Knowledge-Intensive Process (KiP)
End-users have to structure KiPs

- Highly predictable and repeatable
- Low flexibility
  - Structured
  - Structured with ad hoc exceptions
  - Loosely structured
  - Unstructured
- Unpredictable and non-repeatable
- High flexibility

... emergent
... collaborative
... growing knowledge
... uncertain

Work Templates for KiPs

Software Support for KiPs

Generated timeline

- Test Page
- Tasks
- Wiki Page
- Attributes

Flexible (un)typed information model
Matching of tasks is based on skills

Social Feed
Communication support for knowledge work

- Discussions
- Tasks
- Data

- Discuss
- Comment
- Observe

- Events in the feed are automatically generated
- Context for comments reduces email exchange

Software Architecture

- Visitors
- Authors
- Tailors

- Tailors maintain work templates
- Different user interfaces based on the same API
- Development of domain-specific applications

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