Process Techology

CS637 Slides Feb 1999

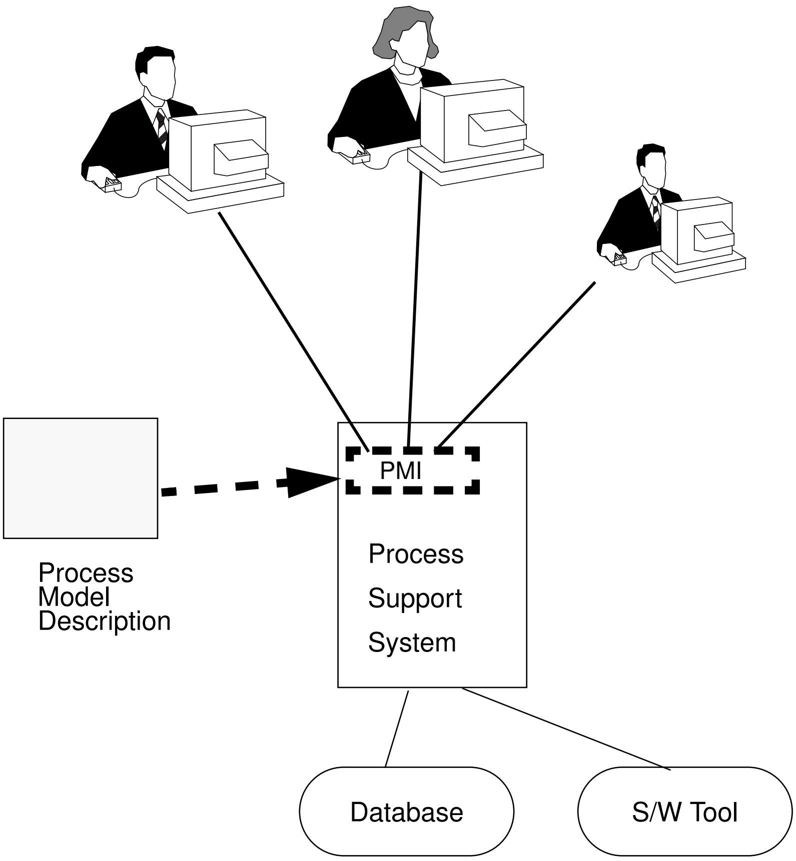
The technology available to support the various activities related to the

