

Developing a Framework for Managing Change Requests through Stand-Alone Workflows

Antrittspräsentation zur Masterarbeit, 13.05.2013

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Agenda

1 Motivation & Background

2 Related Work

3 Objective & Outcome

4 Next Steps

Motivation & Background

WorkON project

New Request Holiday / Absence
? Help WorkON

Create Request

Please fill out the form and save the issue as draft or send it for approval.
Please note: The form will not be saved when you get any error or warning messages.

Absence request

Attention! This workflow shall only be used in DE if it is allowed by works council agreement.

<p>Subject <input style="width: 90%;" type="text"/></p> <p style="font-size: small; color: #666;">Requests and drafts can be searched by the subject</p>	<p>Summary <input style="width: 90%;" type="text"/></p> <p style="font-size: small; color: #666;">If the user does not input summary, the summary of the request will be added automatically.</p>
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Content | **Workflow**

Business Unit <input style="width: 80%;" type="text" value="Please select"/>	Location <input style="width: 80%;" type="text" value="Singapore"/>
First name <input style="width: 80%;" type="text" value="Annemarie"/>	Last name <input style="width: 80%;" type="text" value="Heuschild"/>
Department <input style="width: 80%;" type="text" value="CI/AFR1-SG"/>	Cost center <input style="width: 80%;" type="text"/>
Employee number <input style="width: 80%;" type="text"/>	Phone number <input style="width: 80%;" type="text" value="+65(6)571-2158"/>

Absences

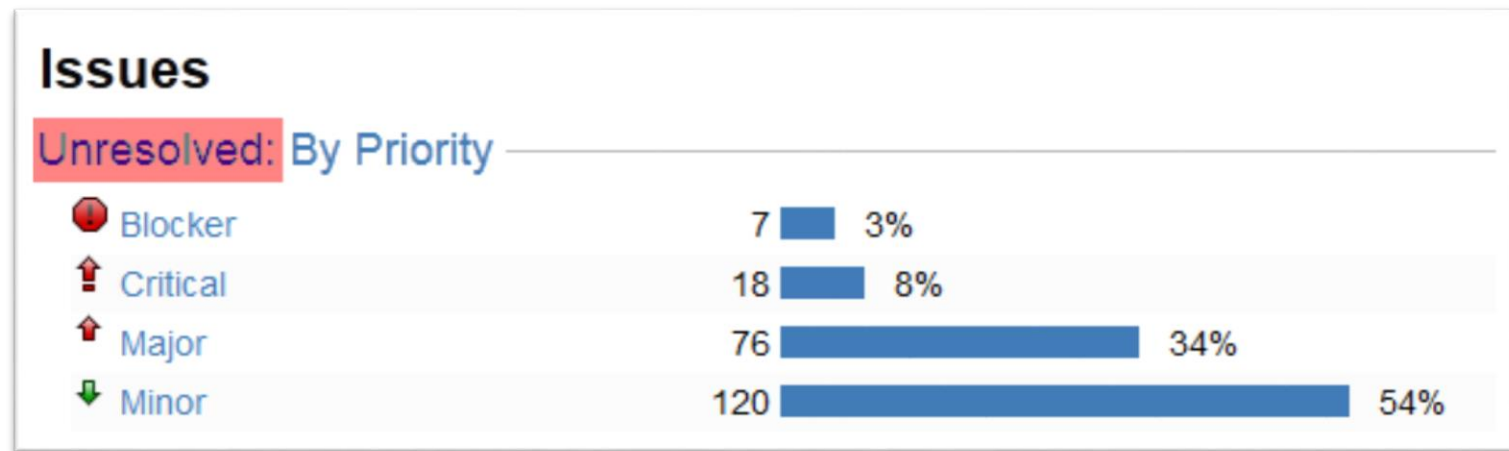
Reason for absence*	From*	Till*	Start Time	End Time	Work-days*	Residual leav...	Remark	Delete
Please select	11.05.2013	Select date						<input type="button" value=""/>

Please enter in all your absences. Reason, from, till and workdays are mandatory.

