

Bachelor's Thesis Kick-Off Presentation

A Prototypical Implementation of a Smartphone App for Ad-Hoc Process Documentation

Alexandra Fritzen, 20.10.2014

Software Engineering for Business Information Systems (sebis)
Department of Informatics
Technische Universität München, Germany

www.matthes.in.tum.de

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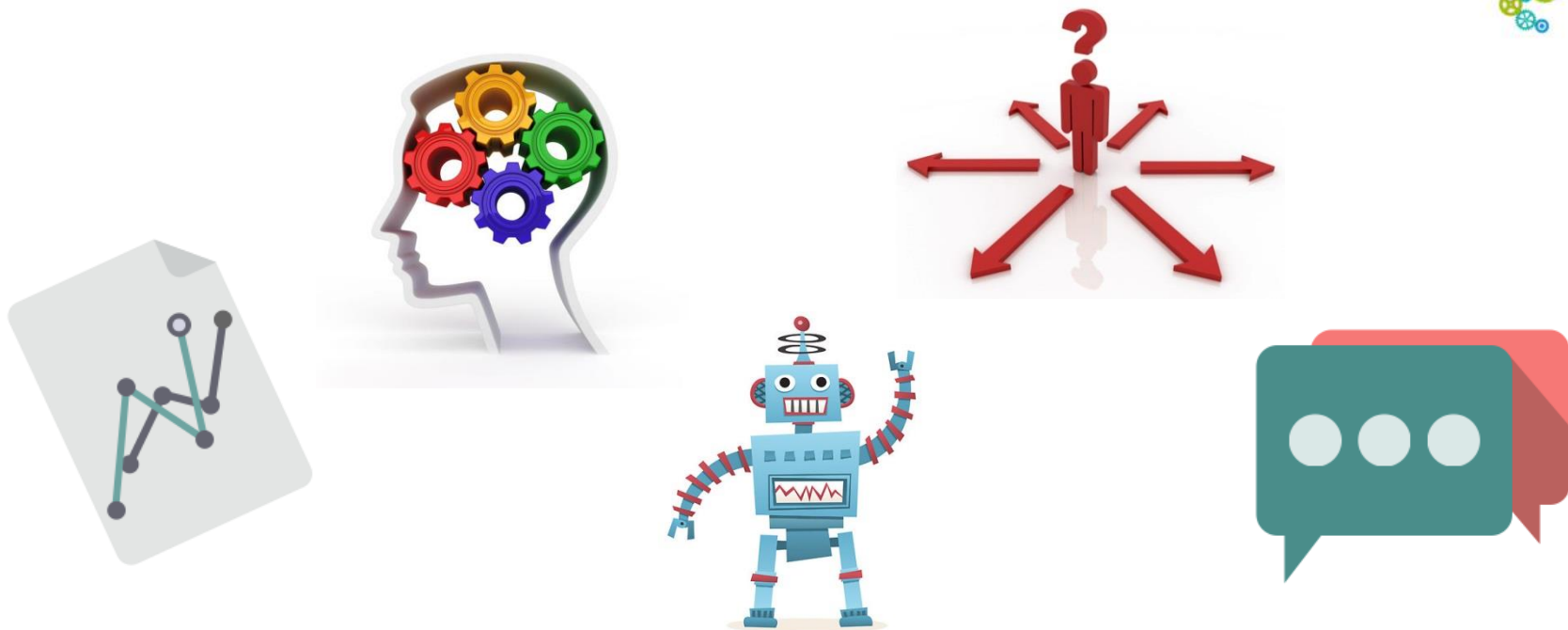
Motivation – Why document processes?

Business process:

