

**Title:** Electronic Workflow Process:  
An Interwoven and Complex Project

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In today's economy, businesses are keenly aware of the need to maximize productivity with limited financial resources. Most often this is done through the implementation of cost-effective technologies that increase productivity. Project Managers (PM) are called upon to review current processes and locate technology that can offer a competitive edge and productivity increase. This process starts out as one project, quickly turns into several that are interwoven into one larger program.

To be successful, the PM needs to recognize the drivers behind the project and if it will grow to be a program involving additional technologies, process and departments. While Programs and Projects share similar steps and outcomes, the stakeholders may be diverse as the projects interact with different areas within the business. One technology that has brought productivity increases is the use of Workflow Software. Taking a manual workflow process and making it paperless requires coordination among several groups within a business.

There are several technologies to consider when moving from a manual process to an electronic process; scanning software, business process software, and media storage space. Stakeholders have the ability to influence the successful implementation of this process through their diligent use or through use of workarounds. It is important that the stakeholders feel empowered and that the best technology solution is employed in order to realize productivity gains and cost reductions. The PM must know how the project impacts the overall program, the stakeholders and the technologies in order to implement a winning solution.

**Bio**



Kristi Palm, MBA, PMP, is a project manager at Fulbright & Jaworski, L.L.P. in the Austin Office. Ms. Palm has been in the Project Management field for over 10 years and has worked in a variety of industries including Pharmaceutical Teleservice, Deregulated Energy Utilities, and Mortgage Servicing Operations. She obtained her MBA from Keller Graduate School of Management in 2007 and obtained her PMP in 2008. Ms. Palm currently manages several projects as they apply to improving business process and the efficient use of technology solutions. She resides in Leander, Texas with her husband and two stepchildren. During her free time, Ms. Palm volunteers with her church and on the Project Graduation Committee for the local High School.