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(71) Applicant (for all designated States except US): **INTERNATIONAL BUSINESS MACHINES CORPORATION** [US/US]; New Orchard Road, Armonk, New York 10504 (US).

(72) Inventors; and

(75) Inventors/Applicants (for US only): **JAHN, Janeen,**

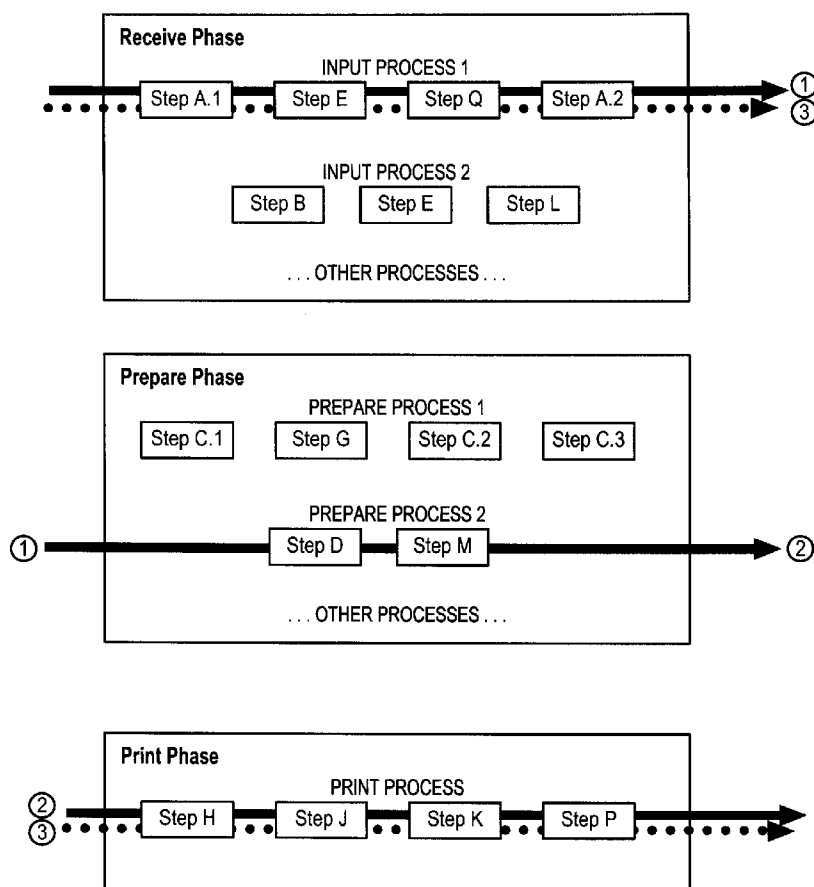
Elizabeth [US/US]; 1506 Adonia Circle, Lafayette, Colorado 80026 (US). **JONES, Simon** [GB/GB]; 38 Tidmarsh Road, Warwick Warwickshire CV35 7QP (GB). **LIEBELT, Linda, Sue** [US/US]; 2695 Iliff Street, Boulder, Colorado 80303 (US). **MANNING, Kyle** [US/US]; 481 Whitetail Circle, Lafayette, Colorado 80026 (US). **PALMER, Dwight, Ross** [US/US]; 2456 Mapleton Circle, Longmont, Colorado 80503 (US). **SIGLER, Eric** [US/US]; 5573 Jewel Creed Ct, Boulder, Colorado 80301 (US). **WALLI, Matthew, Michels** [US/US]; 1220 Wild-fire Court, Longmont, Colorado 80503 (US). **WILLSON, Marc** [GB/GB]; 3 Waterside, Leamington Spa, Warwick Warwickshire CV31 3QA (GB).

(74) Agent: **WILLIAMS, Julian, David**; IBM United Kingdom Limited, Intellectual Property Law, Hursley Park, Winchester Hampshire SO21 2JN (GB).

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[Continued on next page]

(54) Title: CUSTOMER-CONFIGURABLE WORKFLOW SYSTEM



(57) Abstract: Methods, systems, and apparatus for flexible, configurable job workflow processing. Features and aspects hereof provide for generating workflow models from configurable templates. The workflow models may include one or more phases, each comprising one or more processes, each process comprising one or more steps. The Phases, processes, and steps may all be defined by configuring parameters of corresponding templates. Information defining the workflow models and all job information for jobs to be executed are entries in an integrated database such that creation and update of workflow model information and job information is performed as simple database queries and updates.

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A. CLASSIFICATION OF SUBJECT MATTER
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According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)
 G06F G06Q G09G

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

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C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 2005/093881 A1 (OKITA GLEN K [US] ET AL) 5 May 2005 (2005-05-05) paragraph [0032] - paragraph [0060] -----	1-10
X	US 6 078 982 A (DU WEIMIN [US] ET AL) 20 June 2000 (2000-06-20) column 4, line 37 - column 5, line 34; figure 2 column 6, line 34 - line 45 column 7, line 18 - line 54 -----	1-10
X	JP 2005 322187 A (YANASE TAKATOSHI) 17 November 2005 (2005-11-17) abstract ----- -/--	1-10

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European Patent Office, P.B. 5818 Patentlaan 2
 NL - 2280 HV Rijswijk
 Tel. (+31-70) 340-2040, Tx. 31 651 epo nl,
 Fax: (+31-70) 340-3016

Authorized officer

Beatty, John

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C(Continuation). DOCUMENTS CONSIDERED TO BE RELEVANT

Category*	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A	CHAO YU ET AL: "Business process modeling based on workflow model reuse" SERVICES SYSTEMS AND SERVICES MANAGEMENT, 2005. PROCEEDINGS OF ICSSSM '05. 2005 INTERNATIONAL CONFERENCE ON CHONGQING, CHINA JUNE 13-15, 2005, PISCATAWAY, NJ, USA,IEEE, 13 June 2005 (2005-06-13), pages 951-954, XP010829955 ISBN: 0-7803-8971-9 page 952, left-hand column, paragraph 2 - right-hand column, paragraph 5 -----	1-10
A	US 6 970 844 B1 (BIERENBAUM STEVEN E [US]) 29 November 2005 (2005-11-29) column 4, line 9 - column 6, line 10; figures 3a,3b column 23, line 47 - column 24, line 52 -----	1-10
A	MADHUSUDAN T ET AL: "A case-based reasoning framework for workflow model management" DATA & KNOWLEDGE ENGINEERING, NORTH-HOLLAND, vol. 50, no. 1, July 2004 (2004-07), pages 87-115, XP002427396 ISSN: 0169-023X abstract -----	1-10

INTERNATIONAL SEARCH REPORT

Information on patent family members

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US 6078982	A	20-06-2000	NONE	
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