



BUSINESS PROCESS MANAGEMENT CONCEPTS

Outline

- Introduction to Workflow
- Process Definition
- Process Instance
- Work Items
- Attachments and Actions

Workflow



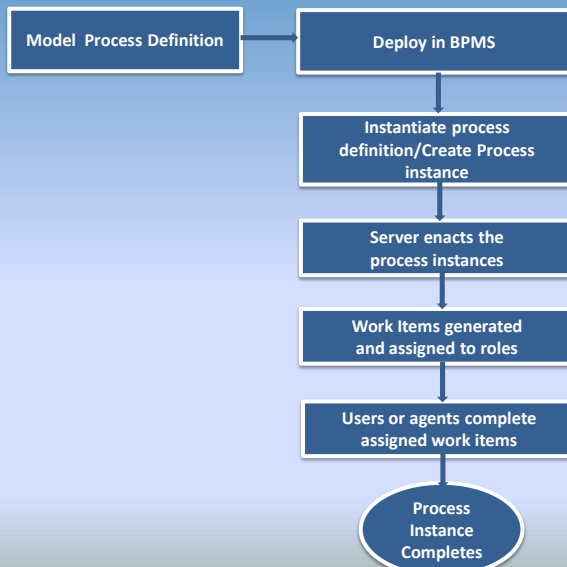
- A Sequence of Steps required to complete a specific Business Process, for example:
 - Processing an insurance claim.

- Typical Implementation: combination of manual and automated activities
 - A clerk fills out a claim form and routes the form to the Claims department

Workflow Elements

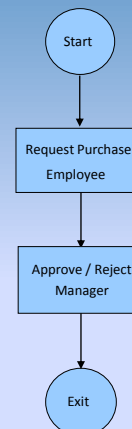


- Process Definition
- Activities
- Arrows
- Data Attributes
- Process Instance
- Work Items or Tasks



■ Definitions ...

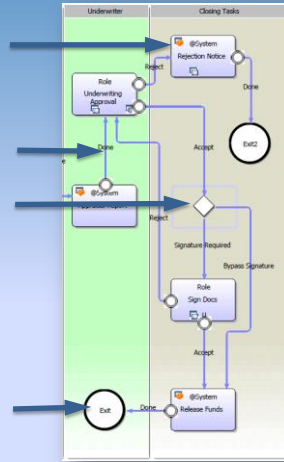
- *“Representation of a business process in a form which supports automated manipulation such as modeling or enactment by a workflow management system”.*
- The Process Definition consists of a network of activities, their relationships and criteria to indicate the start and termination of the process, and information about the individual activities, such as participants, associated IT applications and data ...
 - Its synonyms include “Workflow”, “Process Diagram”, “Process Model”, “Business Process Diagram (BPD)”.
 - It encapsulates the design time aspects of a process and acts as a template for runtime process instances



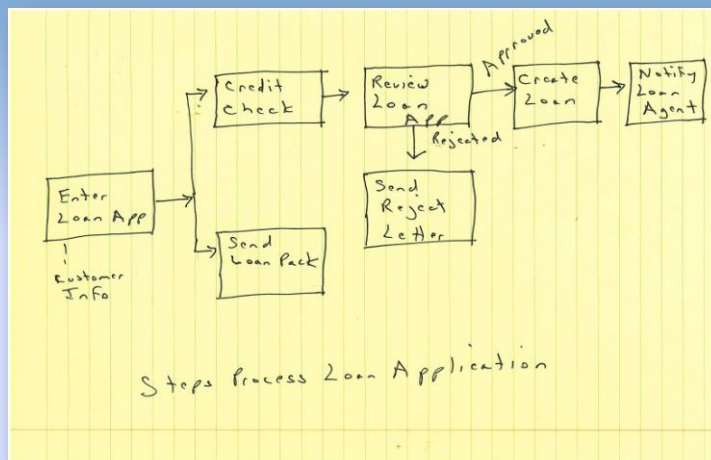
* Workflow Management Coalition Terminology and Glossary - WFMG-TC-1011