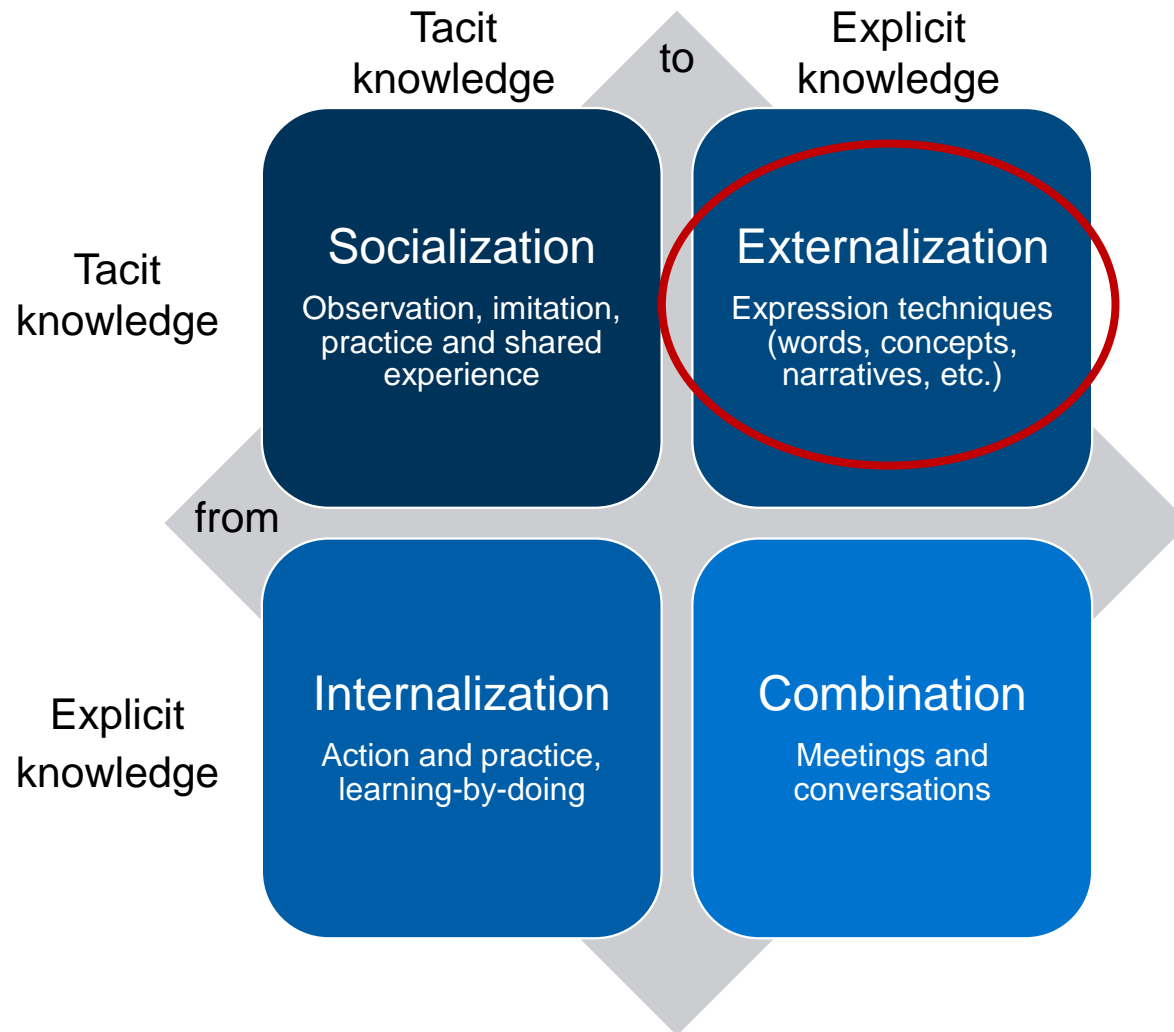
„Basic unit of business value
within an organization” (Verner 2004, p. 83)



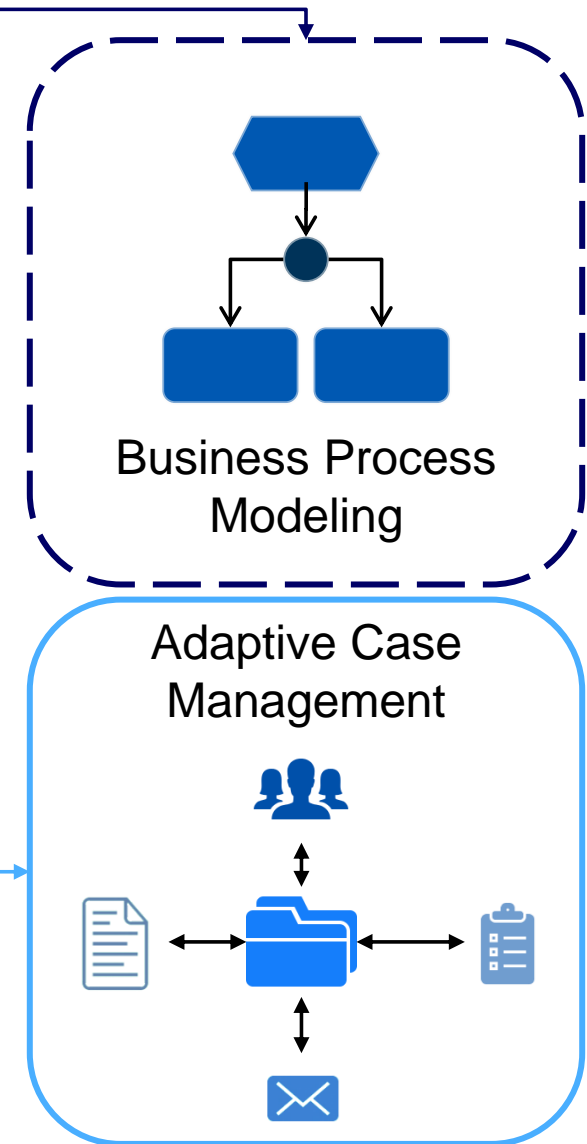
Business process documentation:



Images from: <http://www.barrett.com.au/blogs/SalesBlog/wp-content/uploads/2011/11/brain-gears.jpg>, <http://ih0.redbubble.net/image.12681228.5116/flat,550x550,075,f.u2.jpg>,
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https://www.iconfinder.com/icons/304425/chat_communication_conversation_message_messages_talk_text_icon#size=256



Documented Work	Routine	Semi-routine	Knowledge work
Time of Documentation Effort	Before execution	During execution	After execution
Knowledge of documentation creators and readers	Expert	Semi-expert	Novice
Degree of Formality	Formal	Semi-formal	Informal
Focus of Documentation	Process	Data	
Documentation Outcome	Models	Templates	?



