Abstract

This paper presents a review of the wide range of information technology (IT) tools for Business Process Management (BPM). First, a conceptualization of the stages of the business processes life cycle was developed and the IT tools were described from a functional perspective. Then, a mapping of IT tools in each the phases of the life cycle of BPM was done. This work constitutes a reference for professionals responsible for developing BPM initiatives, as well as researchers, teachers, and students interested in the subject. The main contribution of this work is the conceptualization of the stages of the BPM lifecycle and the identification of IT tools that support each of these stages.

Keywords

Keywords, Business Process Management (BPM), IT tools for BPM, business process lifecycle.