Title:
Orinoco (Work) Flow: Smooth Sailing in a Sea of Workflow Tools

Abstract:
Across the university, departments struggle with collecting information and processing it, typically through manual steps. The best practice of following a workflow analysis process before selecting an automation tool is key to making sure that the functionality of the workflow tool matches the complexity of the workflow itself. To this end, Enabling Technologies has developed an approach that reviews manual workflows and applies a decision matrix to determine whether a basic workflow tool, a document management tool, or a business process management (BPM) tool is required. The matrix is based on three key areas that differentiate three levels of complexity of the tools. While there is considerable overlap, these attributes provide a balanced selection when added to non-functionality-based decision points such as cost, time for training, and speed to deployment.

This presentation will focus on understanding the decision matrix, the tools that correspond to the matrix levels, and the process used when walking NU clients through the decision effort, utilizing the experiences of Lu Anne Betcher from Kellogg as an early adopter.

Learning Outcomes:

1. Identify manual or outdated workflows that could be made more efficient.
2. Understand key decisions involved in selecting workflow tools.
3. Understand the benefits of utilizing a best practice workflow service that is available to all university departments.