Eindhoven 08.09.2014, BPMS 2 @ BPM 2014

Classification Framework for Context Data from Business Processes

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Agenda

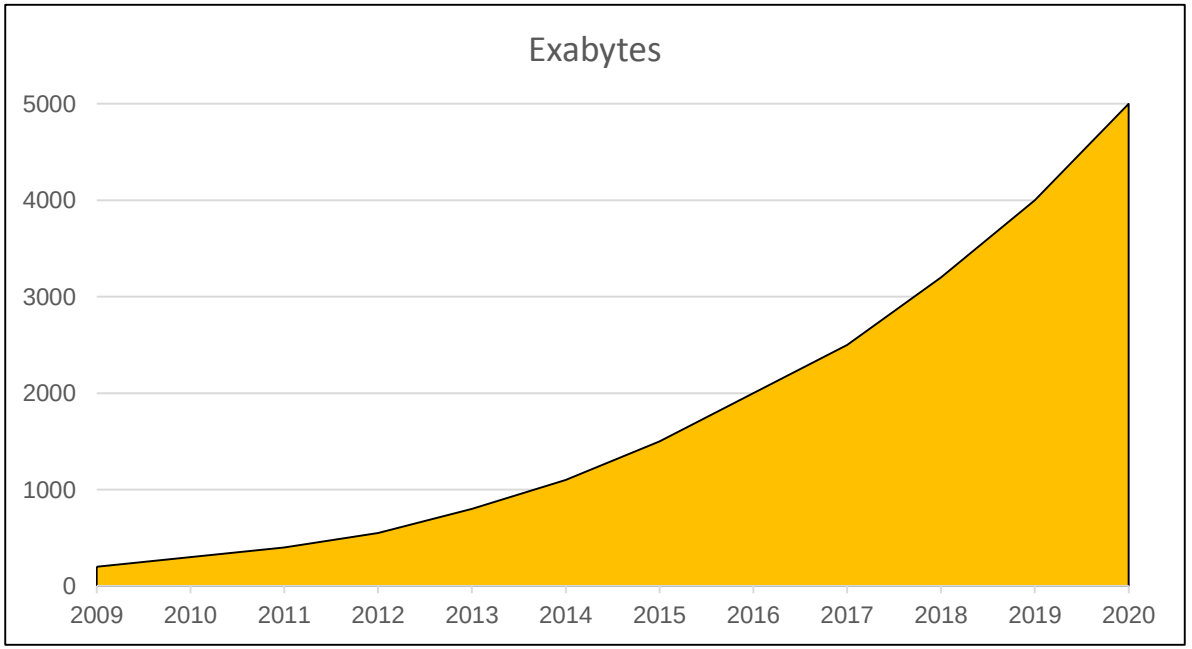
1. Data Challenges of BPM
2. Our Framework
3. Conclusion & Future Research