Attachment

Motivation & Background

WorkON project



Motivation & Background

WorkON project

Resulting in

- Unsatisfied customer
- Less usage
- More support
- Additional work
 - Migration just completed, but successor already in pipeline

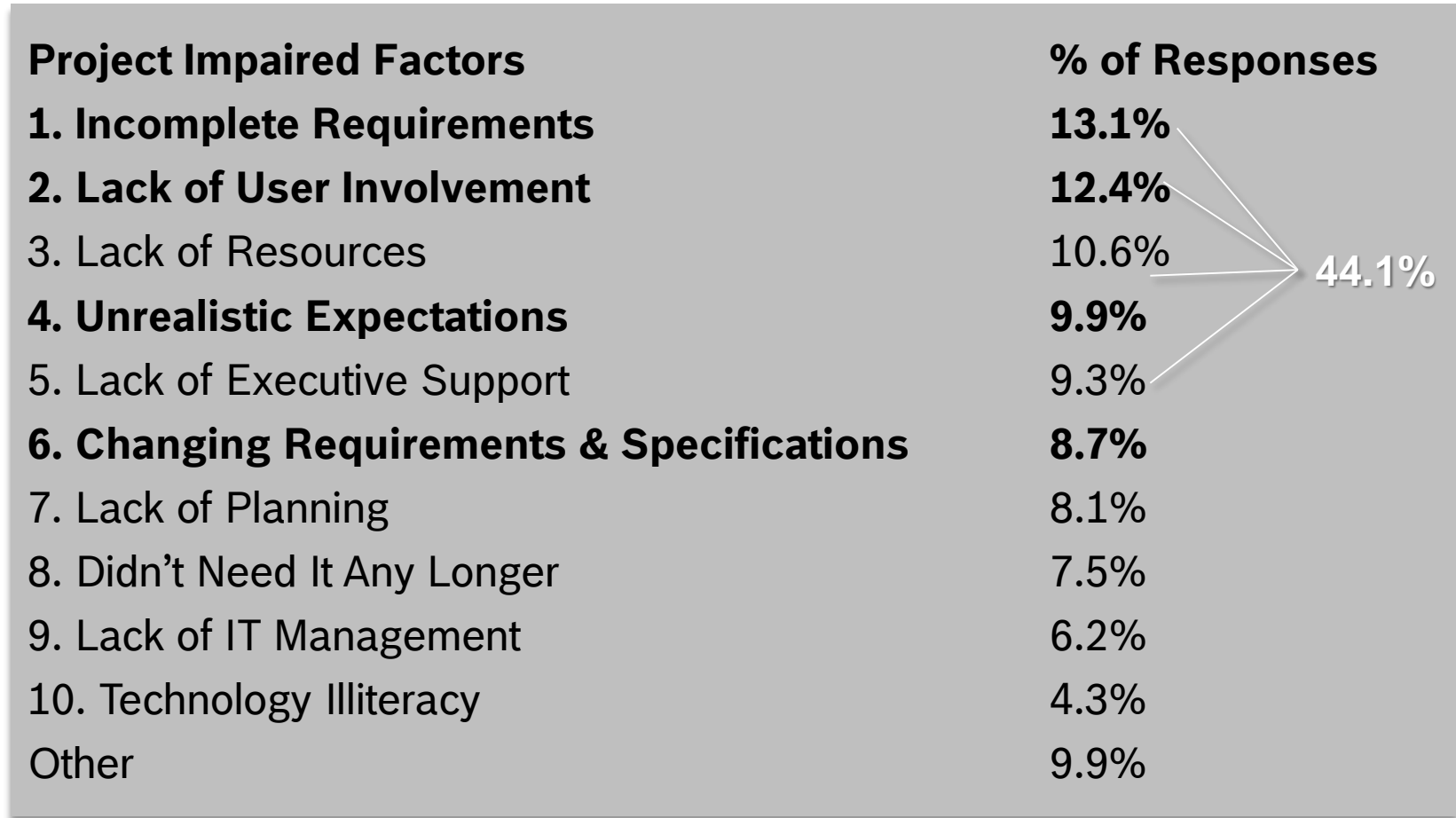
Questions to ask

- What went wrong?
- What to do with the backlog?
- How to avoid a situation like this in future?

Find the root cause!

Motivation & Background

Reasons for project failure*



* Report by the Standish Group of over 365 Companies and 8000 Projects in the USA [Chaos 1995]

Motivation & Background

Reasons for project failure

- Customers are not able to form (technically) well specified requirements (especially in advance of the project and without consulting/support)
- Priorities (and thus requirements) change often
- (Internet)Technologies change fast

Solution:

