



Knowledge Automation: How to Implement Decision Management in Business Processes

Alan N. Fish

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A proven decision management methodology for increased profits and lowered risks

Knowledge Automation: How to Implement Decision Management in Business Processes describes a simple but comprehensive methodology for decision management projects, which use business rules and predictive analytics to optimize and automate small, high-volume business decisions. It includes Decision Requirements Analysis (DRA), a new method for taking the crucial first step in any IT project to implement decision management: defining a set of business decisions and identifying all the information—business knowledge and data—required to make those decisions.

- Describes all the stages in automating business processes, from business process modeling down to the implementation of decision services
- Addresses how to use business rules and predictive analytics to optimize and automate small, high-volume business decisions
- Proposes a simple "top-down" method for defining decision requirements and representing them in a single diagram
- Shows how clear requirements can allow decision management projects to be run with reduced risk and increased profit

Nontechnical and accessible, *Knowledge Automation* reveals how DRA is destined to become a standard technique in the business analysis and project management toolbox.

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