1. Data Challenges of BPM

State of the Art for European Enterprises

- Growth of data
- Growing complexity

→ Complex Business Processes



IDC Digital Universe 2012

State of the Art for European Enterprises

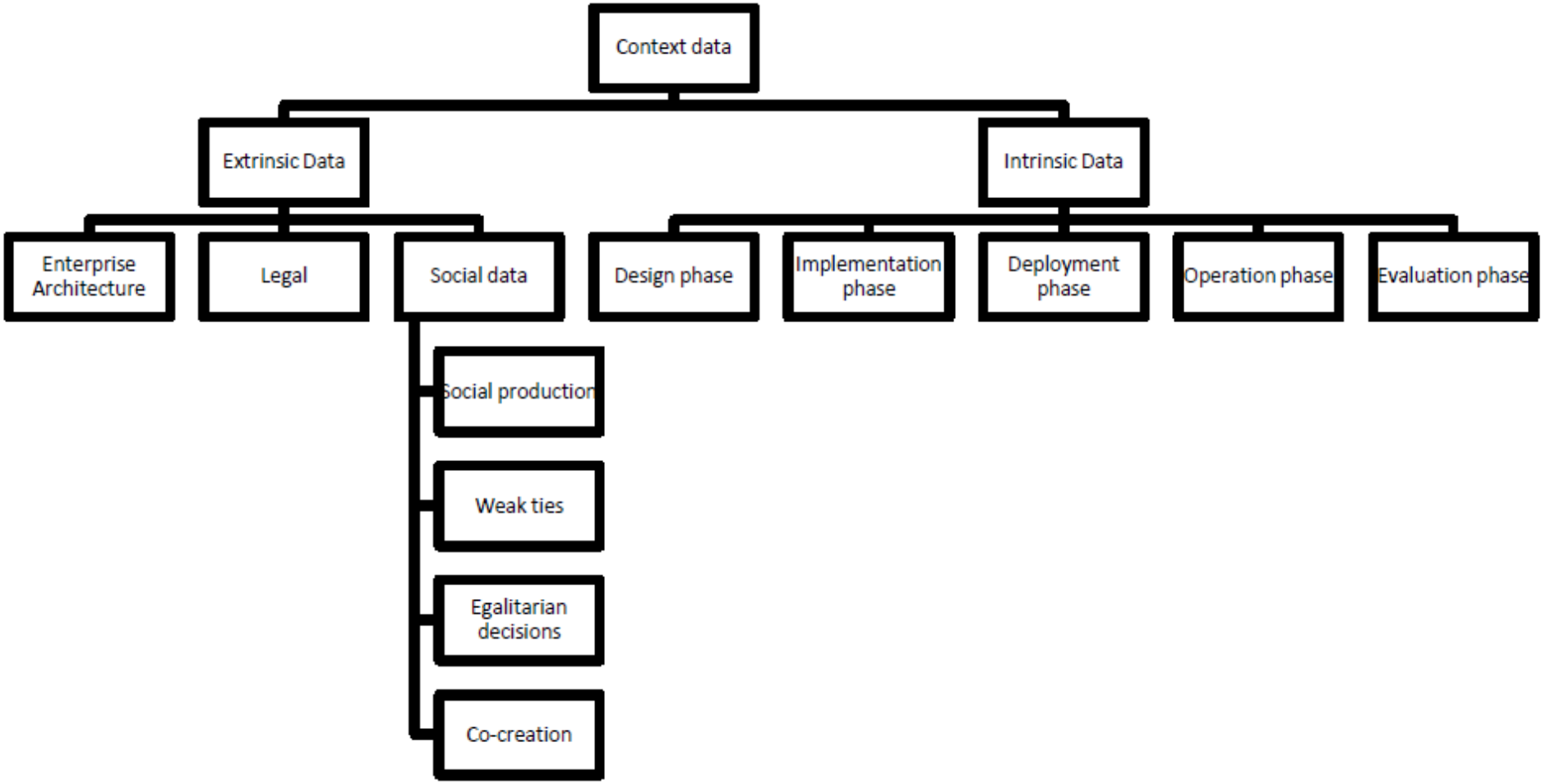
- Concepts such as Enterprise 2.0 used by more and more enterprises and organizations

- During Enterprise 2.0 and other enterprise application more and more semi- and unstructured data is produced (called "**context data**")

Our goal is to classify context data to get a better understanding of unstructured data in relation to BPM

