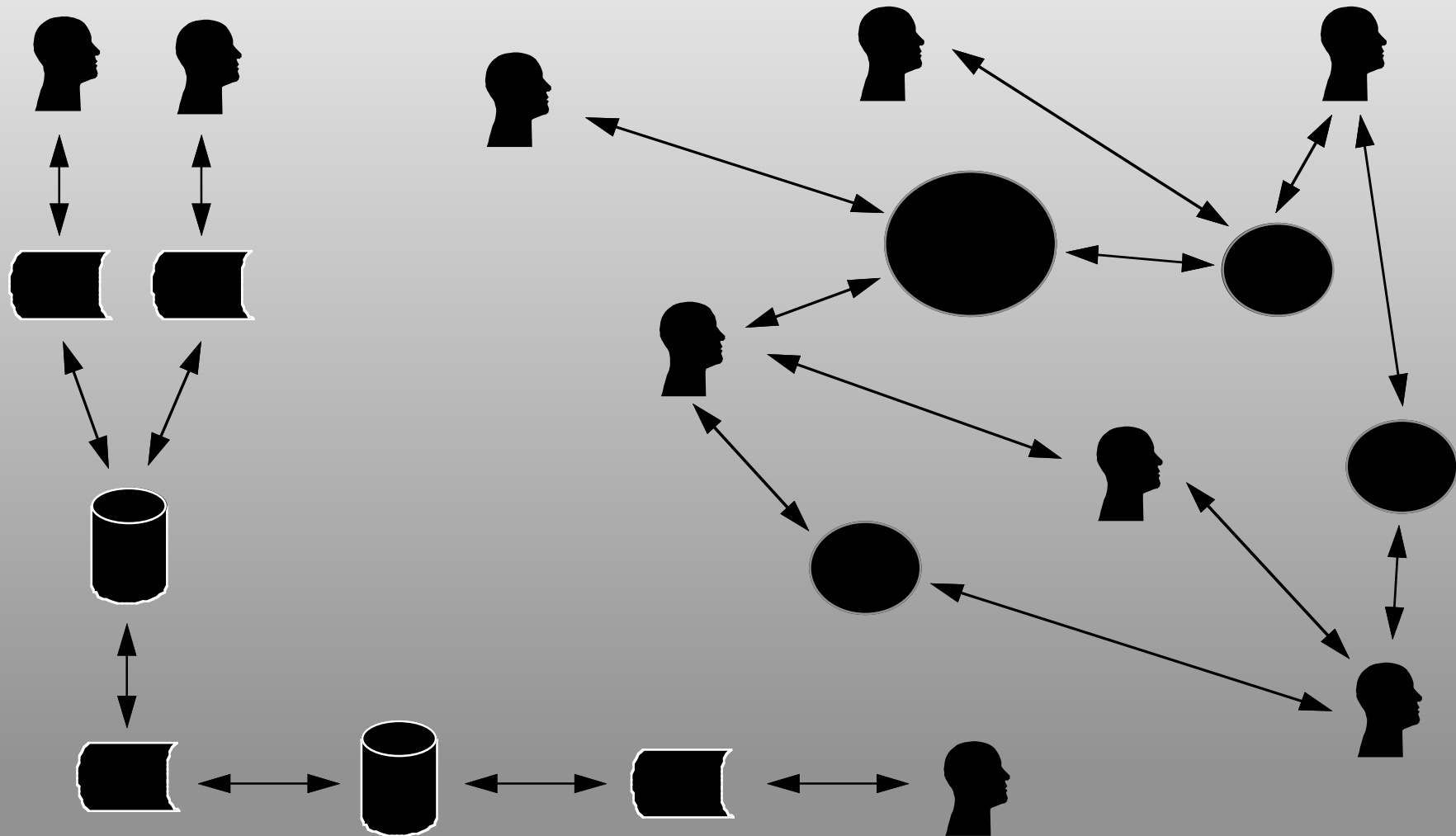
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- Fokus shift from ITO to coordination of work
- Bottle necks, errors, misunderstanding often occur in the transaction



