

Tea break:

Fundamentals of Business Process Management

Associate Professor **Marcello La Rosa***, PhD
Queensland University of Technology



* means “The Rose”

The BPM lifecycle



Different perspectives...



How the customer explained it



How the project leader understood it



How the analyst designed it



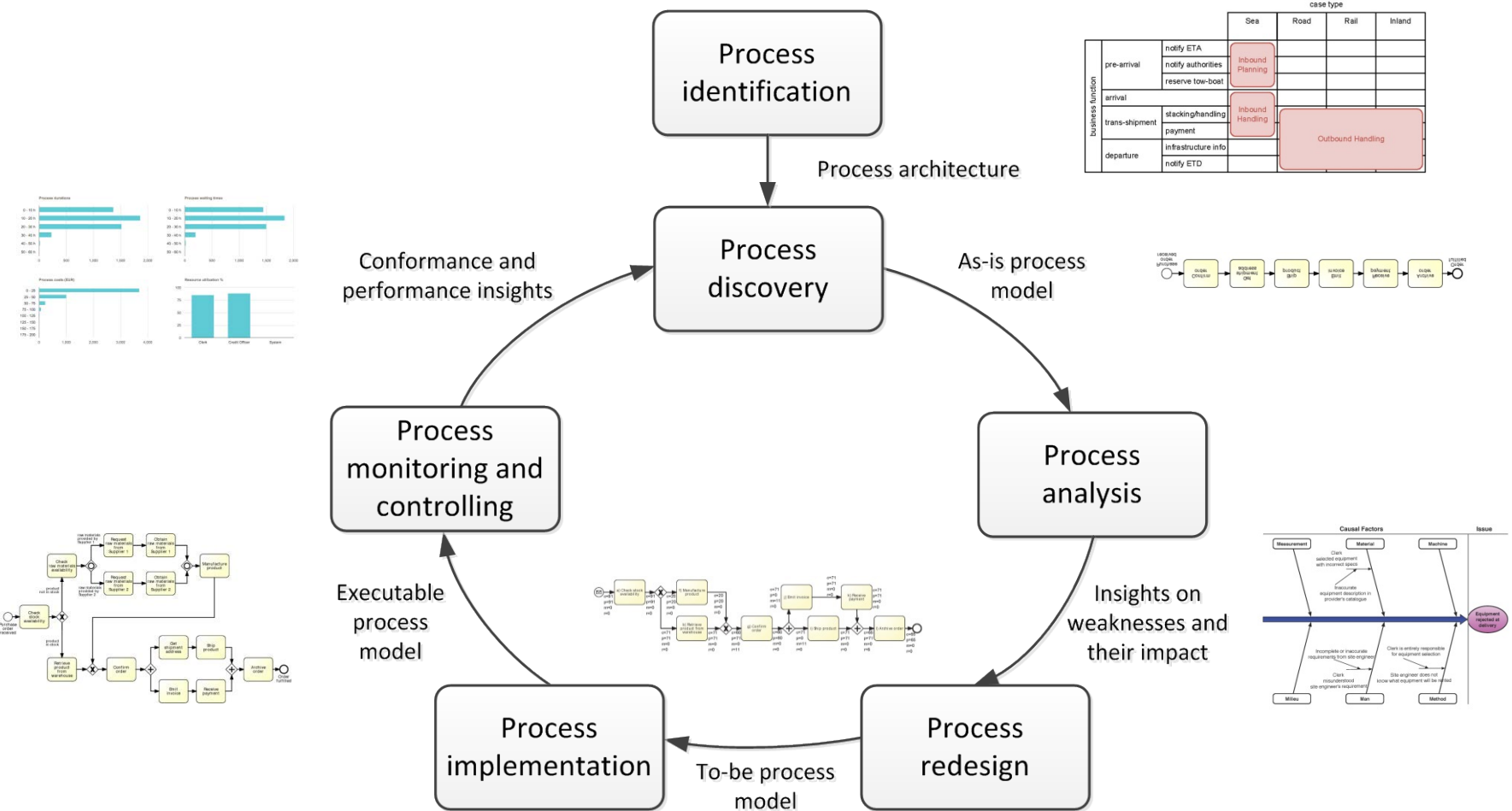
How the programmer implemented it

“First, master the fundamentals” (L. Bird)