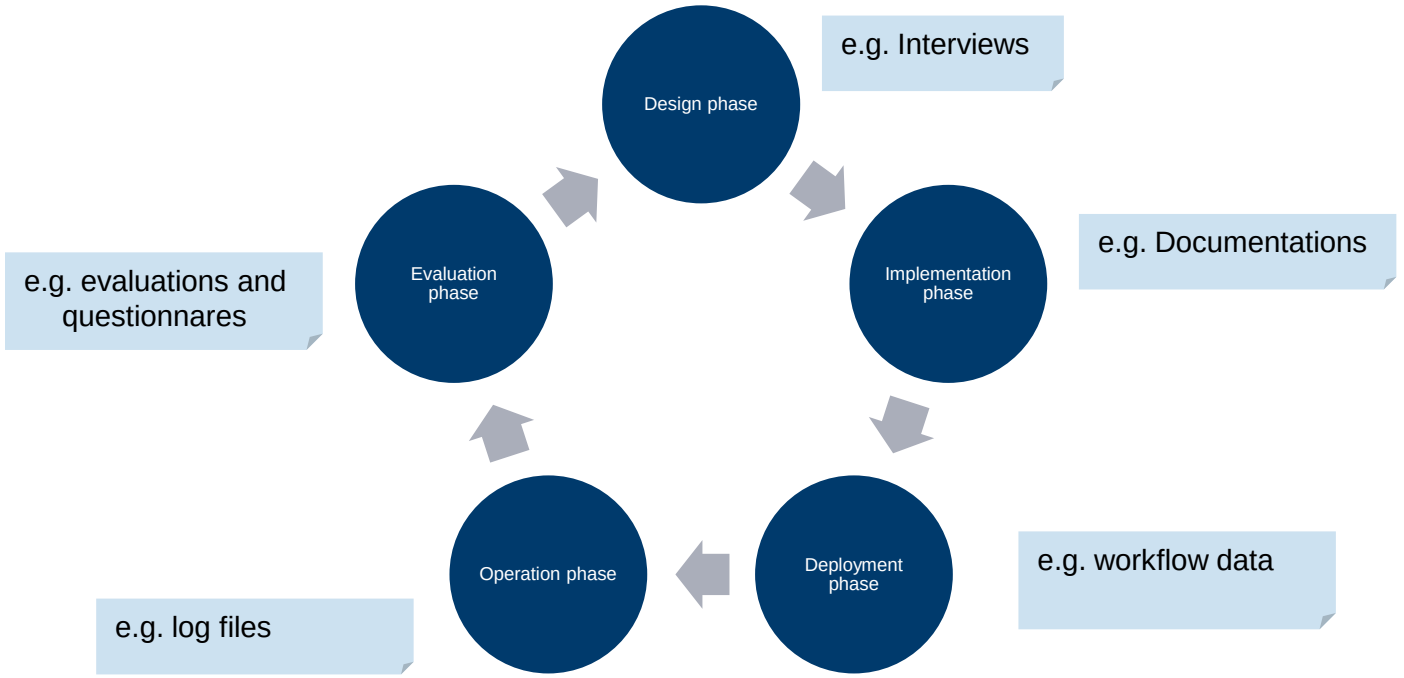
2. Classification of business process context data

Classification of Business Process context data



Intrinsic Data

Intrinsic Data is created during the business process lifecycle [20]. It may be attached directly to a process element, e.g. an explanation of a task in a process graph, or it may refer to larger parts or the whole process or even process group.



Extrinsic Data

Extrinsic Data is differentiated into data describing enterprise architecture, legal documents and data created by social software, so-called social data [8] [9].

- Weak Ties
- Social Production
- Egalitarian Decision Making
- Co-Creation

BASEL 3

SOLVENCY 2

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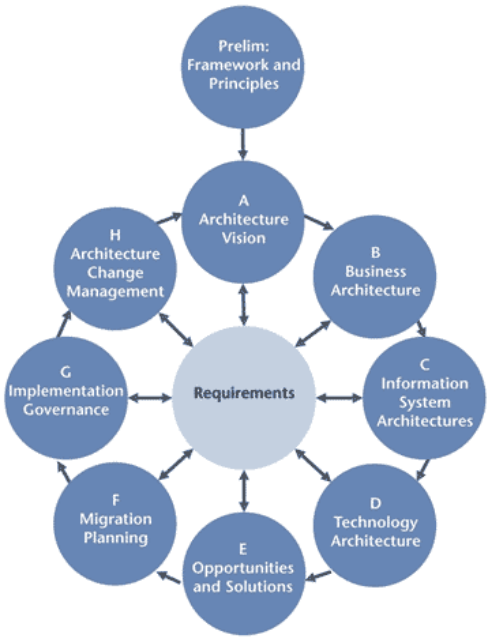
Fig.: TOGAF Architecture Development Method (ADM)



