

Information Design for Business Process Management

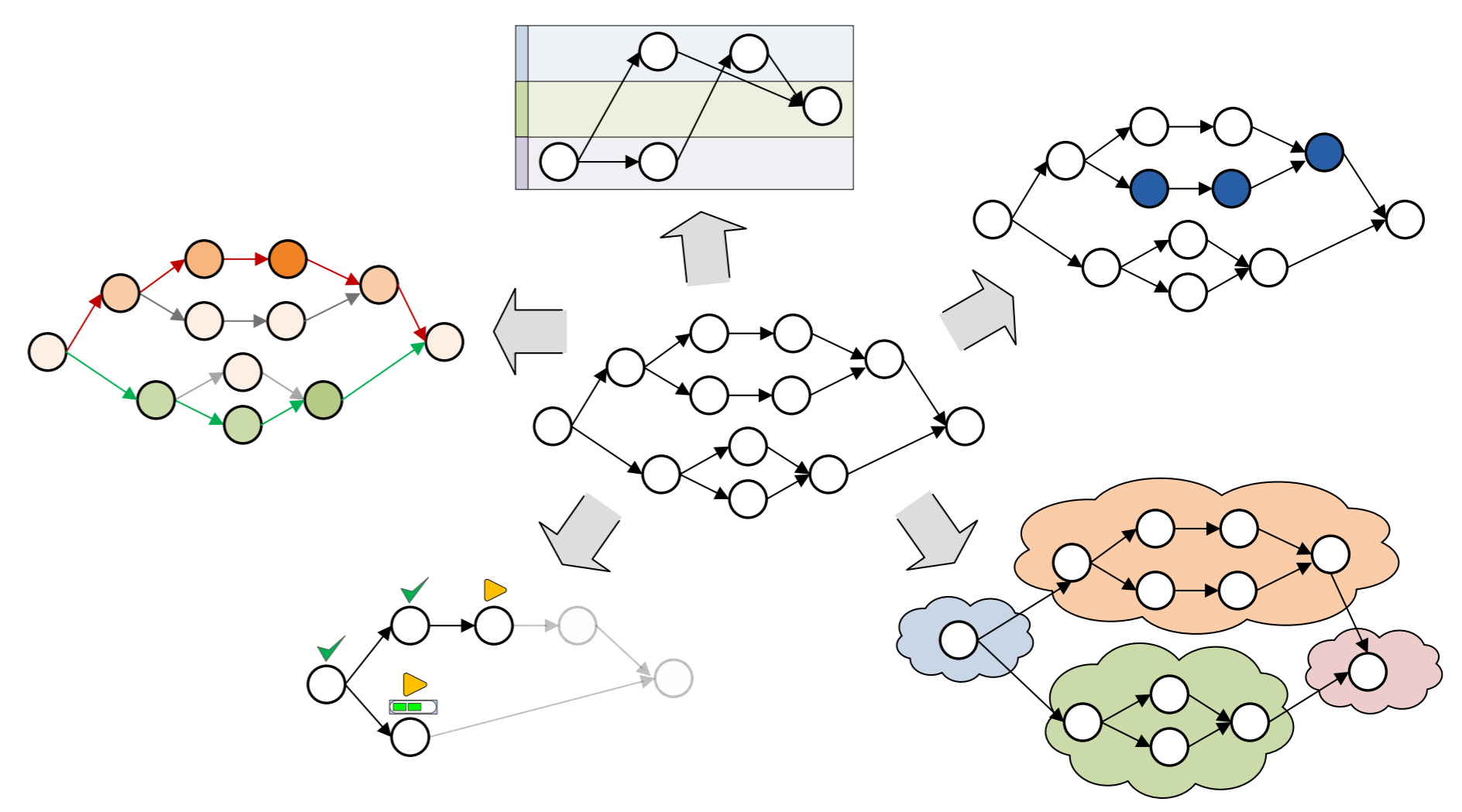
The Information Designer

Nowadays, enterprises have to cope with an **increasing complexity** of the processes which drive their business. Increasing complexity refers to a multiplicity of different aspects like the number of tasks contained in a process, cross-cutting concerns like security or compliance, deployment configurations for process automation, data that is available regarding the execution and performance, and organizational aspects.

As a consequence, **a novel role will emerge**: the information designer. Equipped with view transformation techniques and with a set of services which implement such functionality, the information designer defines and creates (i) process views, (ii) state projections and (iii) graphical configurations that are **tailored to information needs** of the different process stakeholders.