- capture,
- analysis, and
- enactment

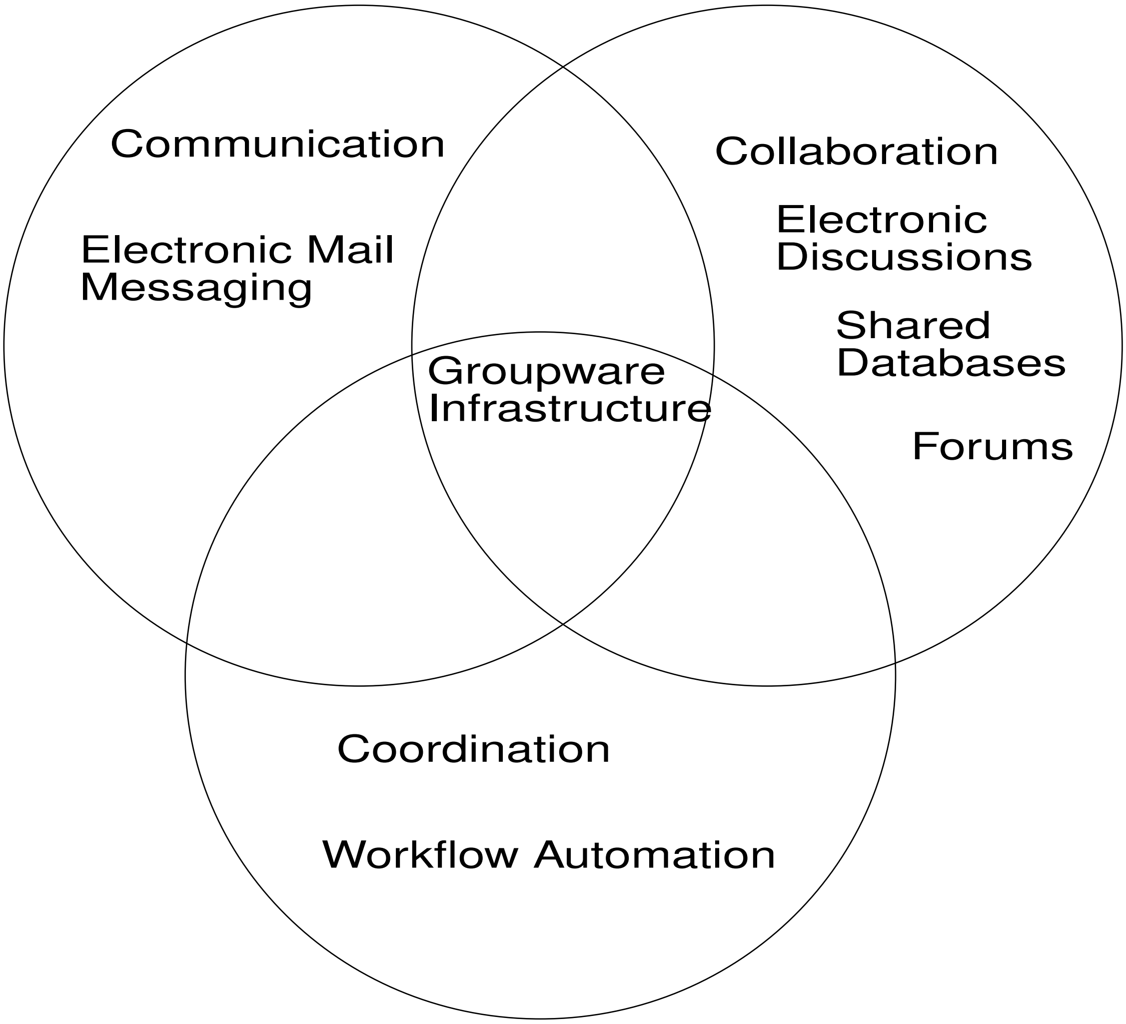
of processes

ProcessWise Integrator, ProcessWeaver, ProcessWeb, StaffWare, Microsoft Exchange, Lotus Notes etc.

Process Support System as a Coordination Layer



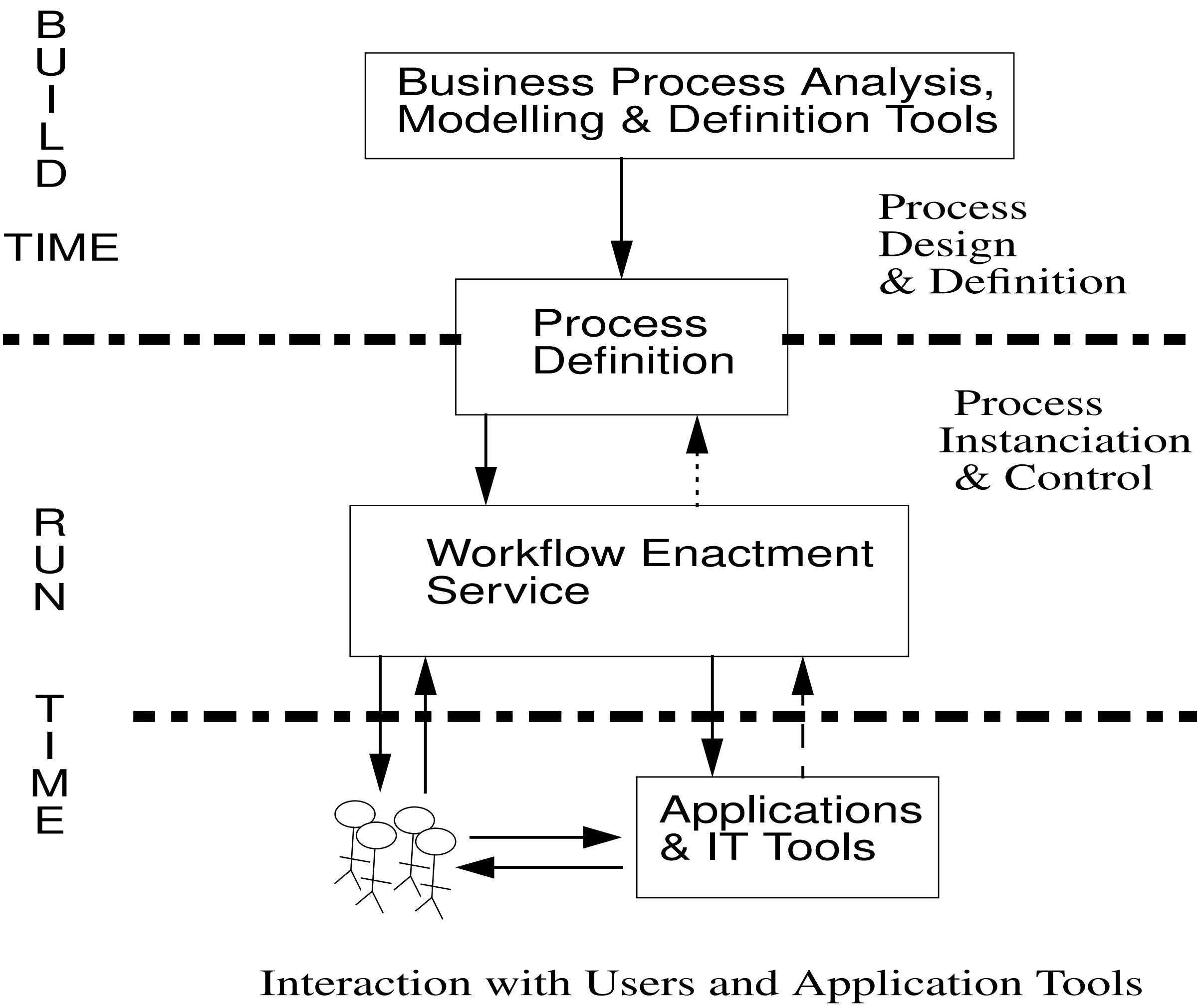
Groupware (eg. Lotus Notes)