Data -> kommunikation

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Workflow system

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- **Work flows and groups**
- **How is work moved**
- **Reduce manual work**
- **Reduce transaction time**
- **Efficiency / effectiveness in the flow**
- **Aktivities and routing**

Workflow system

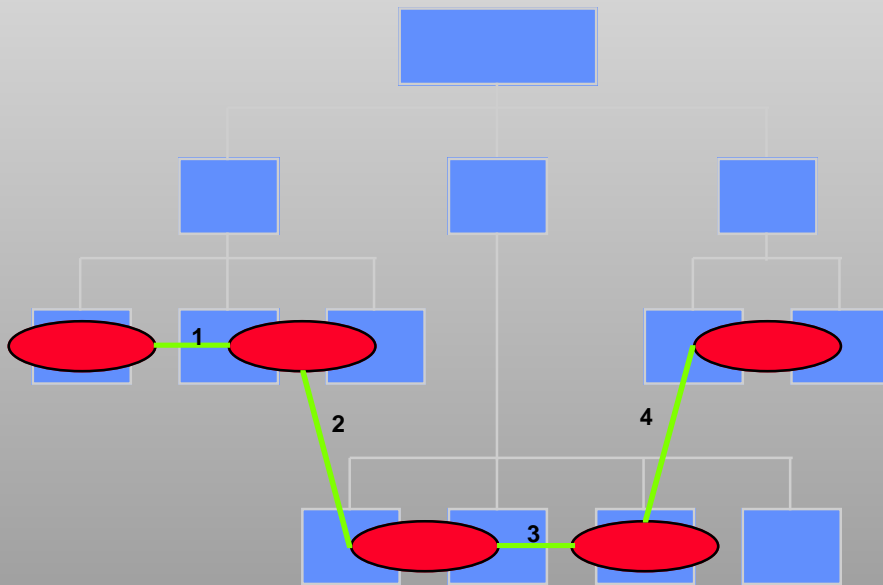
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- **Routing**
- **Tracking**
- **Dynamic distribution of work**
- **Prioritizing**
- **Monitoring and measuring**
- **Communication**
- **To do**

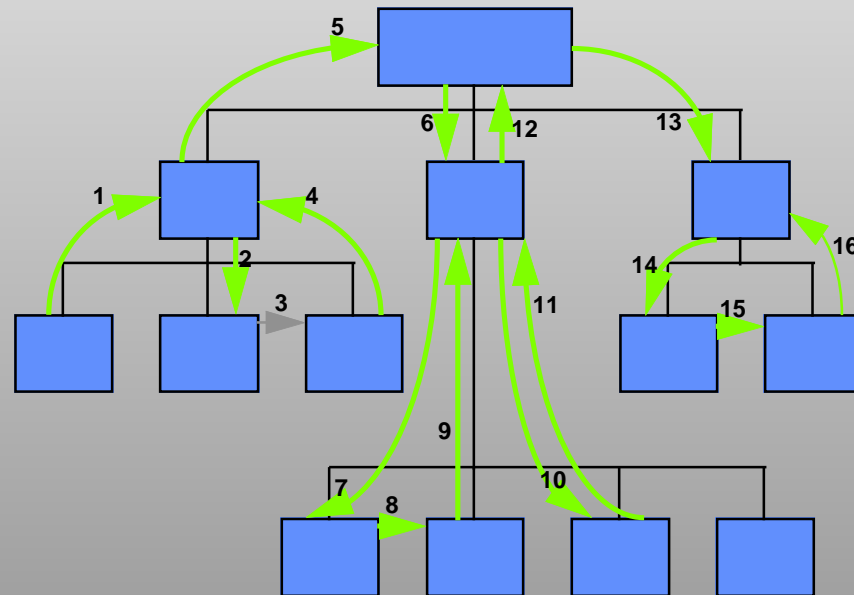
Workflow vs Info-flow

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“Business”



