

### **Gartner BPM Excellence Awards 2013: Frequently Asked Questions (FAQs)**

#### **1. Is a vendor eligible for this award?**

No, this award is for end user organizations only. However, we welcome BPM and related vendors to nominate their client(s), but their client(s) will ultimately be the award winner.

#### **2. Is there a cost to submit an entry form?**

No, there is no cost for these submissions.

#### **3. How many categories are there?**

There are four categories in total, which are:

- **Category 1: Best Business Outcome Driven By BPM**  
*This award will go to the organization who can clearly demonstrate (and quantify) how a particular BPM project has positively impacted a key business outcome (e.g. Carphone Warehouse - a previous 2011 Gartner BPM Excellence Award winner achieved 120% increase in sales)*
- **Category 2: Best BPM Organization**  
*This award will go to the organization that has best demonstrated how to (reorganize itself to) better support BPM and process centrality. We are looking for evidence of key BPM roles, presence of a BPCC, effective governance and process ownership, a cross-functional BPM focus and a strong collaboration with the business who understand BPM and embrace it as the way they do business.*
- **Category 3: Most Effective Use of BPM Technology**  
*This award will go to the organization that shows the best example of how they have leveraged BPM technology to solve a particular business problem. We're particularly looking for agility and use of model-driven BPMS, BRMS, iBPMS/IBO, case mgmt or ABPD for process discovery (i.e. clear shift away from traditional application development).*
- **Category 4 – Best BPM Initiative (The Overall Global Award)**  
*This award will go to an organization that has already won one of the previous three categories regionally. The nine regional winners from those three categories will be judged on how their BPM Program has solved (one or several) particular business challenges and delivered compelling business. Evidence of the BPM objectives, vision, roles, governance, skills, clear quantitative results and effective use of technology are required.*

Categories 1-3 will have a regional winner (i.e. 1 winner for Category 1 – Best Business Outcome Driven by BPM in EMEA, US and Australia so there will be 3 winners for Category 1 in total. The same applies to the other two categories).

Category 4 (the “Best BPM Initiative”) will have one global winner who will be selected from the regional winners of the previous three categories listed above (see “How many awards are presented”). They will be judged on how their BPM Program has solved (one or several)

particular business challenges and delivered compelling business. Evidence of the BPM objectives, vision, roles, governance, skills, clear quantitative results and effective use of technology are required.

#### **4. Can I apply for more than one category?**

Yes, we encourage end-user organizations to apply for the three main categories defined above i.e.

- **Category 1: Best Business Outcome Driven By BPM**
- **Category 2: Best BPM Oriented Organization**
- **Category 3: Most Effective Use of BPM Technology**

The only caveat when entering for more than one category is that the entry must be relevant to that category. If the same BPM project example is used for more than one category, each category entry must be adapted to show how the project is relevant to the criteria of that category, else the category entry will not be considered for that category award.

Please note that only those organizations who have established a formal BPM program can enter Category 2 – “Best BPM Oriented Organization”. On the other hand, Category 1 – “Best Business Outcome Driven By BPM” and Category 3 – “Most Interesting Use of BPM Technology” only require a completed BPM project example. Although you can use the same BPM project example for Categories 1 and 3, we would prefer to receive a different project example for each category if possible.

Organizations cannot enter for Category 4 – Best BPM Initiative alone because the global winner for that category will be selected from one of the regional winners of Categories 1, 2 or 3.

#### **5. How do I submit the entry form to you?**

Please download the Excel-based entry form from the BPM Excellence Awards 2013 webpage and follow the instructions set out in the Instructions tab. Please note that your entry will not be considered for an award if you fail to follow these instructions correctly. For your convenience, these instructions are given below:

1. Fill out primary and secondary contact information on the "Contact Info" sheet
2. Fill out the “All Entries” sheet, where you need to summarize your company and the goal of your BPM project/program, using the STAR (Situation, Target, Actions, Results) format. Please note that your entry will be void if you do not provide this information.
3. Next fill out either Part 1 and/or Part 2 and/or Part 3, depending on which categories you wish to apply for:
  - a. Fill out Part 1 if you wish to be considered for Category 1 – “Best Business Outcome Driven By BPM”
  - b. Fill out Part 2 if you wish to be considered for Category 2 – “Best BPM Oriented Organization”. Please note that your organization must have established a formal BPM program to enter this category.
  - c. Fill out Part 3 if you wish to be considered for Category 3 – “Most Effective Use of BPM Technology”



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4. Finally please also fill out Part 4 – “Profile Info” which will ask you for demographic information that will enable us to make comparisons between similar organizations. Please note that your entry will be void if you do not provide this information.

Once finished, email the completed document (with subject title “BPM Excellence Award 2013 Application”) to:

[BPME ExcellenceAwards@gartner.com](mailto:BPME ExcellenceAwards@gartner.com)

### **6. What is the deadline for receiving applications for the BPM Excellence Awards 2013?**

All applications must be received by 5:00 pm EST on Friday 14<sup>th</sup> December 2012.

### **7. Over what timeframe will the BPM Excellence Awards 2013 initiative take place?**

The BPM Excellence Awards 2013 initiative will run from October 2012 until May 2013. In each region, the project will be live for 6 months prior to each regional Gartner BPM summit.

### **8. How many awards are presented?**

There will be one overall global award for the “Best BPM Initiative” category, plus 3 winners for each of three remaining categories listed below (1 from each region i.e. US, EMEA and Australia in each category), giving a total of 10 total awards.

Please note that we will reserve the right not to make an award in a category in a given region if none of the entries received meet the criteria for that category.

### **9. When will I find out if I’ve won?**

Winners will be notified by the end of the first week of February, 2013.

### **10. Since there are three events associated with the Awards program, where will I receive my award?**

All entries from Europe, the Middle East and Africa will be judged against one another. Three EMEA winners will be selected; one for each of the three main categories (i.e. categories 1,2 and 3). The winners will receive their awards at the Gartner BPM Summit in London on March 13-14, 2013.

All U.S., Latin American and Canadian entries will be judged against one another. Three winners will be selected from the Americas; one for each of the three main categories (i.e. categories 1,2 and 3). The winners of those entries will receive their awards at the Gartner BPM Summit in National Harbour, on April 2-4, 2013.

All Australian entries will be judged against one another. Three winners will be selected from Australia; one for each of the three main categories (i.e. categories 1,2 and 3). The winners of those entries will receive their awards at the Gartner BPM Summit in Sydney on May 13-14, 2013.

### **11. What will my role be at the regional events?**

All winners will be invited to attend either the London, Maryland or Sydney Gartner BPM summit. Additionally, Gartner will ask winners to present case studies or host roundtable discussions at the events. You will be notified beforehand if you are asked to present your case and/or host roundtable discussions. Guidelines for the presentation will be provided at that time.

***Please note that it is a condition of accepting the award that you attend the appropriate regional Gartner BPM summit in order to receive your award and present your case and/or host roundtable discussions.***

### **12. Is my attendance to the event free?**

All winners will receive one complimentary registration to the Gartner BPM Summit. Travel to and from the event is the responsibility of the winner. Winners who are asked to present at the Summit will have hotel accommodation covered for one night. Details will be sent to the winners invited to present.

### **13. When can I issue a press release?**

The awards will officially be announced either through a Gartner press release and/or at each regional Gartner BPM summit. The press releases for all winners must be approved by Gartner and can only be released after Gartner has already announced the award winners. Further details and Press Release Guidelines will be sent to all winners.