

On Leveraging Business Processes to deal with Critical Success Factors

Discussion Paper

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Abstract: Envisioning business process management (BPM) as a management discipline bridging business and IT together brings certain advantages to enterprises. However, most research on BPM tackles process modelling by analyzing operational aspects and modelling corresponding workflows. Although additional aspects might be regarded, e.g. organizational and decisional aspects, current research on BPM only have limited support for enterprise strategy aspects. This paper researches methods and techniques for capturing and modelling critical success factors (CSFs) for enterprises, and making them manageable assets in business processes. We propose the use of the i*-framework for modelling CSFs and propose a method for enriching existing BPM notations with CSF models. The goal of this work is to bridge the gap between CSFs that enhance an enterprise's competitiveness and the operational business processes that realize an enterprise's added value.