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.