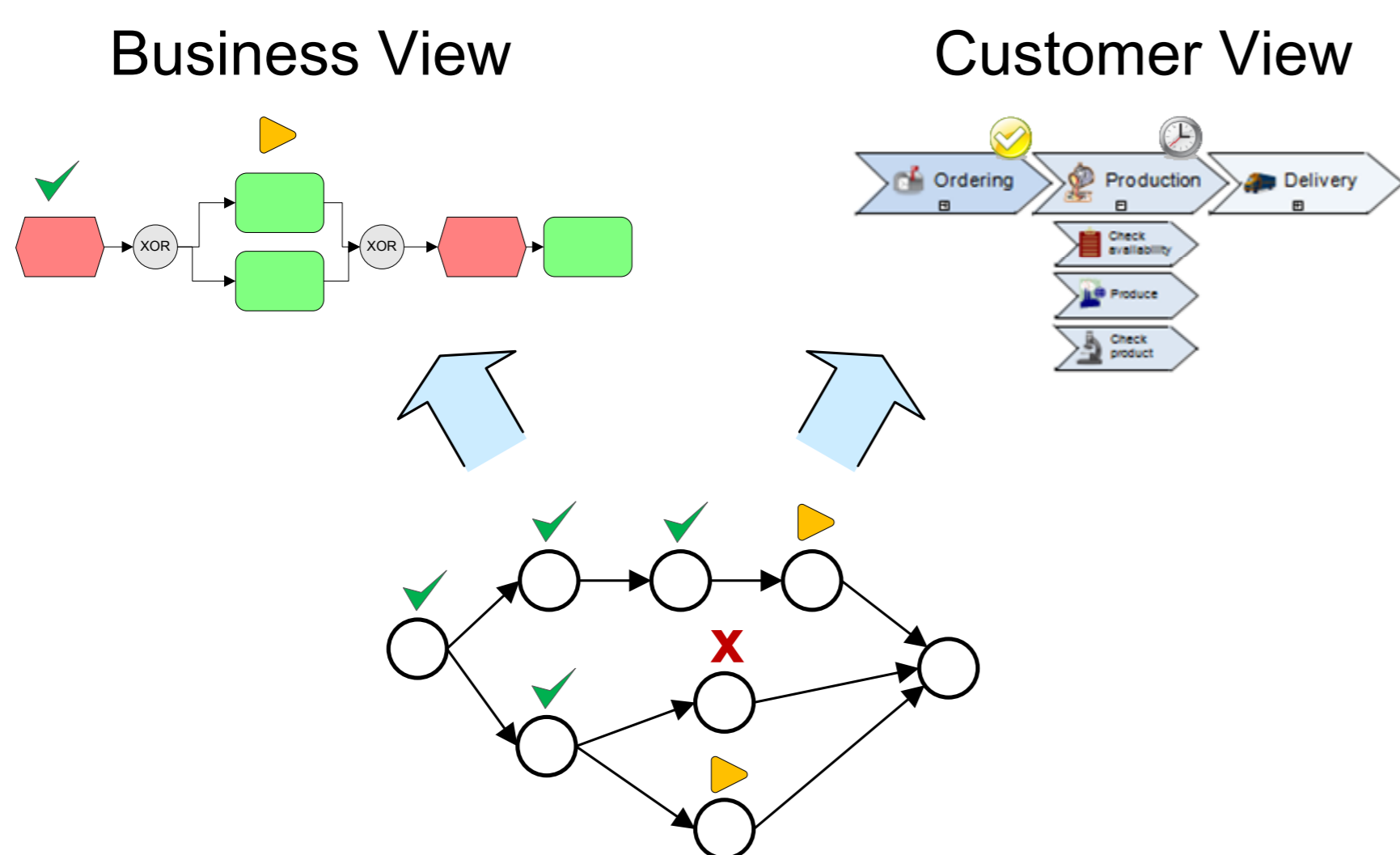
Process Views

Process views are the graphical presentation of the result obtained after specific **view transformations** have been applied to a process model. They intend to abstract from details and make complex processes easier to understand. Process views can be used throughout the business process life cycle to **filter and summarize information** contained in a process. Change of the graphical appearance of a process allows to **communicate process information** according to the needs and requirements of the different stakeholders. As a consequence, relevant interrelations can be recognized easier and adapted faster.



State Projections

A major obstacle in the alignment of business and IT in the field of business process management is that business processes are modeled and dealt with using **different languages** and **varying levels of granularity**. State projections, made up of state propagation rules, **cross the borders** of process models and languages. State projections are a novel means to monitor an arbitrary, high-level view of a business process. The high-level view is tailored to the required perspective of a process stakeholder, while actually a low-level process is being executed which may significantly differ in the process structure, naming, activity ordering, and process language.



Graphical Configurations

Changing the graphical appearance of a process allows to efficiently translate information regarding the needs and requirements of different stakeholders. Graphical configurations provide **loose coupling** of process elements, graphics, and data. Through such an information linkage a process model can be augmented with data related to a particular analytical task without polluting the process model. Design templates developed in-house or provided by third parties provide **custom visualization** support for process elements in context of the augmented data and analytical scenario.

