

Decision Management Consulting 101  
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#### Introduction

Successful Decision Management implementation requires knowledge and expertise, and for many companies it is necessary to look beyond their organization for assistance.

This paper discusses characteristics to look for when selecting a partner for your Decision Management initiatives.

#### *One vendor or solution fits all*

No two customers implement Decision Management the same. There are generally common characteristics; however, every implementation is unique, and no two vendor technologies are the same.

Many service providers do not make this distinction, instead opting for an approach and implementation that is vendor and solution agnostic. While this may be acceptable for quick-hit ROI, true Decision Management adoption will be elusive. Selecting a service provider with experience with a specific vendor and industry will produce better results every time.

#### *Programming versus authoring*

There is a fundamental difference between writing program code and authoring Decision Management entities, and service providers should understand this difference.

For example, business rules should not be approached from a code-writing perspective for a number of reasons. First, business rules should be expressive, not procedural like traditional programming languages. Second, expressive business logic is more appropriate for maintenance by non-technical users. Third, many traditional developers carry bad habits to rule authoring, leading to under-performing, difficult to maintain business rules and templates.

#### *Local versus enterprise vision*

Regardless of the business processes that leverage Decision Management technologies, its impact is enterprise-wide: the way decisions are made, the data it uses and modifies, and other business processes it influences.

A service provider should understand these impacts, and have the experience and expertise to guide the

implementation ensuring that the technology will harmoniously integrate within the enterprise.

This is necessary even if the service provider is only required to augment staff and perform day-to-day maintenance. Your Decision Management vision is enterprise-wide, and the vision of your service provider should be the same.

#### *Experience and expertise*

Perhaps the most important characteristics of a service provider are their experience and expertise, and when considering your options, it makes sense that these criteria be the most scrutinized.

Interestingly, the service provider resources that are assigned to guide you, often attended the same training classes as your resources – and in some cases, the same class.

Under these circumstances, it is not surprising when the service provider resources do not possess the skills to guide your implementation.

#### *Strategy, strategy and... more strategy*

Decision management adoption is incremental - it is more than one task, more than one project, more than one initiative. If a service provider cannot guide the strategic aspects of Decision Management, the results will be focused locally and be constricted to the current requirements.

Successful Decision Management adoption requires the consideration of many strategic areas including current and future requirements, impacts to the enterprise, governance and planning. The first phase of any Decision Management initiative should be focused solely on strategy.

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If your organization is looking outside for assistance, consider these characteristics when evaluating a potential partner.

Contact Technology Blue to learn more about our approach to Decision Management and how we help our clients maximize the return on their Decision Management investments.