

8.3: Summary

The advent of information technologies has had a huge impact on how organizations design, implement, and support business processes. This chapter explored how information systems integrate with business processes to drive efficiency, innovation, and competitive advantage. We defined business processes and examined how documentation, analysis, and strategic management of these workflows are transforming modern organizations.

Major topics included business process management frameworks to continually optimize operations. Business process reengineering provides more radical redesign thinking and allows organizations to vastly improve their effectiveness and the quality of their products and services. Robotic process automation offers new capabilities for automating repetitive tasks. Practical use cases illustrated how technologies like ERP integrate data and processes across departments.

Key lessons are that competitive advantage comes from aligning information systems with thoughtfully redesigned processes. Technologies enable and accelerate well-designed workflows. A process viewpoint remains essential; technology alone cannot transform results.

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