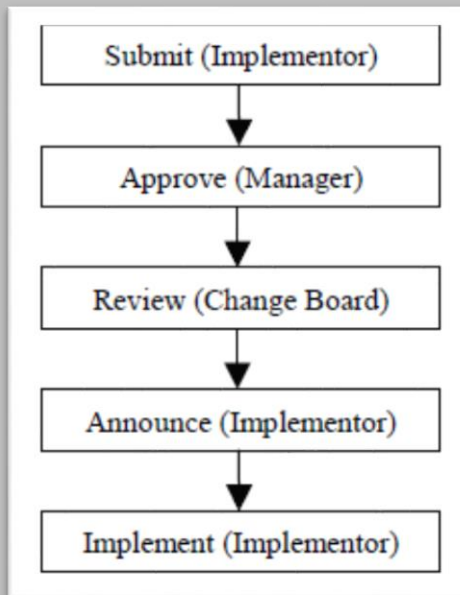
- Integrate customer
- Make it less technical
- Clarify responsibilities

Combine change request management with workflows

Related work

Models for change request management

Simple models, e.g. Rajlich (1999) and Dietel (2004)

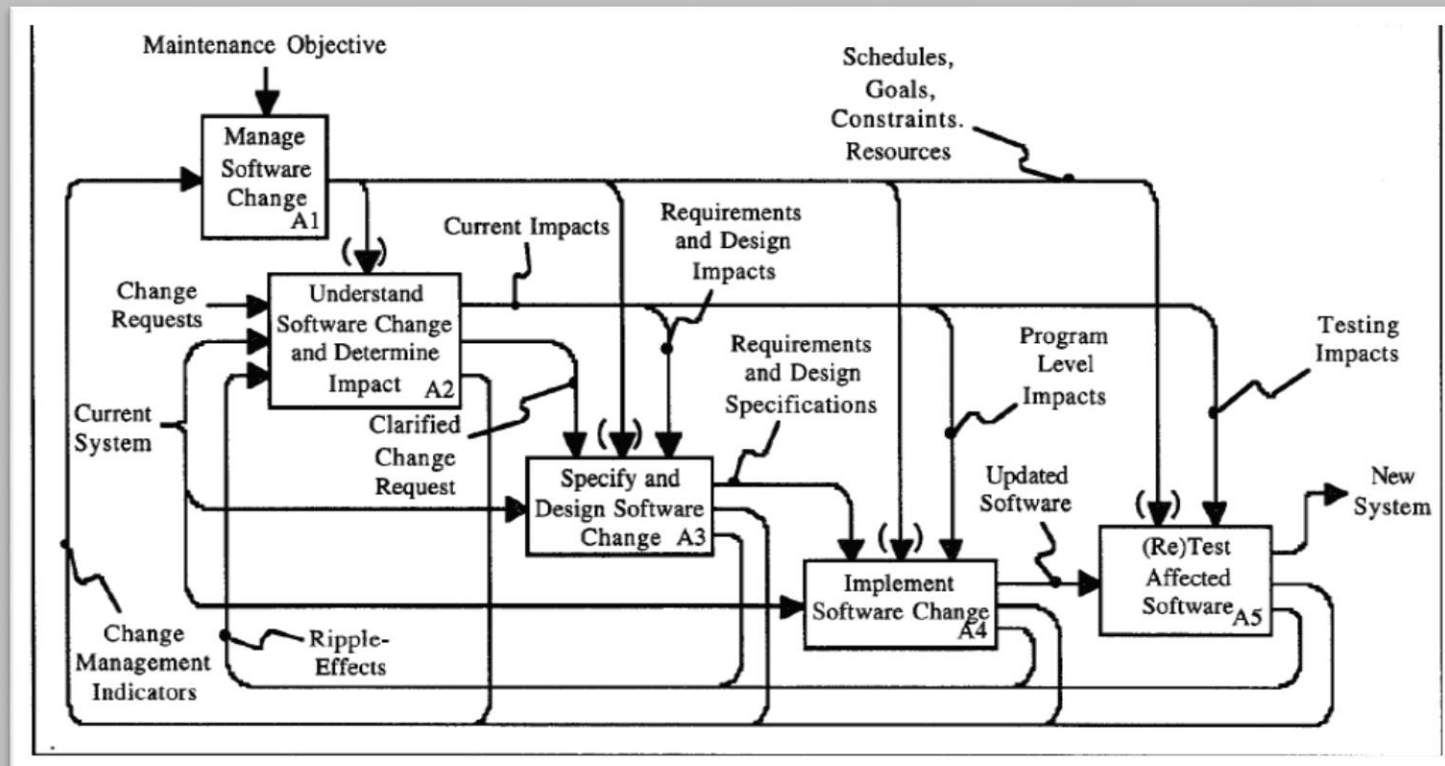


1. Request: Formulate the change request.
2. Extraction: Extract the applicable concepts from change request.
3. Location: Locate the concepts in the code.
4. Actualization: Implement the concepts explicitly and fully in new code.
5. Incorporation: Replace the latent concepts in the old code by program dependencies between the old and new code (“plug in” the new code).
6. Propagation: Propagate change through the old code and fix all inconsistencies introduced by the change

