



# Comparing to Business Process Management

Business Processes coordinate or orchestrate the behavior of people, systems, information, and things to produce business outcomes. Processes are typically structured and repeatable. Creating a solution to a business need will often involve bringing together Case Management, Business Process Management and Decision Management.

## Case Management

You can define a collection of activities that can be completed to solve a business need.

Activities occur in an unpredictable order.

Events determine how work progresses. As events occur, a person or system chooses the appropriate activity. The resulting steps can vary depending on the event and choices made by the worker. Activities are not directly linked to one another.

People primarily determine the activities. Handling a customer with an insurance claim is done by a person who uses their judgment to determine the best solution for this particular case.

## Business Process Management

You can define a sequence of activities that need to be completed to solve a business need.

The sequence of activities seldom changes; that is, the process is predictable and repeatable. The sequence may also be mandated by regulation.

The process determines the order of events. The first activity determines the first set of events, which then leads to the next activity and the next set of events. The activities are linked to one another, which determines how they proceed.

The activities are often digital. A repeatable sequence, such as checking for previous insurance claims from a database, can be automated.

Open standard notations exist for defining case, process and decision models: BPMN, CMMN and DMN. A wide variety of tools exist to develop, design and execute these business models.

