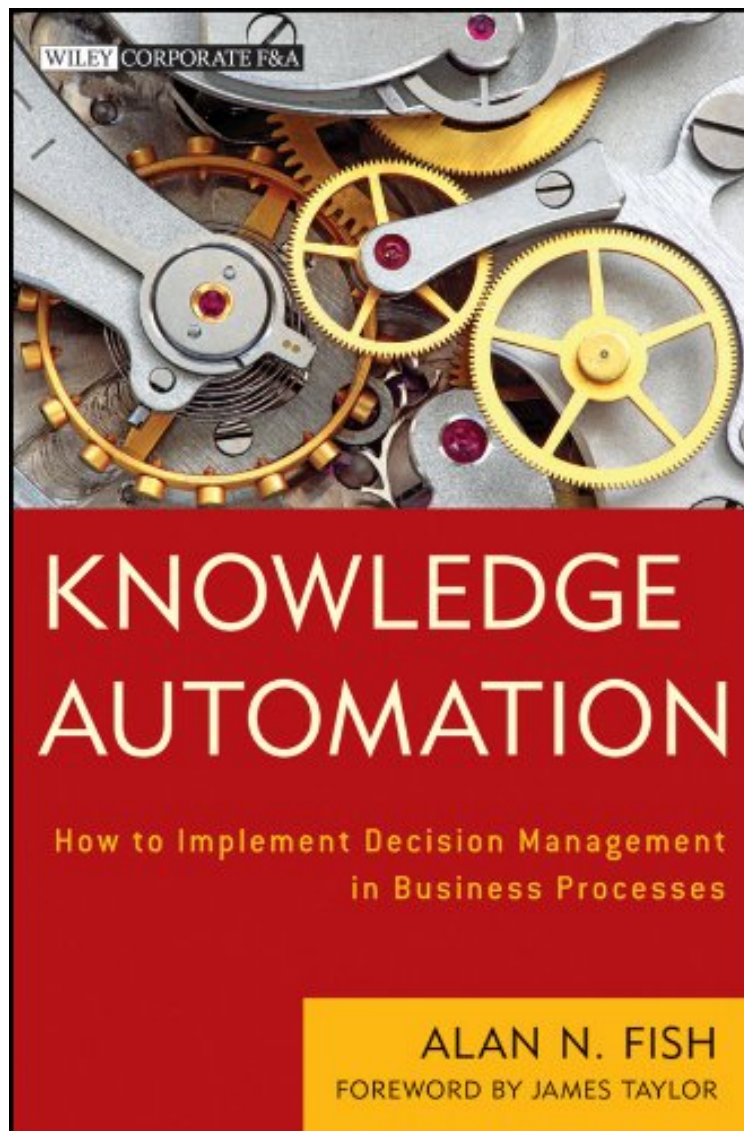


[Read and download] Knowledge Automation: How to Implement Decision Management in Business Processes (Wiley Corporate FA)

Knowledge Automation: How to Implement Decision Management in Business Processes (Wiley Corporate FA)

Alan N. Fish

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Alan N. Fish : Knowledge Automation: How to Implement Decision Management in Business Processes (Wiley Corporate FA) before purchasing it in order to gauge whether or not it would be worth my time, and all praised Knowledge Automation: How to Implement Decision Management in Business Processes (Wiley Corporate FA):

3 of 4 people found the following review helpful. Practitioner's Guide By Gagan Saxena I was waiting eagerly for this book given the high praise from James Taylor. (James has written the foreword here.) I have followed Alan's work

through his blog and have been particularly impressed with his use of Decision Dependency Diagrams. In this book Alan has done a great job in laying out the Decision Requirements Analysis (DRA) framework in context of the larger picture of implementing Decision Management systems. This fills a huge gap in how to approach the technology implementation. Filled with very good advice and sidebar comments, the book is an easy read. All concepts and things of note are helpfully highlighted. A good reference book for all practitioners in the exciting (kind of new) field of knowledge automation. 4 of 5 people found the following review helpful. An excellent introduction to techniques every analyst should learn.

By James Taylor

Some time ago I got a pre-release copy of this book on the analysis and design techniques of decision management. I was delighted to write a foreword for Alan and with the arrival of a printed copy I wanted to extend this with a review. Alan's book lays out the core analysis techniques you need to model and manage decisions. I use these techniques in my decision discovery work with clients and wove them into the approach I describe in my most recent book, *Decision Management Systems: A Practical Guide to Using Business Rules and Predictive Analytics*. The book begins with an overview of the knowledge economy, why systems need to embed knowledge and why decisions matter in this context. Having established a clear case for decision management he follows with an excellent discussion of the role of decisions and decision management in process management. Decision Management and Process Management go hand in hand and most business problems will require an effective combination. As Alan says, Decision Management involves more than just identifying operational decisions, you must also "codify the knowledge used to make them, and encapsulate the knowledge in automated decision-making systems." Alan shows that it is essential not to simply replicate what you do today, but to improve it. Using Decision Management to automate and improve decision making changes the processes of which these decisions are a part, making them simpler, smarter and more agile. Alan's focus on decisions as a means to drive process innovation is therefore particularly welcome. His hierarchy of a customer journey supported by a business process and a set of decisions is an effective model, especially when the decisions are implemented in decision services that encapsulate the decision making logic required. This chapter is full of good advice including some great discussion of roles in decision making and his emphasis of organizational issues and constraints is likewise central to effective modeling of decisions. Chapter 3 gives a nice summary of the available technology and then the book moves into the core techniques of Decision Requirements Analysis and their application in building automated decision-making systems. The first of these focuses on decisions and decision services. As Alan says "Decision Services make decisions" which sounds trivial but is core to his approach and to my focus on Decision Management Systems. The decisions being implemented in Decision Services should be modeled and managed top-down and Alan works his way through an effective set of techniques to do this, covering both modeling and requirements gathering. The 3 kinds of information needed to make a decision - data, knowledge and prior decisions - are well explained and he makes great points about the interactions of processes with decisions and role of rules in defining decision logic and hence knowledge. A succinct and effective description of how to map all this analysis to design and implementation using a business rules management system and related technology follows. He wraps up with some useful decision patterns.