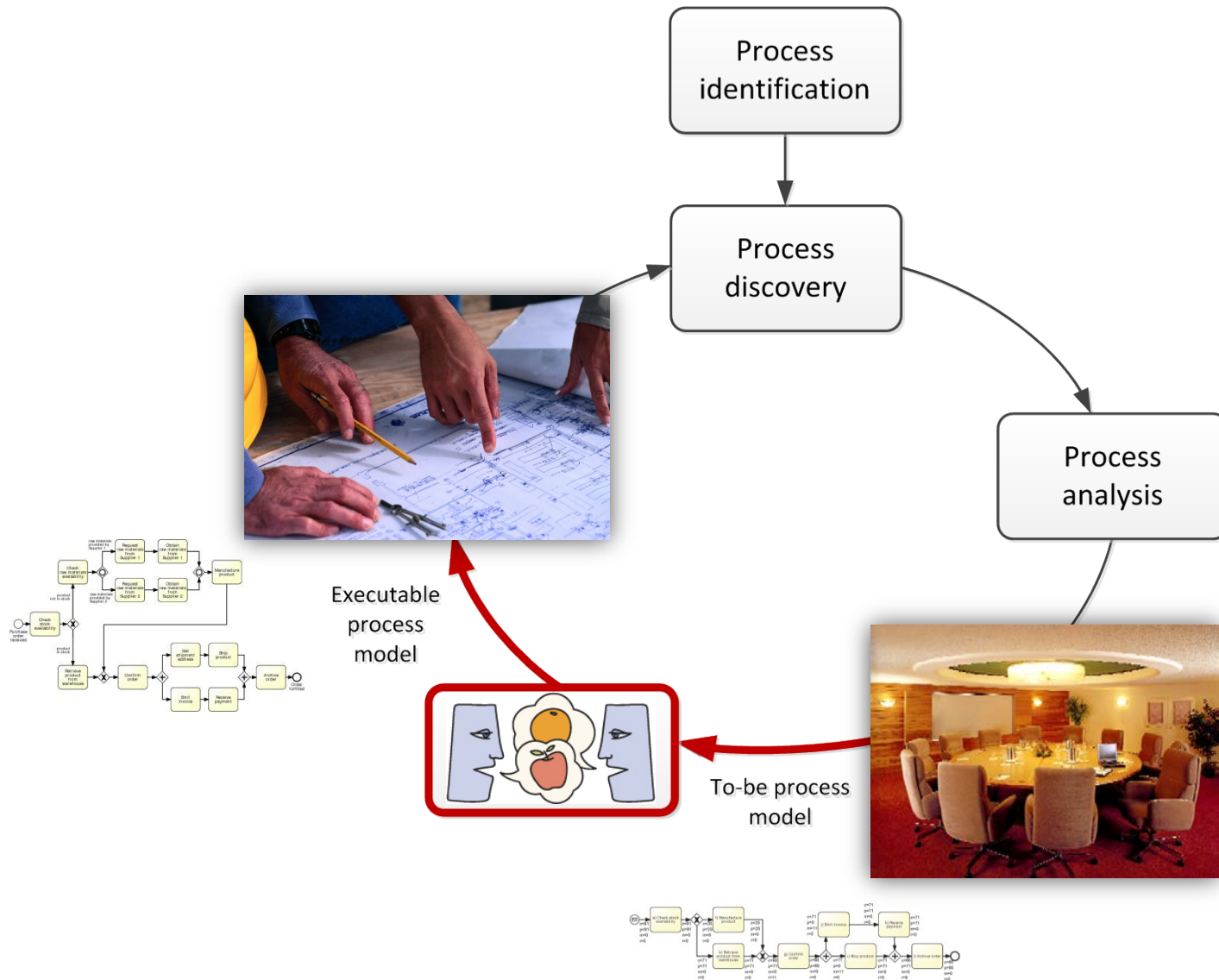


Fundamentals of Business Process Management

Comprehensive, yet succinct, BPM methodology



A glimpse of it



Bridging the gap: one task at a time

1. Identify the automation boundaries
2. Review manual tasks
3. Complete the process model
4. Bring the process model to an adequate granularity level
5. Specify execution properties



1. Identify the automation boundaries

Principle: not all processes can be automated.

