Adaptive Case Management (ACM) in Practice

**What is ACM?**
- ACM aids in the decision-making process through suggestions, putting the human back into the driver seat.
- ACM is centered around living information and relationships, while traditional business processes are centered around a priori defined activity sequences.
- ACM can lead to optimised, normative processes.
- ACM is based on dynamic runtime assembly of known and new activities.
- ACM and rigid (normative) process modelling are disciplines within the realms of BPM and are complementary.
- ACM can be on the island within the BPMN process or the other way round.
- ACM platforms must integrate seamlessly into an Enterprise’s Platform Architecture.

**Why ACM?**
- Empower Knowledge Worker
- Using Knowledge base to embrace the learning organisation
- Suggesting instead of Mandating
- No more rigid process boundaries
- Adaptive approach to the unpredictable process variations
- Discovery of process paths
- Complements BPMN
- Collaborative Decision Making

**Model Description**
- Case Instance is the Case Management User Interface (CaseUI) (case 10)
- CaseUI (the activities) identify responsible Knowledge Workers and Create Letter are deployed. The Enrichment requests a New Document Instance as well as Cancer Case. The Case can decide to catch learning events.
- Action: The ProcessTask Identify responsible Knowledge Worker (manually started from the CaseUI) will trigger an automated process to determine the responsible knowledge worker.
- Person (after this activity completed, the stage is completed); responsibilities are stored in the Knowledge Base and are available in the CaseUI
- Action: The Knowledge worker starts the Create and Process Claim notification
- Action: The Milestone Base Information Attachment is completed because its status is ready (the Enrichment requests a New Document Instance as well as Cancer Case. The Case can decide to catch learning events)
- Action: The CaseEventSentry Create and Process Claim is completed because its status is ready (the Enrichment requests a New Document Instance as well as Cancer Case. The Case can decide to catch learning events)
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**Interactive Case Management**
- Information model - display and manipulation of case context related living knowledge (claim and contract)
- Monitoring Milestones - to determine which guided process activities are in progress or are completed
- Suggested next steps - the steps suggested by the aiding engine (variable Case Activities)
- Case History - History of all activities that have been completed or updated etc
- Future Activities – list of important activities that become available in the future
- Case Documents – Documents & data associated with the current Case