From Lotus Notes and Domino Server 4.6 UNLEASHED
Tamura et al, \SAMS Publishing

A very similar set of Three ‘C’s

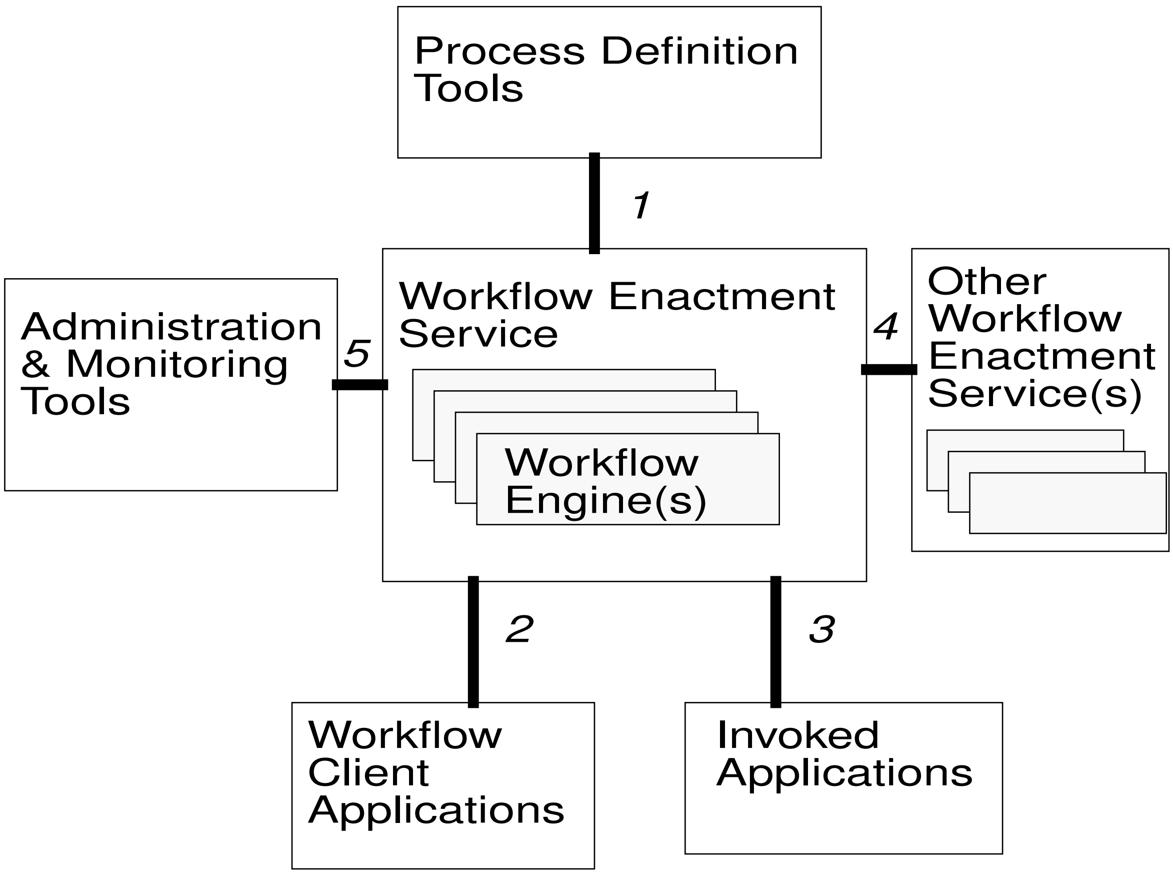
Workflow (eg. Staffware)



