



Business Process Management: A Rigorous Approach

Martyn A. Ould

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Businesses must constantly adapt to remain competitive and cannot be held back by static IT systems. Riva is a pioneering method for business process management used to design, model, analyse and record. The methods described in the book work on a business level, but are IT-orientated and will be invaluable to those who want to improve or design business processes or organisational structures to identify IT solutions, especially those involving BPM systems, workflow or document management.

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