The Solution: Informal Process Documentation

- Q&A Forums

This collage illustrates various Q&A forums. It includes a screenshot of Yahoo! Answers with a question about 'Difference between Business Requirement specification and Business Process Modeling?'. A screenshot of StackOverflow shows a question about 'Stateless state machine library' with a code snippet for a Java class. A screenshot of Quora features a question 'How did the idea for hashtags originate in Twitter?' with an answer from Chris Messina.

- Wikis

This screenshot shows a Wikipedia article titled 'Business process modeling'. The article text explains that Business process modeling (BPM) is the activity of representing processes of an enterprise. It includes a diagram of a business process flow with steps like 'Check status of inventory system' and 'Send request to user list'.

- **Tutorials**

- Information literacy
- Application usage
- DIY & crafting



Plants vs. Zombies Costumes by nematsakis

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Related: Conehead Zombie Costume (Plants vs Zombies) by DotalLabbled, Plants vs. Zombies by CarolLauvino

Snapguide

How to Create Mini Suitcases From Matchboxes

Learn how to create these cute mini suitcases using matchboxes...

by Katie Z. 15.6k Views 528 Likes 8 Comments

21 Steps SUPPLIES EMBED 528

1

Choose some pattern papers (I'm using G45 Come Away with Me paper collections here) for your suitcases... Gather your supplies; list at bottom left hand corner of this guide...

1 Comment

2

wikiHow

to do anything

How to Carve a Pumpkin

597,993 views 91 Editors Edited 3 days ago

Five Parts: Pumpkin Carving Templates Choosing a pumpkin Developing a design Carving the pumpkin Lighting your carved pumpkin

What would Halloween be without a carved pumpkin sitting on your porch or at the window looking out at all the trick or treaters? Make this Halloween special by carving your own pumpkin.

Pumpkin Carving Templates

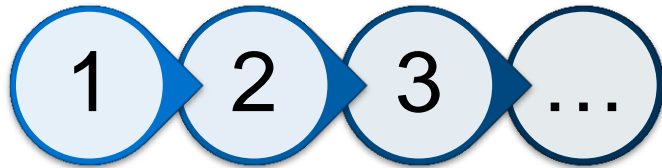
Happy Jack-o-lantern Crazy Jack-o-lantern Scary Teeth Jack-o-lantern

Part 1 of 4: Choosing a pumpkin

1 Visit your local supermarket, farmers' market or pumpkin patch. Find a location with a healthy selection and a range of sizes.

- Select a healthy pumpkin. When you're choosing a pumpkin, try to pick one that's free of nicks, bruises and cuts. Look for a sturdy stem that doesn't feel too bendable, and for mostly consistent color all the way around. Knock or thump

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→ **Understood by all users**



→ Emergence of **best** process documentation



- Low barrier of entry
- **Ad-hoc** process documentation
- Touch screen: easy manipulation of process elements



