

# *Adaptive Case Management Mentor Camp*

September 17, 2010

Register  
Today

[Click Here](#)

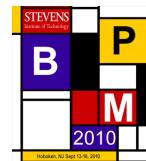
- ▶ Do you want to **gain insight** into critical productivity drivers for how people work?
- ▶ Are you interested in **applying next-generation techniques** for managing collaborative human work?
- ▶ Are you evaluating how to **better manage** unpredictable, unstructured business processes?
- ▶ Are you interested in the **new wave** of case management?
- ▶ Would you like to be part of the movement to support technology to **help knowledge workers** get things done?



Held at the Stevens Institute of Technology, Castle Point On The Hudson,  
in conjunction with the BPM 2010 Conference

Produced by:

Workflow Management Coalition  
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## Case Management

The hottest trend today is the rise of interest in case management. It has been described as an “Old Idea that Catches New Fire”. While traditional BPM handles routine, repeatable processes, much of the work in an office place is neither routine nor repeatable. Office workers are increasingly performing what is called “knowledge work” which combines the planning of work, together with doing the work. The result is that the handling of each case might be uniquely planned to take advantage of the particularities of that case.

## Who Should Attend

Case Management Mentors are looking ahead of the curve to see what possibilities are coming, and are interested in exploring today and anticipating what will be coming tomorrow.

A mentor might be:

- *An industry analyst who advises companies on the best direction*
- *A consultant who works inside a company to increase efficiency*
- *A trainer who delivers courses on new technology*
- *A writer or journalist who write forward thinking books and articles*
- *Anyone in corporate management wanting to keep on top of trends to improve efficiency of organizations*

## What is a Case Management Mentor?

Like any new technology, the knowledge workers need to learn how to make the best use. A knowledge worker is a professional who is usually focused on their particular field. Organizations with a number of knowledge workers will want to bring in a knowledgeable consultant to help train people in how to get the most.

Because knowledge workers work with unique challenges, a mentor is more than simply training people how to use a particular product. The mentor must be as agile and adaptive as the knowledge workers being guided, drawing upon a wealth of possible approaches, and guiding the knowledge worker to a pattern that is right for their particular situation.

## Why a Mentor Camp?

Mentors need to study, share and exchange best practices for using case management: what works, what does not work, what is the most effective way to train people, what things to avoid, and what is just vendor marketing hype. This camp is for getting under the surface, and networking to find the best techniques.

Its a full day gathering of analysts, coaches, mentors, managers, consultant, developers, business people, tool providers, investors to discuss experience, strategies, and techniques in adaptive process and adaptive case management. Rub elbows with the industry experts and others who are struggling to train teams to use ACM. Share what works and what to avoid.

## Overview

Its a full day gathering of coaches, mentors, managers, developers, business people, tool providers, investors to discuss experience, strategies, and techniques in adaptive process and adaptive case management. Rub elbows with the industry experts and others who are struggling to train teams to use ACM. Share what works and what to avoid.

Don't expect a single organizer to set the entire agenda. Don't expect to sit and have people speak at you hour after hour. This day is interactive and the discussion topics are set by the attendees. Talks are short, and lots of time for questions, answers, and discussion.

Set on the Friday after the end of the BPM 2010 Conference, in the same location: Steven's Institute in Hoboken New Jersey – right across from Manhattan. It is easy for BPM 2010 attendees to stay an additional day and participate in the next thing after BPM.

## Summary of Agenda Topics

We don't know precisely which topics will be covered (that will be decided the first session of the event). Topics will chosen to center around the practice of Adaptive Case Management, and other techniques to support knowledge workers. Subjects might include:

- *What are the similarities, differences and key trends for Adaptive Case Management vs. Business Process Management?*
- *How would I know if I need case management?*
- *Who in an organization should care about ACM? Why?*
- *What are some specific examples of knowledge work that ACM supports?*
- *What is the primary benefit that a knowledge worker/case manager gets by using ACM? How about a manager?*
- *How does analytics enter the picture?*
- *Describe how process modeling for ACM might differ from BPM. Will BPMN be useful for ACM?*
- *Is there such a thing as “Social BPM” or “Social Case Management”? What does that mean to you?*
- *Do we really expect ACM to displace the current tools used by knowledge workers?*
- *How do you measure success in an ACM implementation?*
- *What are some best practices for getting started with ACM?*
- *What process improvement methodology/discipline are you using with Case Management – does it matter?*

Don't see the topic that you want discussed? Suggest it! As we mentioned above, the actual conference session topics will be set first thing on Wednesday morning. The schedule for the day is as follows.

## Cyber Roundtable:

### How to Improve Knowledge Work Productivity

As part of the program from 11 to 12 there will be a Cybercast Roundtable on How to Improve Knowledge Work Productivity.

This panel of experts will feature Keith Harrison-Broninski landmark author of *Human Interactions: The Heart and Soul of Business*, and founder of the Human Interaction Management approach to supporting work. He will be joined by three authors from *Mastering the Unpredictable*. This professionally moderated session will challenge the panelists to explain the relationship between human interaction management, goal oriented organizational design, and adaptive case management.

While the panel session will be broadcast to internet participants, as an attendee to the Mentor Camp you will be automatically able to attend as part of the Mentor Camp program.

#### Then you will want to...Join our ACM cyber roundtable!

When: Friday September 17, 2010

Time: 11 a.m. ET

Duration: 60 minutes

Roundtable will be simulcast during the Adaptive Case Management Mentor Camp workshop. For those who are interested but can't make it in person to ACM Mentor Camp, register here:

<http://event.on24.com/r.htm?e=236514&s=1&k=FBBA1D5EAC73B3AEA85C836912166D29>

#### Be where human interaction meets adaptive case management...

Be a part of the thought provoking discussion with Keith Harrison-Broninski, landmark author of *Human Interactions: The Heart and Soul of Business*, and a panel of authors from the recent bestseller *Mastering the Unpredictable: How Adaptive Case Management Will Revolutionize the Way That Knowledge Workers Get Things Done*.

