Modelling work:
Workflow and task modelling

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Presentation

1. Introduction: People working with tools
2. Workflow concepts
3. Task interpretation of workflow concepts
4. Modelling workflow and tasks
5. Conclusion
Introduction:
People working with tools
Understanding work and building tools

- People
  - Sociology, Psychology

- Information
  - Semantic data modeling
  - Functional analysis

- Actions
  - Workflow
  - BPR

- Tools
  - CSCW
  - Systems engineering
  - HCI
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Workflow concepts

- Actions - what is done
- Actors - who does it
- Tools and information - what resources are used

- Simple and concrete, abstract and composite
- Action dependency structure, normative and descriptive
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Task interpretation of workflow concepts

- Action
  - template
  - process

- Task, task/subtask hierarchy
  - data availability defines pre-conditions
  - work practice as additional constraints

- Actor
  - role
  - group

- User, user group, stereotype
  - multi-user task models
  - multiple work practices
  - design targeted at different user groups

- Tool
  - app. class
  - suite, components

- Dialog element
  - link between specification and design
  - task based enactment
  - component composition
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Modeling workflows and tasks

- Role specific task model
- Low level user actions are tasks
- Triggers give task sequences
- Explicit coord./comm. tasks
Conclusion

1. People working with tools -
   There is a natural relation between workflows and tasks
2. 3. Workflow concepts and their task interpretation -
   Workflow concepts are compatible with task modeling concepts, although they have different foci and strengths
4. Modelling workflows and tasks -
   Workflow models provide a good starting points for task models

5. Conclusion: The workflow - task relation deserves more attention:
   - advanced workflow concepts targeted at flexibility
   - workplace design
   - enactment at the task / dialog level
Thank you for your attention!