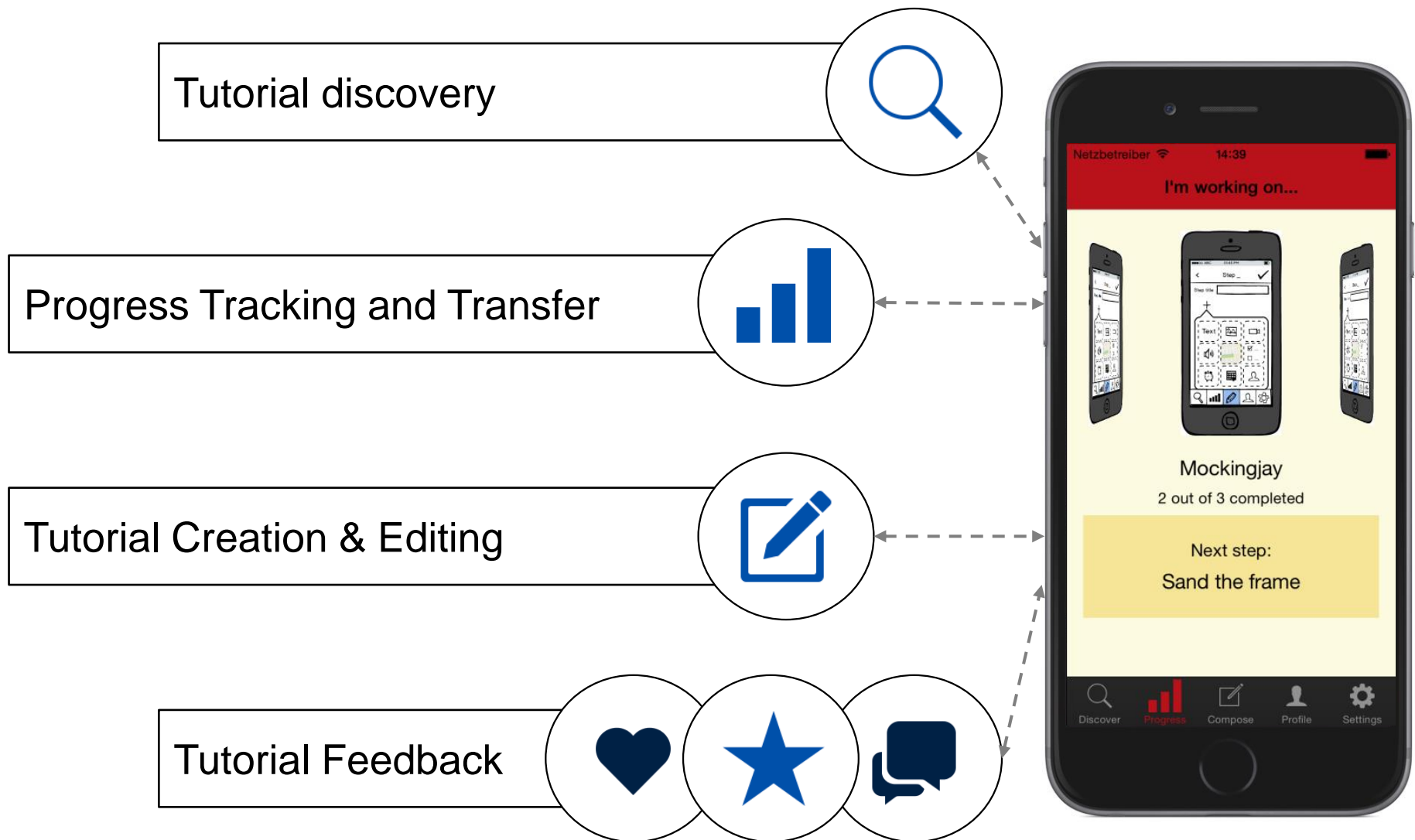
→ Simple user interface with limited number of features



What are **strengths and weaknesses** of existing process documentation approaches?

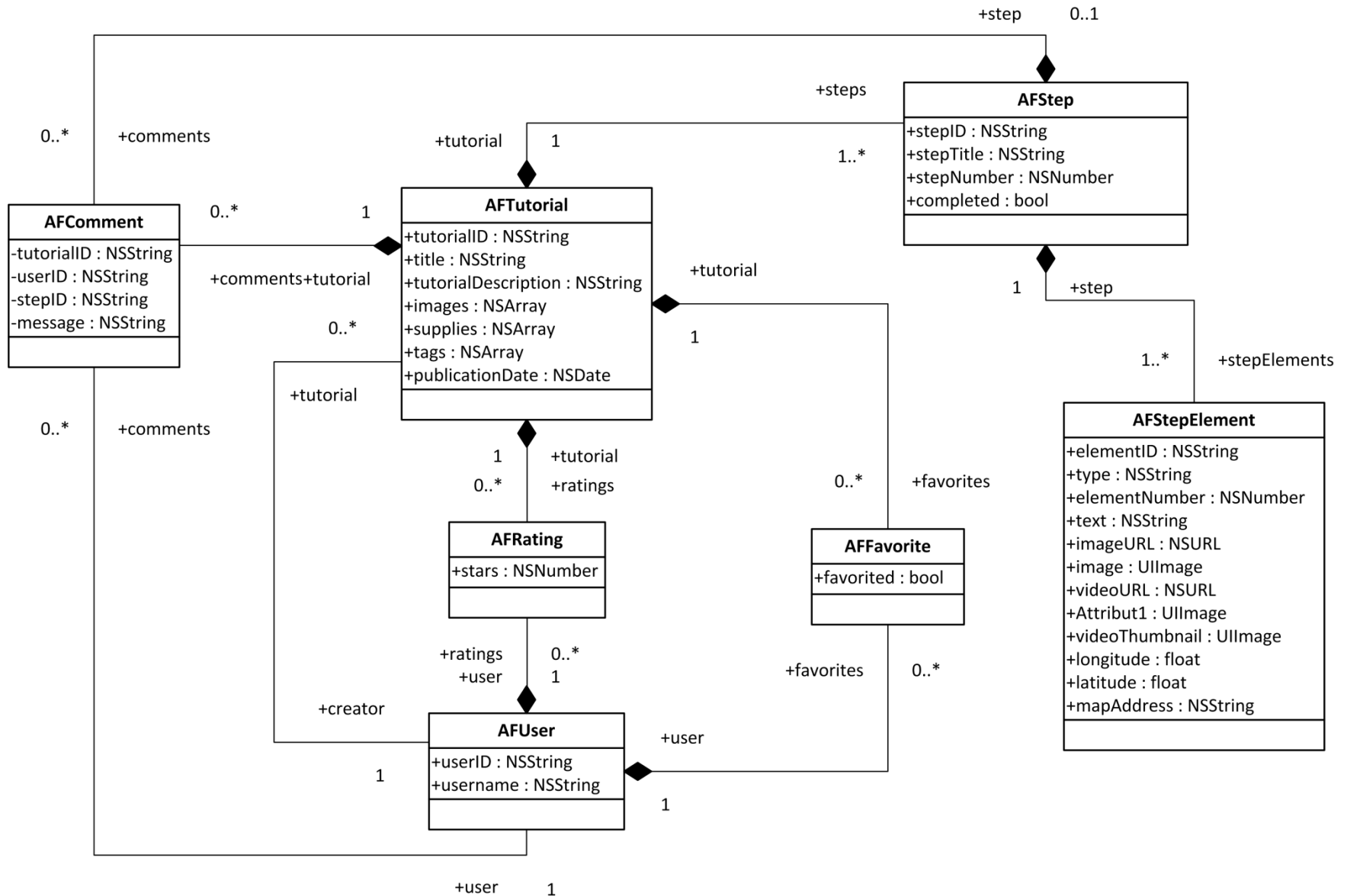
What are the **challenges** involved in documenting a process accurately by a **step-by-step guide** and how can these challenges be **overcome**?

