

Informing with Workflow Technologies

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Abstract

Organizational process and information delivery automation with workflow technologies is an effective method used by information technology departments to help reach institutional objectives by better informing their end users, clients and stakeholders. This presentation mentions four useful models of implementing workflow technologies. The focus is on no-search or zero-click messages or reports, when information is finding the client instead the client searching for information. It also discusses technological and organizational constraints, as well as incorporation of components of Business Process Re-engineering, Customer Relationship Management, Change Management and Object Oriented organizational analysis to develop information systems able to meet today's information demands and expectations. Effectiveness of these strategies is yet to be investigated; however, there are sufficient empirical data that promise high success rate. A case scenario developed by the Information Technology Department and initial research at our University will be presented to start a discussion of various approaches.

Keywords: workflow technologies, automated information delivery, no-search (or zero-click) messaging/reporting

Body of Paper

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