-> Start by identifying each task's type:

1



Automated tasks

2



User tasks

3



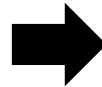
Manual tasks

2. Review manual tasks

Principle: if it can't be seen by the BPMS, it doesn't exist.

-> Find ways to link manual tasks to the BPMS, OR

-> Isolate them and implement the rest



3. Complete the process model

Principle: exceptions are the rule.

-> Add exception handlers

Airline	Flight	Destination	ETD	Gate	Status
	TT8035	ADELAIDE	09:45	3	CANCELLED
	TT5118	SYDNEY	11:50	3	CANCELLED
	TT5504	GOLD COAST	12:00	3	CANCELLED
	TT5106	SYDNEY	14:55	3	CANCELLED
	TT5206	BRISBANE	15:50	3	CANCELLED
	TT5584	ROCKHAMPTON	16:45	3	CANCELLED
	TT5108	SYDNEY	17:05		CANCELLED
	TT5596	PERTH	17:20		CANCELLED
	TT8037	ADELAIDE	17:45	3	CANCELLED
	TT5704	CAIRNS	22:05	3	CANCELLED

Principle: no data = no decisions, no tasks handover.

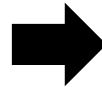
-> Specify all electronic business object



4. Bring the process model to an adequate granularity level

Principle: BPMs add value if they coordinate handovers of work between resources.

- > Aggregate any two consecutive tasks assigned to the same participant
- > Refine tasks that are too coarse-grained

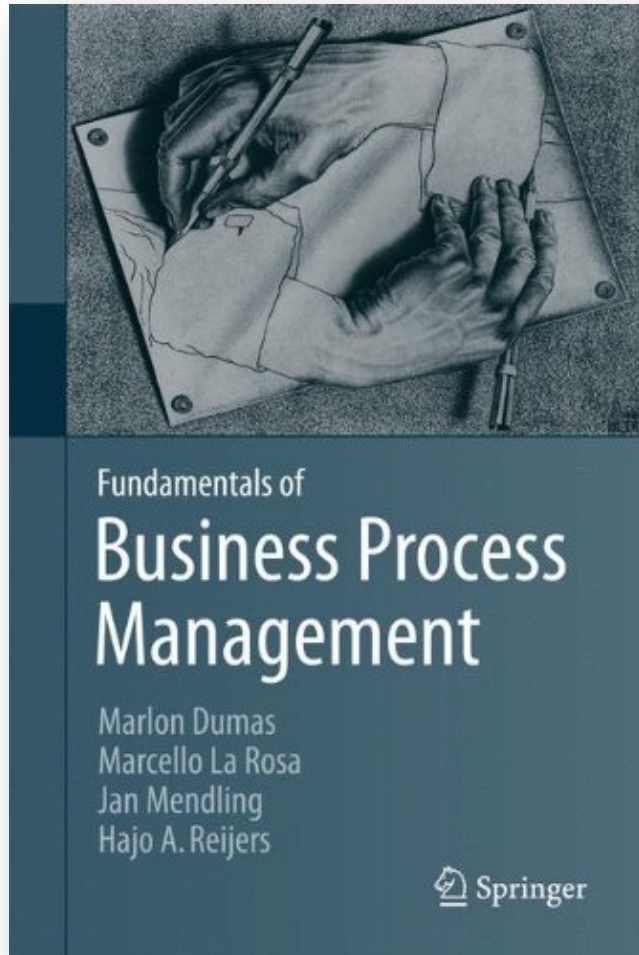


5. Specify execution properties

- > Process variables and messages
- > Task variables and their mappings to process variables
- > Service details
- > Code snippets
- > Participant assignment rules
- > Decision expressions
- > Worklists, forms, connectors...



Want to know more?



“Fundamentals of
Business Process Management”

by Marlon Dumas, Marcello La Rosa,
Jan Mendling, Hajo A. Reijers

Springer, 2013

<http://fundamentals-of-bpm.org>



A/Prof. Marcello La Rosa

Academic Director for Corporate Engagements

Business Process Management Discipline

Information Systems School

Science and Engineering Faculty

Queensland University of Technology

www.marcellolarosa.com

m.larosa@qut.edu.au

