

1. Record Nr.	UNISA996336450903316
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Titolo	A pragmatic guide to business process modelling [[electronic resource]] / / Jon Holt
Pubbl/distr/stampa	Swindon, : British Informatics Society Limited, 2009
ISBN	1-62870-261-3 1-906124-27-2
Edizione	[2nd ed.]
Descrizione fisica	1 online resource (250 p.)
Disciplina	658.40630113
Soggetti	Organizational behavior
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references (p. 205-206) and index.
Nota di contenuto	Copyright; Contents; List of figures and tables; Author; Foreword; Acknowledgements; Abbreviations; Glossary; Useful Websites; Preface; 1 Introduction; 2 The UML Diagrams; 3 Requirements for Process Modelling; 4 The Process Meta-Model Expanded; 5 Process Mapping and Metrics; 6 Case Study; 7 The Bigger Picture - Enterprise Architecture; 8 Presentation; 9 Teaching Guide; 10 Tools and Automation; 11 Answers to Exercises; Appendix A - Summary of the Process Modelling Meta-model; Appendix B - Summary of UML Notation; References; Further Reading; Index; Back Cover
Sommario/riassunto	This expanded second edition shows how effective and accurate modelling can deliver a more complete understanding of a business. Jon Holt covers all aspects of the BPM process, including analysis, specification, measurement and documentation. New chapters deal with the presentation of process information, enterprise architecture and business tools.