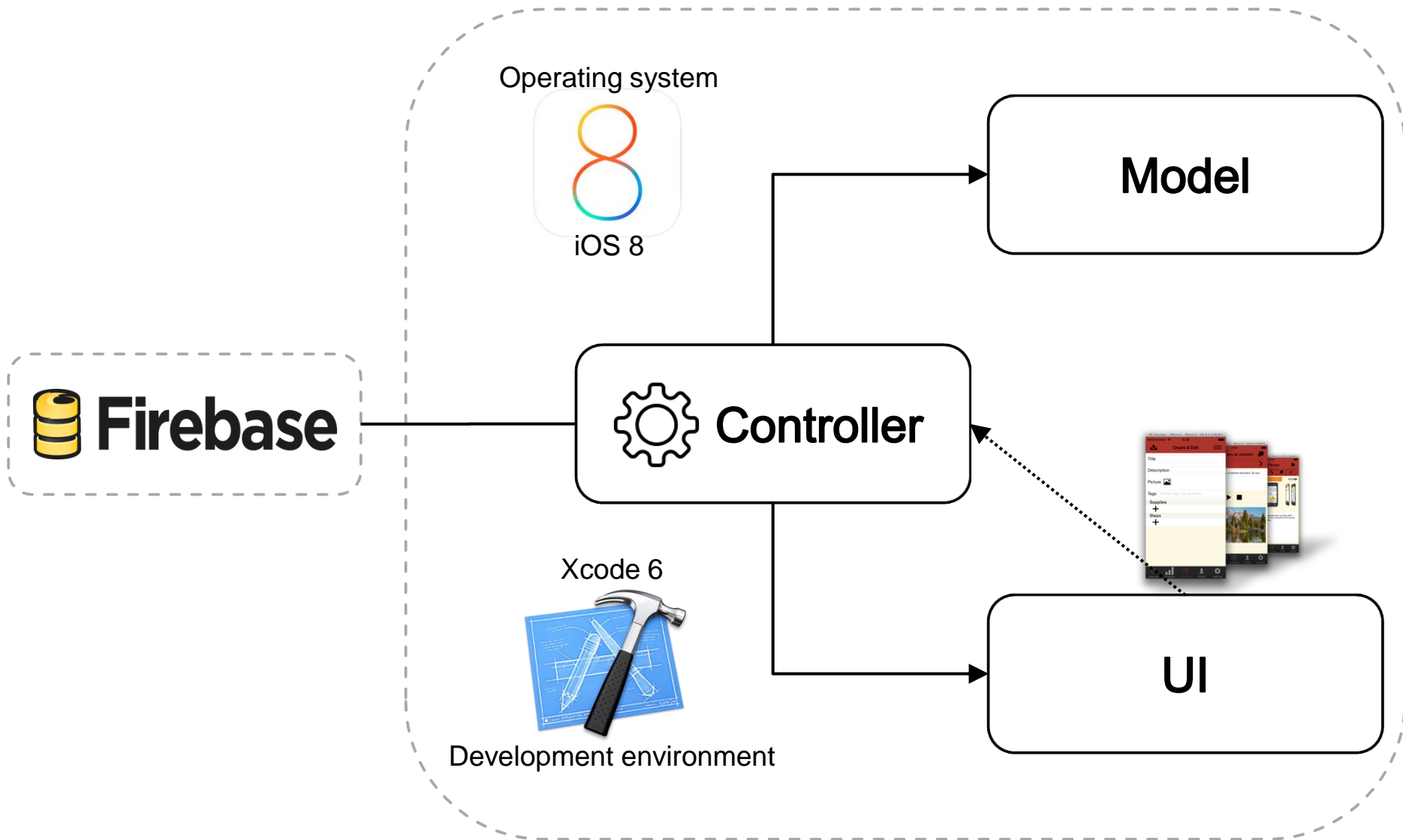
To what degree are step-by-step guides **easier to create and to read** than standard process documentation?