#### Hear from the Experts on our Roundtable Panel:



**Keith Harrison-Broninski,**  
Founder and CTO at  
Role Modellers Ltd



**Keith Swenson,**  
VP of R&D at  
Fujitsu America Inc.



**Dana Khoyi,**  
VP of Development,  
Global 360, Inc.



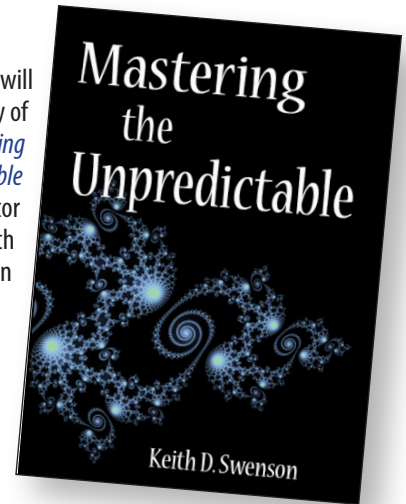
**Jacob Ukelson, CTO,**  
ActionBase

### Register for the cybercast today!

And join us in person at ACM Mentor Camp if you can! Details at:

<http://mtubook.wordpress.com/2010/08/10/acm-mentor-camp/>

All participants will receive a copy of the book *Mastering the Unpredictable* written by Mentor Camp leader Keith Swenson



### Agenda At A Glance

- \* 8:00am - 8:30am Registration
- \* 8:45am - 9:30am Introductions, Schedule Overview and Agenda Creation
- \* 9:30am - 9:50am Session 1
- \* 10:00am - 10:20am Session 2
- \* 10:30am - 10:50am Session 3
- \* 11:00am - Noon *Cybercast Roundtable:*  
How to improve knowledge work productivity with Keith Harrison-Broninski, Keith Swenson, Jacob Ukelson, and Dana Khoyi.
- \* Noon - 12:20pm Session 4
- \* 12:30pm - 1:30pm Lunch
- \* 1:30pm - 1:50pm Session 5
- \* 2:00pm - 2:20pm Session 6
- \* 2:30pm - 2:50pm Session 7
- \* 3:00pm - 4:00pm Wrap-up

The 20 minute sessions allow us to get a lot of topics up front, without anyone spending a long time on any single topic. You can expect some prepared presentations by MtU authors, but How Do I Sign Up?





*Founded in 1870, Stevens Institute of Technology is one of the leading technological universities in the world dedicated to learning and research. Through its broad-based curricula, nurturing of creative inventiveness, and cross disciplinary research, the Institute is at the forefront of global challenges in engineering, science, and technology management.*

## Accommodations

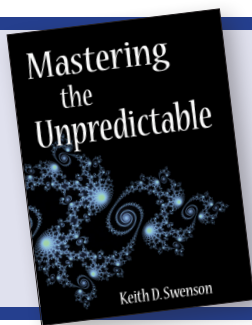
Click **Accommodations** above or use the URL below for a list of places to stay:

[www.bpm2010.org/venue/accommodation](http://www.bpm2010.org/venue/accommodation)

## Directions

Click **Directions** above or use the URL below for regional options:

[www.stevens.edu/sit/maps/driving\\_directions.cfm](http://www.stevens.edu/sit/maps/driving_directions.cfm)



All participants will receive a copy of the book *Mastering the Unpredictable*

Produced by:



# Event Fees & Registration

September 17, 2010

To register together with the BPM 2010 conference, or completely separate from it, click the Register Today button. Already registered for BPM 2010? No problem, you can ADD the **Adaptive Case Management Mentor Camp** to your existing registration, paying only the difference.

**Register Today**

[Click Here](#)

### Is it Free?

The ACM Mentor Camp is organized and arranged by a non-profit organization of people interested in adaptive case management. We have found that the meetings are higher quality if we charge a minimal amount both to defray expenses and to help assure that people who attend are very interested in the topic. For that reason we are asking \$115.00 registration fee (in advance) or \$165.00 at the door. In return we provide refreshments, lunch and a copy of *Mastering the Unpredictable*. Have you already read the book? No worries, a mentor always needs a copy to lend to class members. Now, that is all a very good deal, isn't it?

### Can't Attend in Person?

Watch twitter. We will be using the #acmjam hashtag to make it easy to track tweets about what is going on. We are hoping to set up at some point in the day a webcast with the key speakers speaking on streamed audio. Please check back later to see what is available for remote participation.

### Summary

Event: The Adaptive Case Management Mentor Camp

Date: September 17, 2010, 8am to 4pm

Location: Stevens Institute of Technology

Accommodations: Visit the BPM 2010 accommodations page for complete details

Registration: \$115.00 in advance; \$165.00 at the door

## About BPM 2010 Conference

BPM 2010 is the eighth conference in a series that provides the most distinguished specialized forum for researchers and practitioners in business process management (BPM). The conference has a record of attracting innovative research of highest quality related to all aspects of business process management including theory, frameworks, methods, techniques, architectures, and empirical findings.

In addition to the main research track, BPM 2010 will include an industrial and an educational papers track. The conference encourages practitioners to submit experience and application papers reporting on innovative implementations and applications of Business Process Management with a particular focus on their impact on information technology use and business practice.

BPM 2010 will be held at Stevens Institute of Technology, in Hoboken, NJ, USA from September 13-16, 2010. Visit [www.bpm2010.org](http://www.bpm2010.org) for more details.