“Busy mess”



Workflow vs Info-flow

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- **Traditionalview**
 - information flow = organization
 - Work flow = processes
- **Optimum: organization = processes**
- **Result: Info flow = work flow**

Process & workflow

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Process paradigm

- **Organisational focus**
 - Transformation through organizational change
 - Human actors
- **Cross-functional**
- **Customer focus**
- **Customer satisfaction**
- **Top-line, top-down**

Workflow paradigm

- **Fokus on information**
 - Transformation through automation
 - Computer support
- **Technical limitations**
- **Operational focus**
- **Effectiveness/efficiency**
- **Bottom-line, bottom-up**

Process & workflow

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Process paradigm

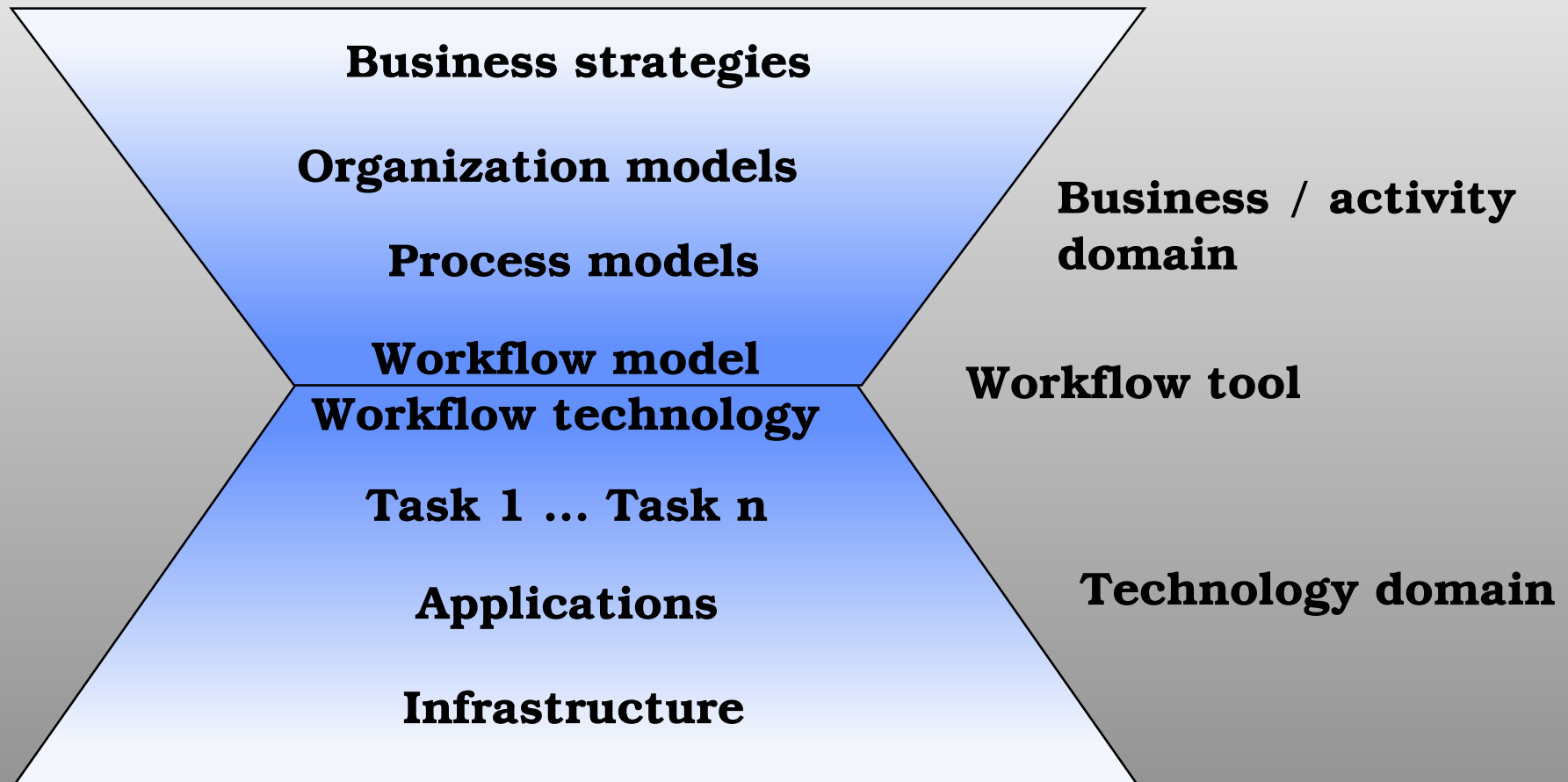
- **Based on future strategies**
- **No starting point in current activities**