As I said in my foreword "I have been working in Decision Management for most of the last decade, spending much of that helping companies use business rules and predictive analytic technology to automate and improve business decisions. Alan's approach to gathering, modeling and managing decision requirements immediately struck me as the right way to approach this problem. I have been using it with my clients ever since." This approach works, which is why I use it, and if you are interested in building Decision Management Systems or doing effective decision-centric analysis before using business rules, then this book should be on your bookshelf.

A proven decision management methodology for increased profits and lowered risks

Knowledge Automation: How to Implement Decision Management in Business Processes describes a simple but comprehensive methodology for decision management projects, which use business rules and predictive analytics to optimize and automate small, high-volume business decisions. It includes Decision Requirements Analysis (DRA), a new method for taking the crucial first step in any IT project to implement decision management: defining a set of business decisions and identifying all the information—business knowledge and data—required to make those decisions. Describes all the stages in automating business processes, from business process modeling down to the implementation of decision services. Addresses how to use business rules and predictive analytics to optimize and automate small, high-volume business decisions. Proposes a simple "top-down" method for defining decision requirements and representing them in a single diagram. Shows how clear requirements can allow decision management projects to be run with reduced risk and increased profit. Nontechnical and accessible, Knowledge Automation reveals how DRA is destined to become a standard technique in the business analysis and project management toolbox.

From the Inside Flap

Knowledge Automation: How to Implement Decision Management in Business Processes

Organizations are constantly searching for ways to make their business processes more effective, less costly, and more agile, with strategies increasingly involving three technologies: decision management; business process management systems (BPMS); and service-oriented architectures (SOA). Providing a methodology that allows companies to create

a simple and clear approach for defining business decision needs, Knowledge Automation is your one-stop how-to guide to understanding the intersection of these technologies. Sharing his twenty-five years of decision management experience, author and renowned industry expert Alan Fish presents a pragmatic and straightforward guide to help CFOs, CIOs, and technology managers use business rules and predictive analytics to optimize and automate small, high-volume business decisions. It describes Decision Requirements Analysis (DRA), a new, quick, and simple-to-use method for defining a set of business decisions and identifying all the information—business knowledge and data—required to make those decisions. Examining the levels of a knowledge automation project, from the very top—the motivating business strategy—down to the techniques used to implement business knowledge in decision services, Knowledge Automation is your ultimate nontechnical guide to: How business processes can be redesigned to automate operational decision-making through the use of BPMS The most important technologies used for encapsulating business knowledge in decision services The principles of DRA and the Decision Requirements Diagram (DRD)—and how to run a structured workshop resulting in the creation of an automation-scoping document Using the DRD structure to scope, estimate, plan, and manage a project to implement a set of decision services Exploring a simple method destined to become a standard technique in the business analysis and project management toolbox, Knowledge Automation explains how decisioning requirements can be represented in a single diagram and how the results of this analysis can be used to estimate delivery costs, manage projects efficiently, and facilitate system design.

From the Back Cover
Praise for Knowledge Automation How to Implement Decision Management in Business Processes "With this book, Alan has written a practical and straightforward guide to using the Decision Requirements Analysis approach . . . [and] shows how the approach helps at every stage of projects, from discovery to implementation. If you plan to analyze and model decisions, and you should, this book will show you how to do so. I feel strongly that this is the best approach for modeling decisions out there." —From the Foreword by James Taylor, CEO and Principal Consultant, Decision Management Solutions

Increase profits and lower risks with the solid decision management methodology found in Knowledge Automation Revealing a simple but comprehensive methodology for decision management projects—which use business rules and predictive analytics to optimize and automate small, high-volume business decisions—Knowledge Automation introduces Decision Requirements Analysis (DRA), a new method you can employ in any IT project to implement decision management. A true nontechnical how-to guide, Knowledge Automation presents the nuts and bolts for implementation of: All the stages in automating business processes, from business process modeling down to the implementation of decision services Business rules and predictive analytics to optimize and automate small, high-volume business decisions A simple "top-down" method for defining decision requirements and representing them in a single diagram Clear requirements to allow decision management projects to be run with reduced risk and increased profit Knowledge automation projects need careful management if they are to be successful. Improve your automated business decisions. Streamline the analysis and design of your business's decision management systems. Do it all with Knowledge Automation.

About the Author
ALAN N. FISH is Principal Consultant in Decision Solutions with FICO: the leader in Decision Management. He is an authority in the use of business rules for decision management with innovations including new methodologies for decision service analysis, design, and development, in particular the technique of Decision Requirements Analysis (DRA). He has over twenty-five years of experience in implementing decision-making systems and has been responsible for many significant IT projects at the forefront of current technology. He has published numerous papers covering such diverse topics as rule-based systems, multi-agent systems, human factors, robotics, and process management.