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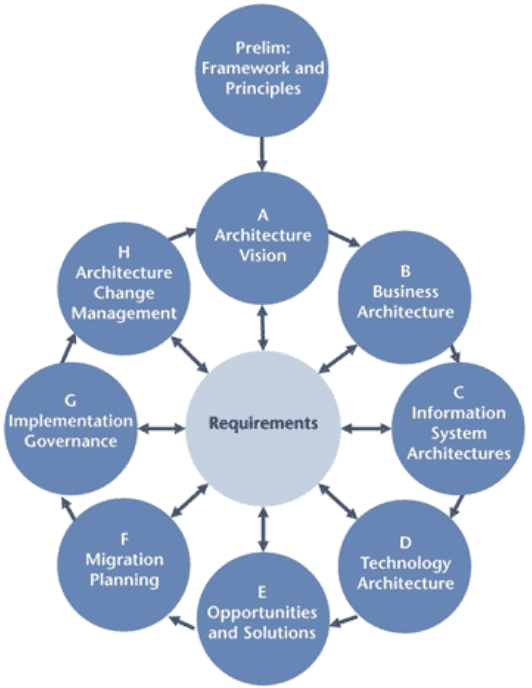
Extrinsic Data//enterprise architecture

- **Enterprise architecture [10] [11] is a static view on the enterprises defining the relationship of business units and IT-components**
- Describes how to align business and IT
- A large amount of semi- and unstructured data associates these formal models (e.g. in TOGAF [13])

Fig.: TOGAF Architecture Development Method (ADM)



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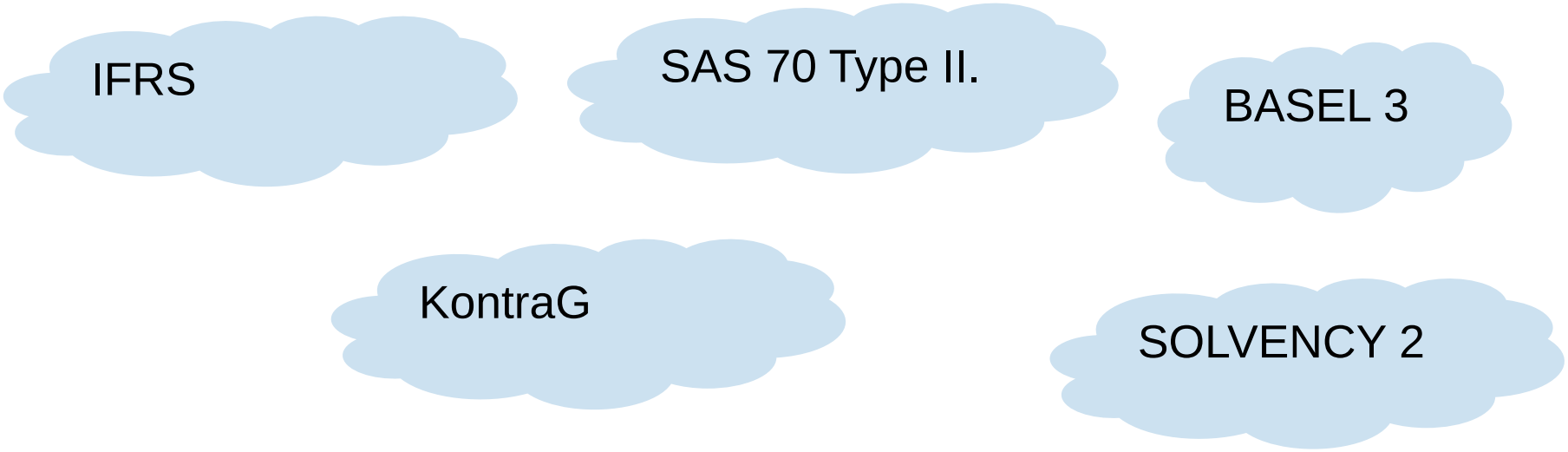
Extrinsic Data//Legal Data

Legal Data shall be defined as data given by the lawmaker. It contains laws, regulatory status and implementation comments that influence the design of the business process and their operation.



