BPMN + CMMN + DMN
An overview
Rapid Technological Adoption

Changing Customer Behaviour

Digital Revolution

Increasing Competition

A paradigm shift no organization can escape
Digital Transformation

Evolve or die
Focus on Outcome

Creating new business models and new forms of customer engagement by leveraging knowledge worker abilities

- Customer Experience
- Business Model
- Operational Processes
- Innovate
- Transform
- Improve

Benefits to Customer

Value to Business
Improve
Doing the same thing better

Innovate
Doing new things

Transform
Doing new things that makes the old way obsolete
Business Executives

LOB Managers

Enterprise Architects

Business Architects

Business Executives

Business Analysts

Process Analysts

Stakeholders perspectives
Types of Work Efforts

- **Orange**: Service Request (workflow-heavy)
- **Blue**: Investigative (data-heavy)
- **Green**: Incident (collaboration-heavy)
- **Red**: Process to Decision (rules- or policies-heavy)
Improving Work Efforts

- Quality
- Cost
- Value
- Time

Structured Workflow

Lean

Unstructured Workflow

6σ

Efficiency
Doing things right

Effectiveness
Doing the right things
Business Analysts toolbox

- Process Management
- Case Management
- Decision Management
A disciplined approach that allows organizations to become more efficient
A paradigm shift to support knowledge-intensive work
Decision Management

Increases an organization's agility and adaptability by defining both the requirements of and the logic of business decisions.
What are BPMN, CMMN and DMN

- Languages for describing operations
- Means to Ends
- Tools not Solutions
Why use BPMN, CMMN or DMN

- Unambiguous format for modeling processes, cases and decisions
- Can be interchanged between different vendors’ products
- Provide common and readily-transferable skills that are learned by analysts
When to use BPMN, CMMN or DMN

- BPMN is about Processing
- CMMN is about Managing
- DMN is about Deciding
<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variable</td>
<td>Every work effort instance looks slightly different</td>
</tr>
<tr>
<td>Unpredictable</td>
<td>The exact course of action is unknown and highly situation specific</td>
</tr>
<tr>
<td>Emergent</td>
<td>The exact course of action only emerges during process execution when more information becomes available</td>
</tr>
</tbody>
</table>
What is BPMN

• What is BPMN?
  • Business Process Model and Notation
  • BPMN is a standard published by the Object Management Group (OMG).

• Why BPMN matters?
  • Universal graphical notation for drawing business processes
  • Readily understandable by business stakeholders
  • Aim to bridge the gap from modeling to subsequent implementation

• Current Status
  • BPMN 2.0 is the current version
BPMN is a universal graphical notation for documenting business processes and driving process improvement initiatives. It enables a disciplined process approach that allows organizations to become more efficient.

Trisotech is a global leader in digital enterprise solutions, offering innovative and easy-to-use software tools that allow customers to discover, model, analyze and find insights into their digital enterprise.
What is CMMN

- What is CMMN?
  - Case Management Model and Notation
  - CMMN is a standard published by the Object Management Group (OMG).

- Why CMMN matters?
  - A common meta-model and notation for modeling and graphically expressing a Case
  - Aim to model activities that depend on evolving circumstances and ad hoc decisions by knowledge workers
  - Provides flexibility via planning at run time

- Current Status
  - CMMN 1.0 released May 2014
  - CMMN 1.1 Beta March 2016
CMMN offers a common notation for graphically expressing work patterns that require management of a case. It enables a paradigm shift from prescriptive processes to supporting knowledge-intensive work facing uncertain contexts.
What is DMN

- What is DMN?
  - Decision Model and Notation
  - DMN is a standard published by the Object Management Group (OMG).

- Why DMN matters?
  - A common meta-model and notation for describing and modeling repeatable Business Decisions
  - Enables various groups to effectively collaborate in defining a Decision Model
  - Provides a standard notation for Decision Tables

- Current Status
  - DMN 1.1 released Jun 2016
DMN provides a modeling notation to capture business decision requirements and decision logic. It increases an organization’s agility and adaptability by capturing the business decisions independently from where they are used.

Decision logic using a Decision Table

<table>
<thead>
<tr>
<th>Inputs</th>
<th>Description</th>
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<tr>
<td>Input Data 1</td>
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<tr>
<td>Input Data 2</td>
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<tr>
<td>Decision 2</td>
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<table>
<thead>
<tr>
<th>Rows</th>
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<th>Result</th>
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<tr>
<td>1</td>
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<td>True</td>
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<tr>
<td>2</td>
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<td>True</td>
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<tr>
<td>4</td>
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</table>

Decision Requirement Diagram (DRD)

Decision 1

Input Data 1

Input Data 2

Knowledge Source

Business Knowledge Model

Input Data 3

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Download Free BPMN, CMMN and DMN templates at www.Trisotech.com/Visio

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<table>
<thead>
<tr>
<th>Focus</th>
<th>Semantics</th>
<th>Rules</th>
<th>Knowledge</th>
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<tbody>
<tr>
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<td>First Order Logic</td>
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<td>BPMN</td>
<td>Event Condition Action (ECA)</td>
<td>Knowledge</td>
</tr>
<tr>
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<td>Event Condition Action (ECA)</td>
<td>Knowledge</td>
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BPMN, CMMN and DMN are truly the triple crown of process improvement standards, supporting process management, case management and decision management initiatives. Together they enable end to end modeling of your operations.

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Best Practices

- BPMN + Gateways \(\rightarrow\) DMN
- BPMN + Events \(\rightarrow\) CMMN
- BPMN + Adhoc \(\rightarrow\) CMMN
- CMMN + Task Interdependencies \(\rightarrow\) BPMN
NextGen BPM

• Agile
  • Adaptive
  • Leveraging Knowledge Workers

• Smart/Intelligent
  • Knowledge focused
  • Leveraging Business Goals, Business Rules

• Contextual
  • Information focused
  • Leveraging Business Events
FREE

- BPMN, CMMN & DMN Visio Templates
- BPMN, CMMN & DMN Posters

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