Workflow paradigm

- **Productivity**
 - **prioritize**
 - **communication**
 - **tracking**
 - **automation**
- **Automation of routine work through IT**

2 starting points

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Workflow can be seen as...

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- **information oriented view of a business process**
 - Information as strategic asset
 - Change agent for work
 - Remover of bottle necks
 - Replacement for human work

Types of workflow

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		Repetitiveness	
		High	Low
Value added	High	Production Transactions <ul style="list-style-type: none">• Loans• Insurances	Collaborative Process managem. <ul style="list-style-type: none">• Product developm.• Marketing SRC
	Low	Administration Forms / Documents <ul style="list-style-type: none">• Purchasing order• Reports	Ad hoc Groupware <ul style="list-style-type: none">• FYI• Info request

Production workflow

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- **Transaction management**
- **Well known technology (imaging, OCR)**
- **Vertical applications**
 - **Banks**
 - **Insurance companies**
 - **Health care ?**
- **High cost: \$/seat**

Production workflow


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- **Key aspects**
 - High performance
 - Integration of applications
 - Reliability
 - Rule based “routing”
 - Integrated document bases
 - Standard platforms

Production workflow

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	Imaging	Non-imaging	Integr.
Application	Loans Accounting Claims Tax systems		HRM Accounting Purchasing
Vendors	FileNet, Sigma, ViewStar, IBM, Optica, Wang, Recognition	ActionTechnol., Staffware, XSoft	SAP, Oracle PeopleSoft, D&B



Collaborative workflow

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- **Built upon process thinking**
- **Technology still under development**
- **Horizontal applications**
 - **Process industry**
 - **Concurrent engineering**
- **ROI focus**

Collaborative workflow

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- **Key aspects**
 - Shared information
 - Corporate wide
 - Multiple platforms
 - Ad-hoc routing
 - Integration of document base

Collaborative workflow

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	Process management	High End Doc. Man.
Application	Processes with high complexity, knowledge management, product development	Repository management, document management
Vendors	Action, Portfolio, IBM, XSoft, KeyFile, Staffware, Recognition	Alpharel, HP, Odesta Cimage, InterLeaf, Documentum, JCST

Admin./Ad hoc workflow

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- **Desktop tool**
- **Part of messaging system**
- **Mass market**
- **Low cost per seat**

Admin./Ad hoc workflow

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- **Key aspects**
 - IOS, corporate level
 - Often in email form
 - Multiple platforms and environments
 - Pop-up
 - Ad-hoc routing

Admin./Ad hoc workflow

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	E-forms	Proc.manag.	Desktop
Application	Admin. processes, cost report, travel request	FYI, correspondence	Routing for comments, approval
Vendors	Delrina, Lotus, JetForm, IBM Banyan	Lotus (Notes), ICL, Action, DEC	KeyFile, IBM, Saros, XSoft, PCDOCS, Novell