Related work

Models for change request management

Models focusing on a certain aspect, e.g. Bohner (1996), Ahn/Chong(2007), Stojanov (2007)



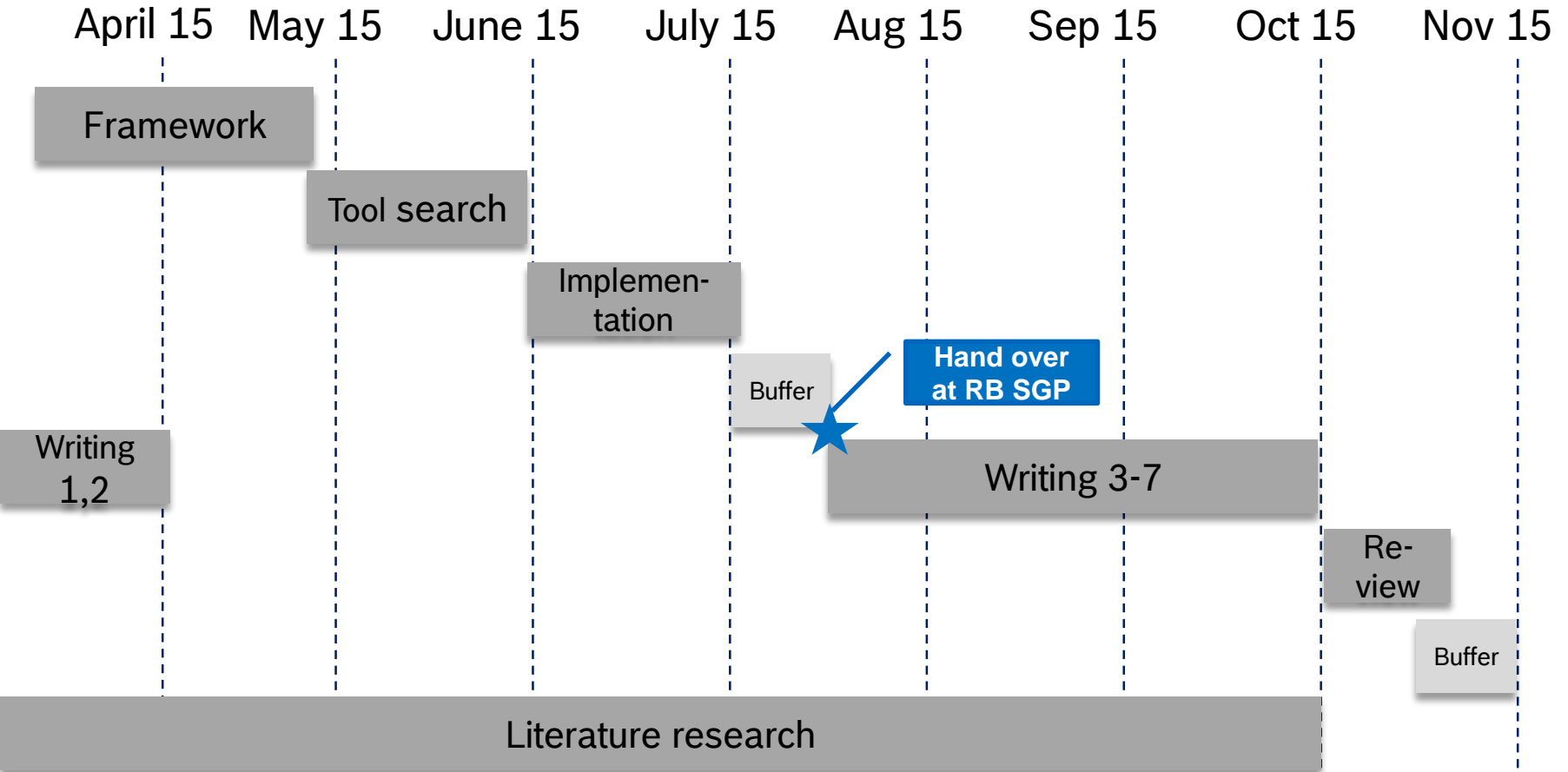
Related work

Modeling workflows

- Petri nets
- Modeling languages such as YAWL, UML, BPMN
- Encourage reuse through workflow patterns, CBR
- More flexible as constraint based
- Agile workflows

Objective & Outcome

Next steps



Questions and Feedback?