Professional Certificate in Business Process Management with Artificial Intelligence

Business Process Implementation and Deployment

Artificial Intelligence (AI): The simulation of human intelligence in machines that are programmed to think like humans and mimic their actions. The term may also be applied to any machine that exhibits traits associated with a human mind such as learning and problem-solving.

Business Process: A series of steps performed by a group within an organization to achieve a specific goal. These steps are often repeated many times, sometimes by multiple users, to achieve the desired outcome.

Business Process Management (BPM): A discipline involving any combination of modeling, automation, execution, control, measurement, and optimization of business activity flows, in support of enterprise goals, spanning systems, employees, customers, and partners within and beyond the enterprise boundaries.

Business Process Implementation: The process of creating and deploying a business process, including the design, configuration, and testing of the process, as well as the training of users and the communication of the process to stakeholders.

Business Process Deployment: The process of making a business process available for use by users, including the configuration of the process in a production environment, the testing of the process to ensure it is functioning as intended, and the training of users on the process.

Business Process Model and Notation (BPMN): A graphical representation for specifying business processes in a business process model. It provides a standardized way of documenting and communicating processes, making it easier for organizations to understand and improve their operations.

Case Management: A method of managing and organizing work that is driven by the needs of individual cases, rather than following a rigid process. This approach allows for more flexibility and adaptability in handling complex, dynamic, and unstructured work.

Decision Management: The practice of using data, rules, and analytics to automate and improve decision-making in an organization. This can include the use of artificial intelligence and machine learning to make predictions and recommendations based on data.

Digital Transformation: The integration of digital technology into all areas of a business, fundamentally changing how it operates and delivers value to its customers. This can include the use of automation, artificial intelligence, and the Internet of Things (IoT) to improve efficiency, effectiveness, and customer experience.

Intelligent Business Process Management System (iBPMS): A type of business process management system that uses artificial intelligence and other advanced technologies to automate and optimize business processes. These systems can learn from data and adapt to changing conditions, making them more flexible and responsive than traditional BPM systems.

Low-code Development: A way of building software applications that requires little to no coding. This approach uses visual interfaces and pre-built components to enable non-technical users to create their own applications, reducing the need for specialized skills and resources.

Process Mining: The use of data analysis techniques to discover, monitor, and improve business processes. This can include the use of algorithms to automatically reconstruct process models from event logs, as well as the use of machine learning to predict and optimize process performance.

Robotic Process Automation (RPA): The use of software robots to automate repetitive, rule-based tasks. These robots can interact with systems and applications in the same way that a human would, freeing up human resources for more value-added activities.

Six Sigma: A methodology for improving business processes by reducing the number of defects and variability. This approach uses a data-driven, statistical approach to identify and eliminate the root causes of problems, improving efficiency and quality.

Workflow Automation: The use of technology to automate and manage the flow of work tasks and activities. This can include the use of software tools to route tasks, track progress, and ensure compliance with rules and regulations.

Zero-code Development: A type of low-code development that requires no coding at all. This approach uses visual interfaces and pre-built components to enable non-technical users to create their own applications, reducing the need for specialized skills and resources to almost zero.

In the context of the Professional Certificate in Business Process Management with Artificial Intelligence, the terms above are essential for understanding the concepts and tools used in business process implementation and deployment. By mastering these terms, learners will be able to effectively design, automate, and optimize business processes using the latest technologies and methodologies.

For example, by using a low-code or zero-code development platform, business users can quickly create and deploy custom applications to support their processes, without needing to rely on IT resources. This can help to speed up innovation and improve agility, enabling organizations to respond more quickly to changing market conditions and customer needs.

Similarly, by using process mining techniques, organizations can gain valuable insights into how their processes are actually being executed, identifying bottlenecks, inefficiencies, and opportunities for improvement. By combining this data with machine learning algorithms, organizations can predict and optimize process performance, improving efficiency, quality, and customer satisfaction.

In summary, the glossary terms provided above are essential for anyone looking to succeed in the field of business process management with artificial intelligence. By mastering these concepts and techniques, learners will be well-equipped to design, implement, and optimize business processes using the latest technologies and methodologies.