Evaluation of BPM Tools
Master in Computer Engineering

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BACKGROUND

In recent decades, the processes became an asset in day-to-day organizations. With specific tools an organization can have an adequate and efficient business process management (BPM).

One problem related to the diversity of BPM tools is an organization discover too late that the tool chosen is inappropriate for their organizational goal.

OBJECTIVES

Due the diversity of BPM tools, the appropriate selection of a tool by an organization becomes increasingly difficult.

In this sense, the main objective is to propose a classification based on a set of technological criteria, of the BPM tools studied, in relation to each phase of the BPM lifecycle.

METHODOLOGY

To obtain a greater knowledge about the BPM tools, an evaluation study will be carried out on four BPM tools. In this context, the methodology to adopt will be as follows:

- A survey of BPM tools and technological criteria;

- Identification of a case study (business process in retail);

- Evaluation of BPM tools for the case study;

- Analysis of the results obtained;

The survey of technical information about the BPM tools, and what are the most appropriate technological criteria in the evaluation of this type of tools.

RESULTS AND CONCLUSIONS

The expected results will be:

- Classification of BPM tools according to a defined set of technological criteria;

- General opinion about the performance of BPM tools with the implementation of case study;

Currently, the BPM tools represents an opportunity for organizations, in this way, the results of this evaluation will help the organization in the decision-making when to acquire a BPM tool.

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