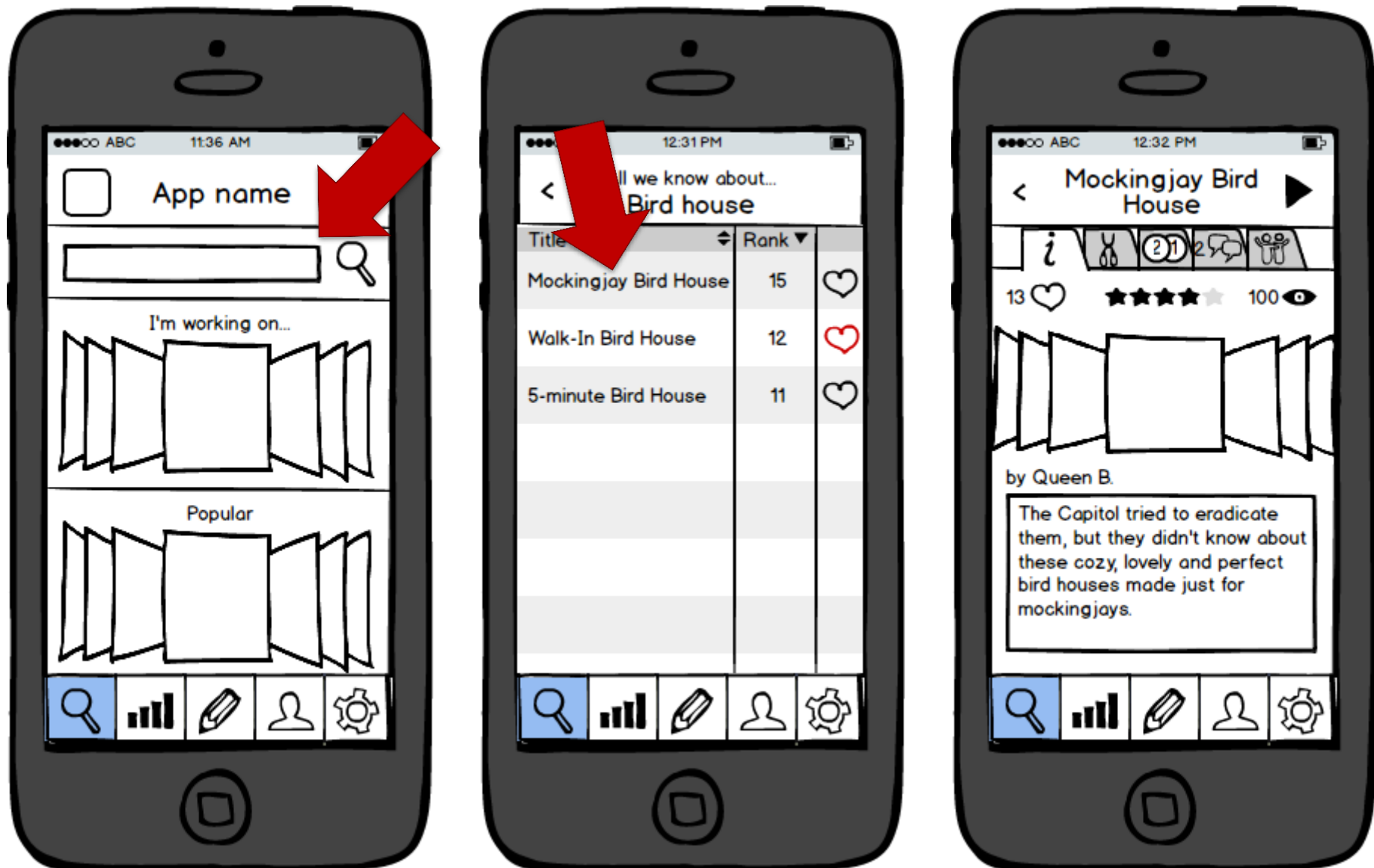
All icons from: <https://www.iconfinder.com/iconsets/ionicons>