Extrinsic Data//Social Data

Enterprise 2.0 and social software replace the Taylorism [14] -oriented production of goods and provisioning of services by a bottom-up organized, egalitarian and co-creation oriented one.

Key concepts:

- Weak Ties
- Social Production
- Egalitarian Decision Making
- Co-Creation

Extrinsic Data//Social Data and its impact on business process perspectives

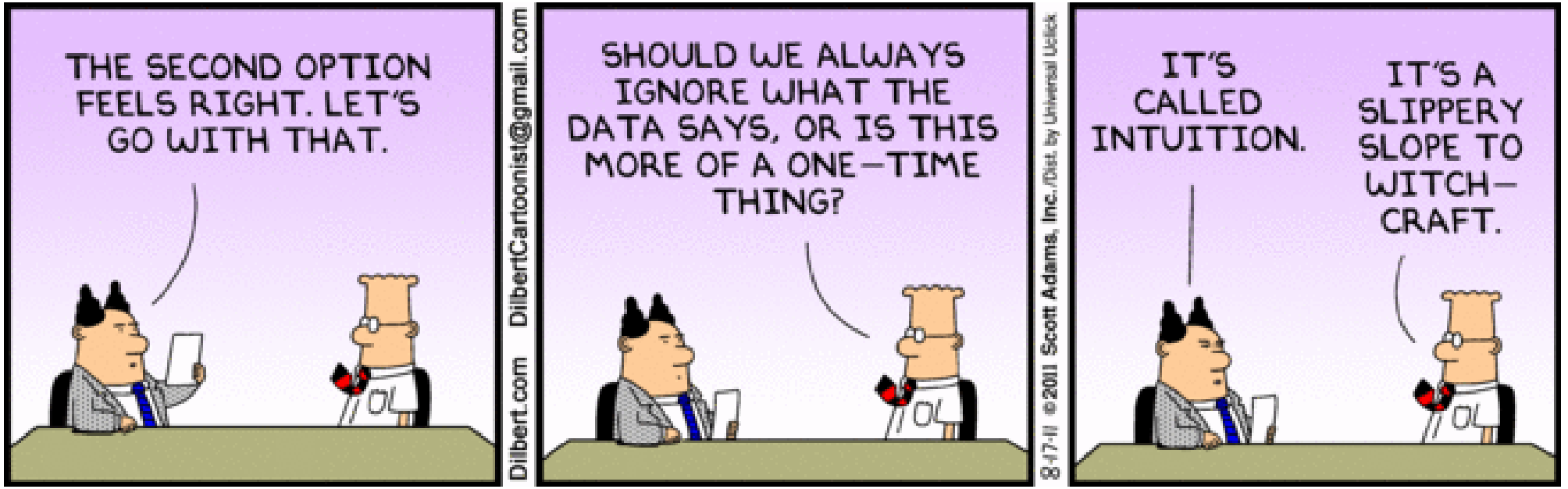
	Organizational	Operational	Control	Data	Functional
Weak Ties	+				
Social production		+			+
Egalitarian decision making			+		
Co-production				+	

3. Conclusion

Conclusion & Future Research

- Data is a valuable source of information for BPM
- Context data may be intrinsic or extrinsic
- Context data is often unstructured or semi-structured
- Our framework define context data in relation to BPM ➔ Improve BPM
- Future Research may explore automatic context data analytics as well as industry sector specific adoptions

Questions?



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References

Please refer to the paper

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