

## ABSTRACT

To be a winner in business competitive era, enterprise need integration on three critical elements: business process, people and technology. Management said that if we can't measure it, we can't control it. If we can't control it we can't manage it.

There are a lot of approaches and methods to integrate enterprise's business process and people. One of them is Business Process Management (BPM) which use workflow to provide Business Activity Monitoring (BAM) that become one of initiative in early years as continuous improvement enterprise's frameworks.

People in their business entities make a such of consensus and standard to integrate business process in the spread entities on the world with internet technology. One of them is Workflow XML called WfXML released by WfMC (Workflow Management Coalition) as non profit standar organization. WfXML use xml web service with XML standar operation workflow that can be extended in many application with different platforms as non proprietary free middleware found everywhere.

This paper is one of effort to address several critical successful factors need in WfXML impelementation.

**Keywords:** BPM, BAM, workflow, xml web service, WfXML standards.

## ABSTRAK

Untuk tetap mampu berkompetisi dalam persaingan yang tinggi, perusahaan harus mampu melakukan monitoring, pengukuran, pengontrolan, dan pengelolaan proses bisnisnya dalam memberikan kualitas layanan sesuai harapan pelanggan.

Solusi yang dilakukan adalah mengintegrasikan: proses bisnis, sumber daya manusia, dan teknologi. Integrasi dilakukan melalui pengelolaan proses bisnis berbasis workflow sehingga kinerja sumber daya manusia pada aktifitas bisnis dapat terukur dan termonitor. Evaluasi dan peningkatan kinerja dapat dilakukan dengan efektif melalui penelusuran transaksi workflow yang terjadi.

Integrasi pada teknologi informasi dilakukan dengan menggunakan format universal berbasis xml web service yang didukung oleh hampir semua penyedia perangkat dengan platform yang berbeda. Sebuah standar pengelolaan bisnis berbasis workflow yang menggunakan format xml web service adalah WfXML. Penelitian ini dilakukan untuk menyiapkan berbagai kunci sukses yang dibutuhkan bagi penerapan standar WfXML.

**Kata kunci** : pengelolaan proses bisnis, workflow, xml web service, standar WfXML