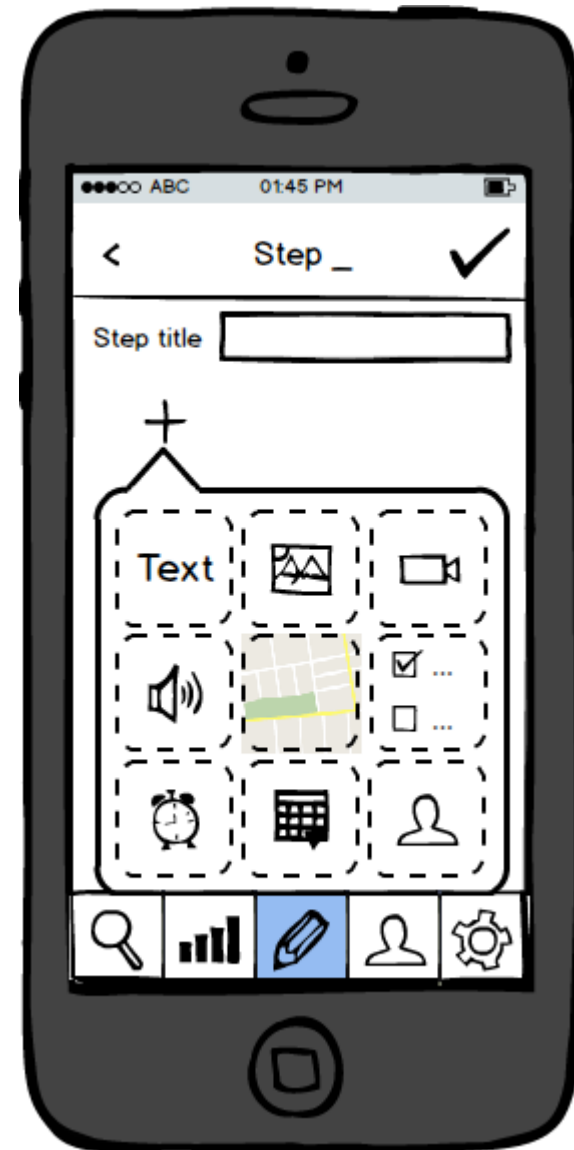
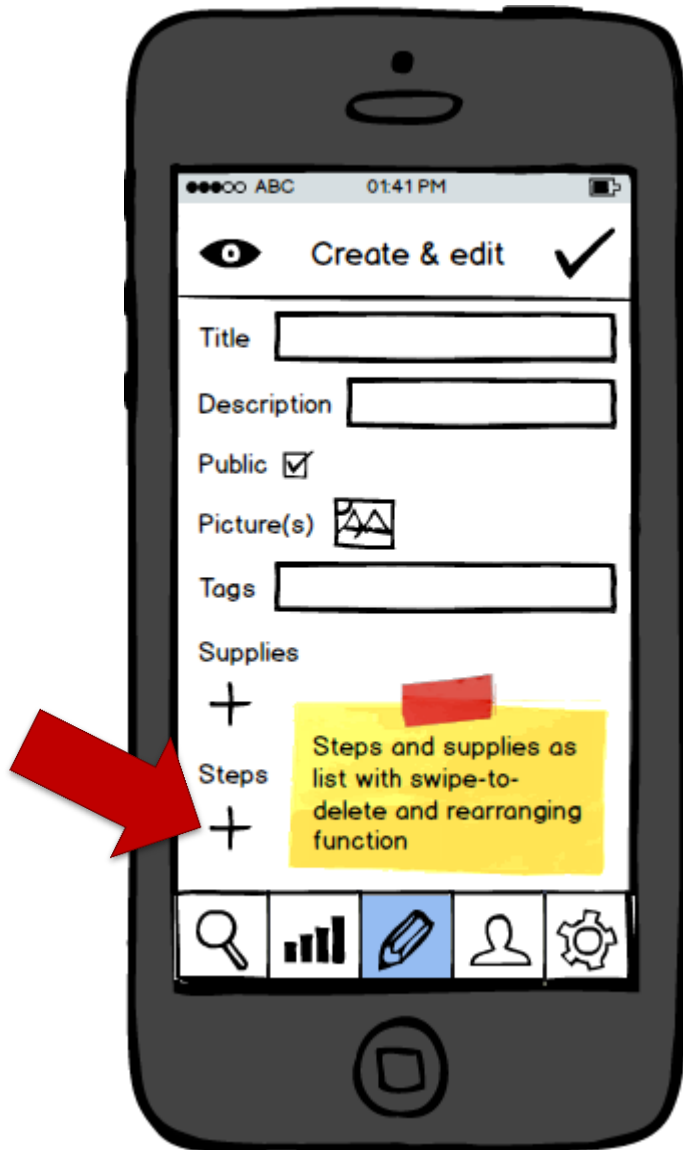
Implementation - Data Model (UML)