a process definition may reference organization/role data

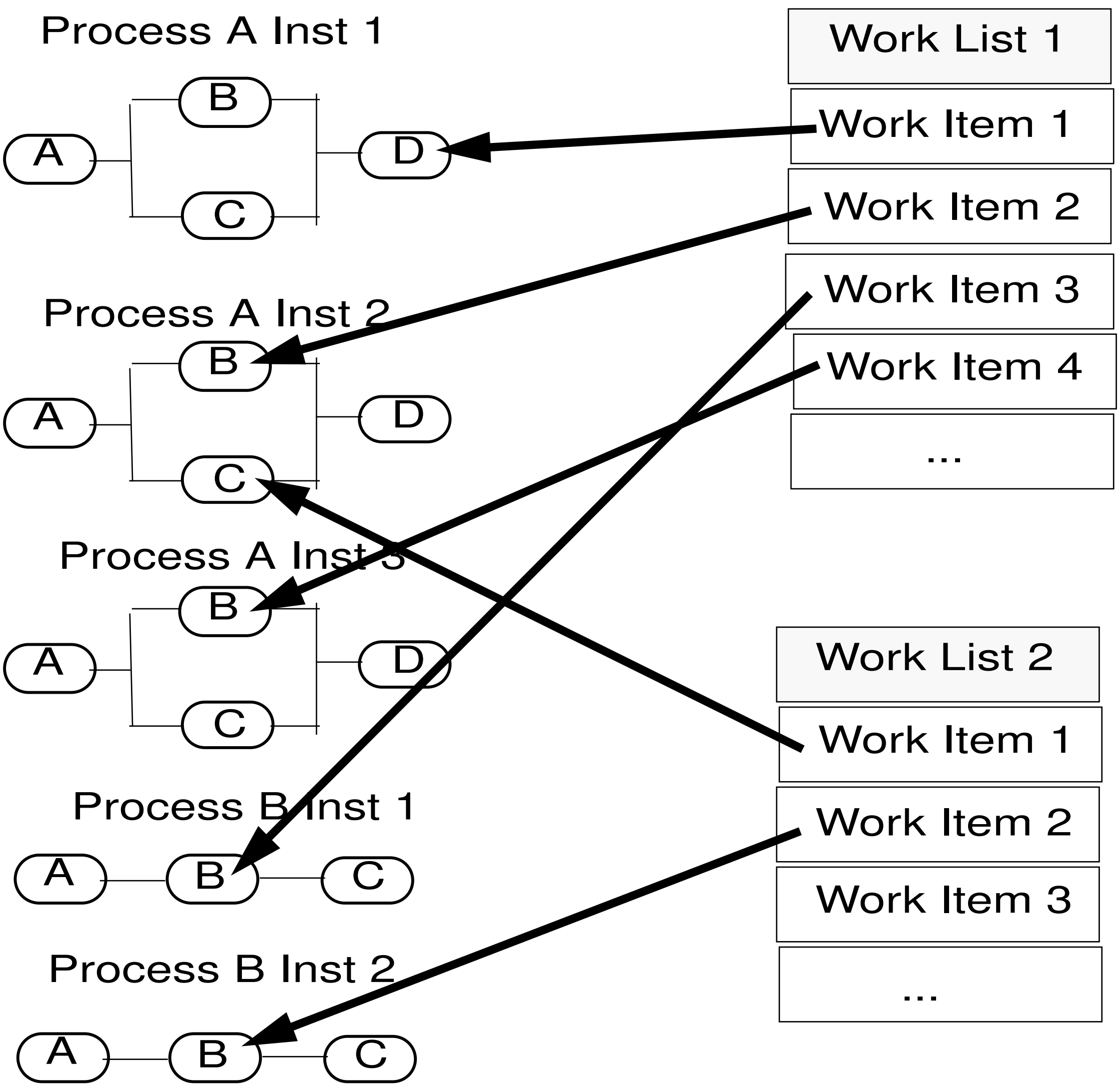
User interaction is via Worklist Handler

