How to get process management flying?
From process management requirements towards use-oriented tools

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Abstract

Process management furnishes a crucial issue for any business support. The question arises of how to support process management with maximal efficiacy and user acceptance by the same time. This presentation presents a use-oriented approach towards process management that is based on POWM (Process-Oriented Knowledge Management). POWM distinguishes itself with two regards. Firstly, an intuitive system approach allows for the capture of process know how by domain experts rather than relying on any third party consultant. Secondly, an individualising methodology supports the customisation of processes to individual constraints of the task at hand.

This presentation gives an overview of process management concepts and tools. Specific attention will be devoted to use-oriented aspects. Major process modelling and management concepts call for modelling experts, i.e. people trained for analysing processes and for employing appropriate modelling primitives of the underlying methodology and tool box. Once switching to a domain expert point of view, intuitive means for process capture, planning and execution gain importance in particular in a use-oriented stance.

POWM introduces the metaphor of processes as main interaction mean for organising work routing. Process activities, process planning and execution are organised in the context of this metaphor. Moreover, process-related documents are also managed according to this metaphor. In particular the latter improves the usability and acceptance of the approach significantly.

However, process patterns do not fit any bill. Hence, task-specific customisations are required. The question arises of how to capture and reuse know how about such customisations. POWM provides a methodology for the capture and reuse of task and project-specific constraints that impact process patterns. The process individualisation component of POWM allows one to specify task-specific constraints and related impacts on process patterns. The presentation will report on experiences gained in the engineering domain. Further experiences will be presented for the clinical domain with the AGIL shell that employs agent technology for the partial automation of certain process activities.