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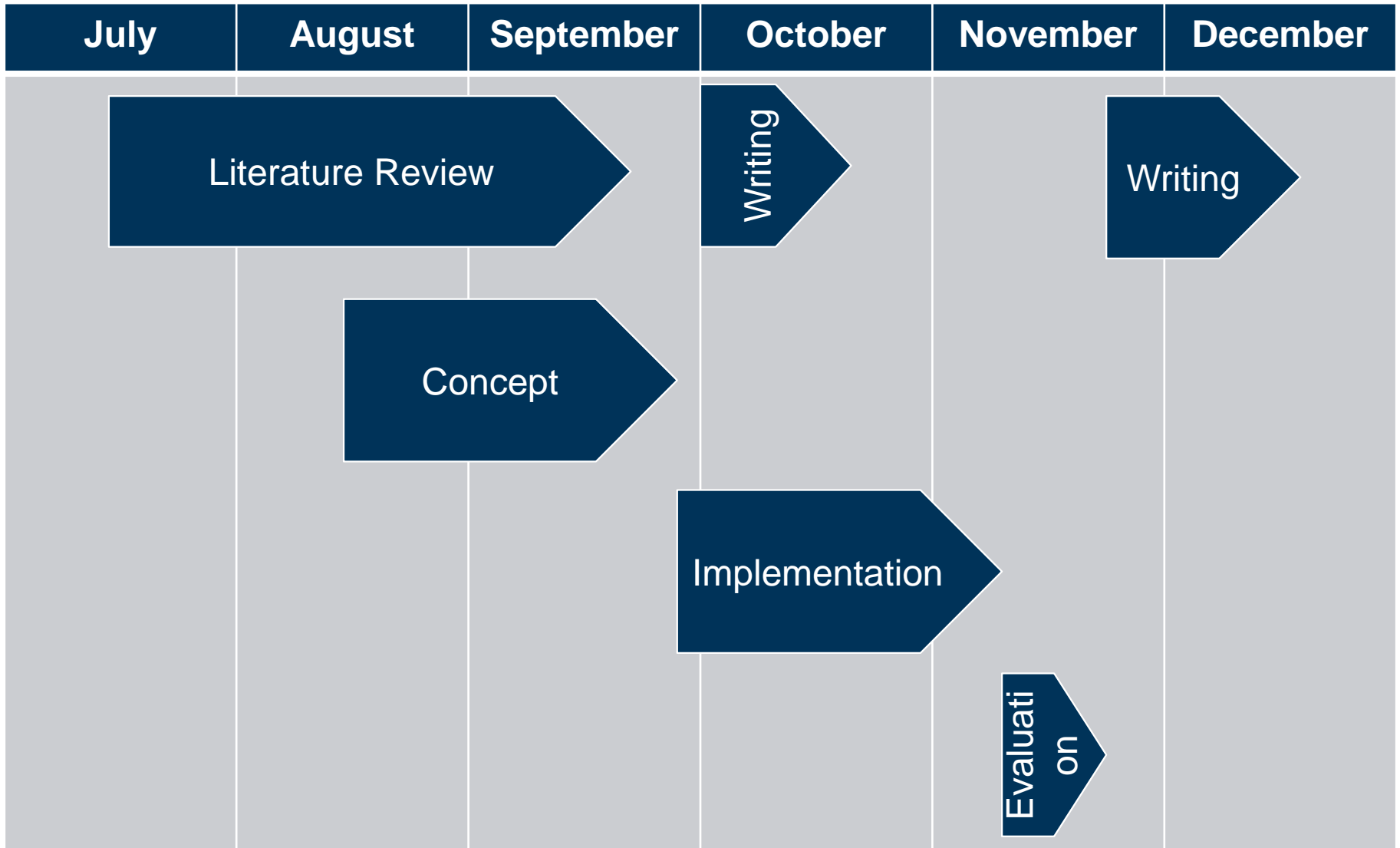


Implementation

- Improving user interface simplicity
- Client-server connection
- Documentation instantiation

Evaluation

- Evaluation of usability, understandability and readability



Thank you for your attention!

Questions?

“The academic world did not pay sufficient attention to an **appropriate visualization of process models**” that are user-oriented and intuitive. (Rosemann 2006a, p. 254)

Most process models and corresponding languages are **rather puristic from a visual point of view** (Reijers et al. 2011, p. 340)

A better use of graphical representations is needed (van der Aalst, Wil M. P. et al. 2003, p. 6)

“**Minimal requirements for non-expert model interaction**” (Nolte, Prilla 2012, pp. 57–72):

- **simpler elements** of the modeling notation,
- tools with **less features** to support the creation of simple tasks and
- simple ways of manipulating the model e.g. using a **touch screen**

Video of current implementation status



Nolte, Alexander; Prilla, Michael (2012): Normal Users Cooperating on Process Models: Is It Possible at All? In David Hutchison, Takeo Kanade, Josef Kittler, Jon M. Kleinberg, Friedemann Mattern, John C. Mitchell et al. (Eds.): *Collaboration and Technology*, vol. 7493. Berlin, Heidelberg: Springer Berlin Heidelberg (Lecture Notes in Computer Science), pp. 57–72.

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van der Aalst, Wil M. P.; ter Hofstede, Arthur H. M.; Weske, Mathias (2003): Business Process Management: A Survey. In Gerhard Goos, Juris Hartmanis, Jan van Leeuwen, Arthur ter Hofstede, van der Aalst, Wil M. P., Mathias Weske (Eds.): *Business Process Management*, vol. 2678. Berlin, Heidelberg: Springer Berlin Heidelberg (Lecture Notes in Computer Science), pp. 1–12.