Workflow Reference Model

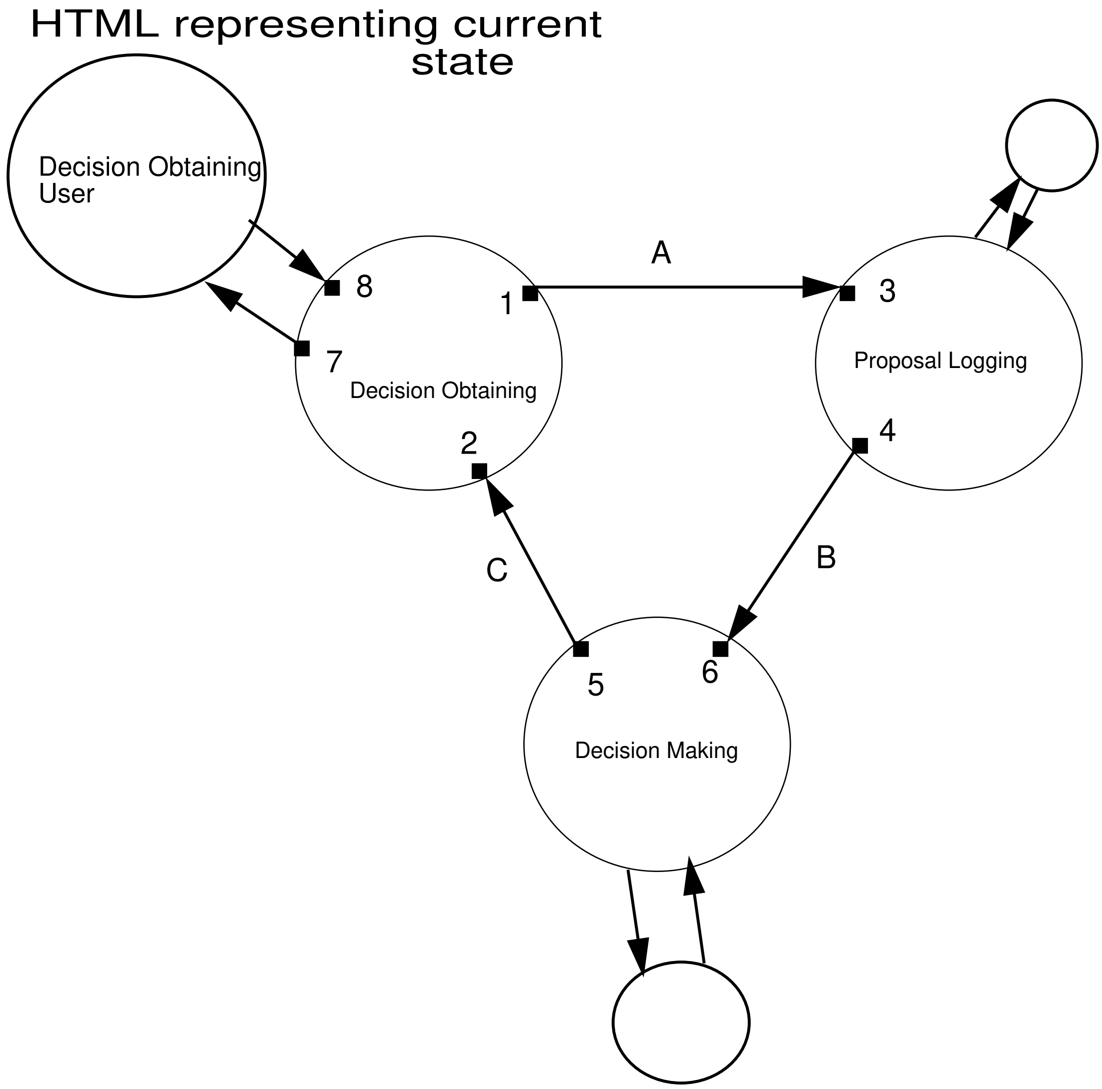


http://www.aiim.org/wfmc/standards/model2.htm

Documents or Workspaces (1)



Documents or Workspaces (2)



PWeb user HTML to represent the users working context, which depends on the state of the process

Documents or Workspaces (3)

cf. form based or engine based product architecture

Advantages of forms

- low cost per user, existing messaging infrastructure,
- quick development time

Documents or Workspaces (4)

Advantages of engines

- more flexible mapping between people and tasks, richer tracking facilities
- better support for complex processes, multiple concurrent activities
- designed for close integration with external applications