Process Definition Model

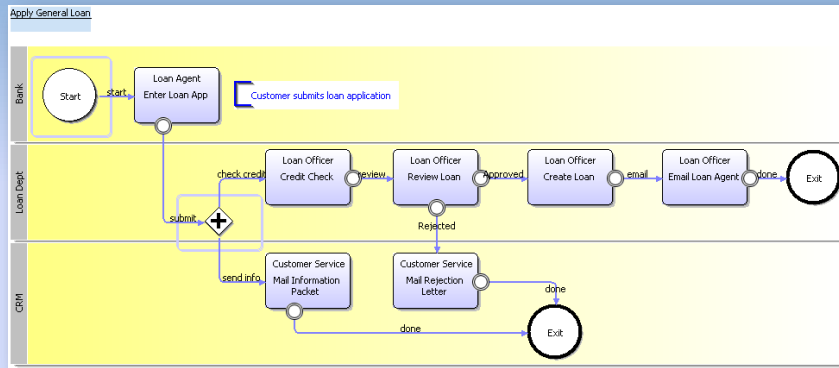
- Nodes
 - Activity nodes represent user tasks
- Arrows
 - Connect nodes and direct the flow
- Gateways
 - Branching and Merging of Process Flow
 - Condition, And, Or
- Events
 - Control process flow
 - e.g. START, EXIT, Trigger



Loan Application Process

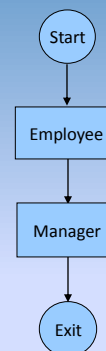


■ “Apply General Loan” Business Process Model



Process Instance

- Encapsulates the run time aspects of a business process
- Instantiated from a Process Definition
- Each instance is managed separately by the BPMS



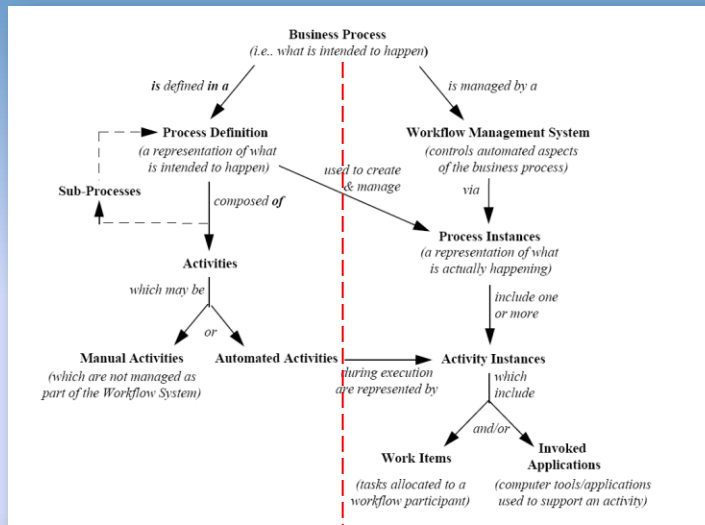
Work Items

- Represent manual/human activities in the Process Definition.
- Work Items are created from Activity Nodes.
- Work Items are generated for an activity/node when Process Instance advances to that Node.
- Work Items are assigned to a Role and only the members of that role can see them.

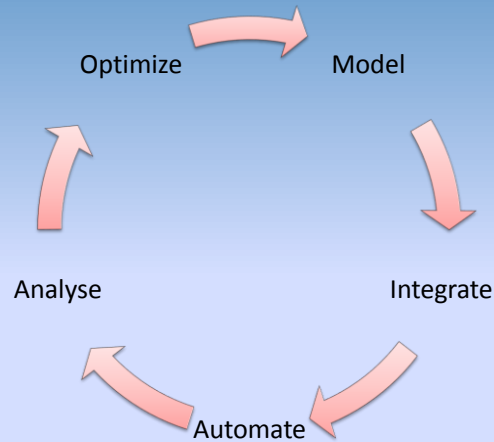
Workflow Terminology

Definition

Execution



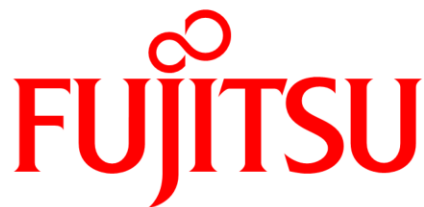
(Diagram courtesy of the Workflow Management Coalition Terminology and Glossary - WfMC-TC-1011)



Attachments

- Users can attach any document to a Process Instance.
- Documents are stored by reference, using name and file-path.
 - for example:
 - Name : Loan Application Form
 - Path: "C:\<Interstage BPM Dir>\<tenant>\<application>\LoanApp_Cust1234.pdf"
- Once attached, it is available to each participant in the process.
- Each type of attachment can be associated with application responsible for its processing (opening).

- Allows process data (usually user defined attributes) to be manipulated by Java code.
- This code can be executed at certain locations in a process:
 - process instance start time
 - init script/action, process instance owner script/action
 - work item assign to role time
 - role script/action, role script/action
 - work item activation time
 - prologue script/action
 - work item completion time
 - epilogue script/action
 - process instance end time
 - commit script/action
 - timer expiry or a due date is reached
 - timer action



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