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Modelling work: Workflow and task modelling

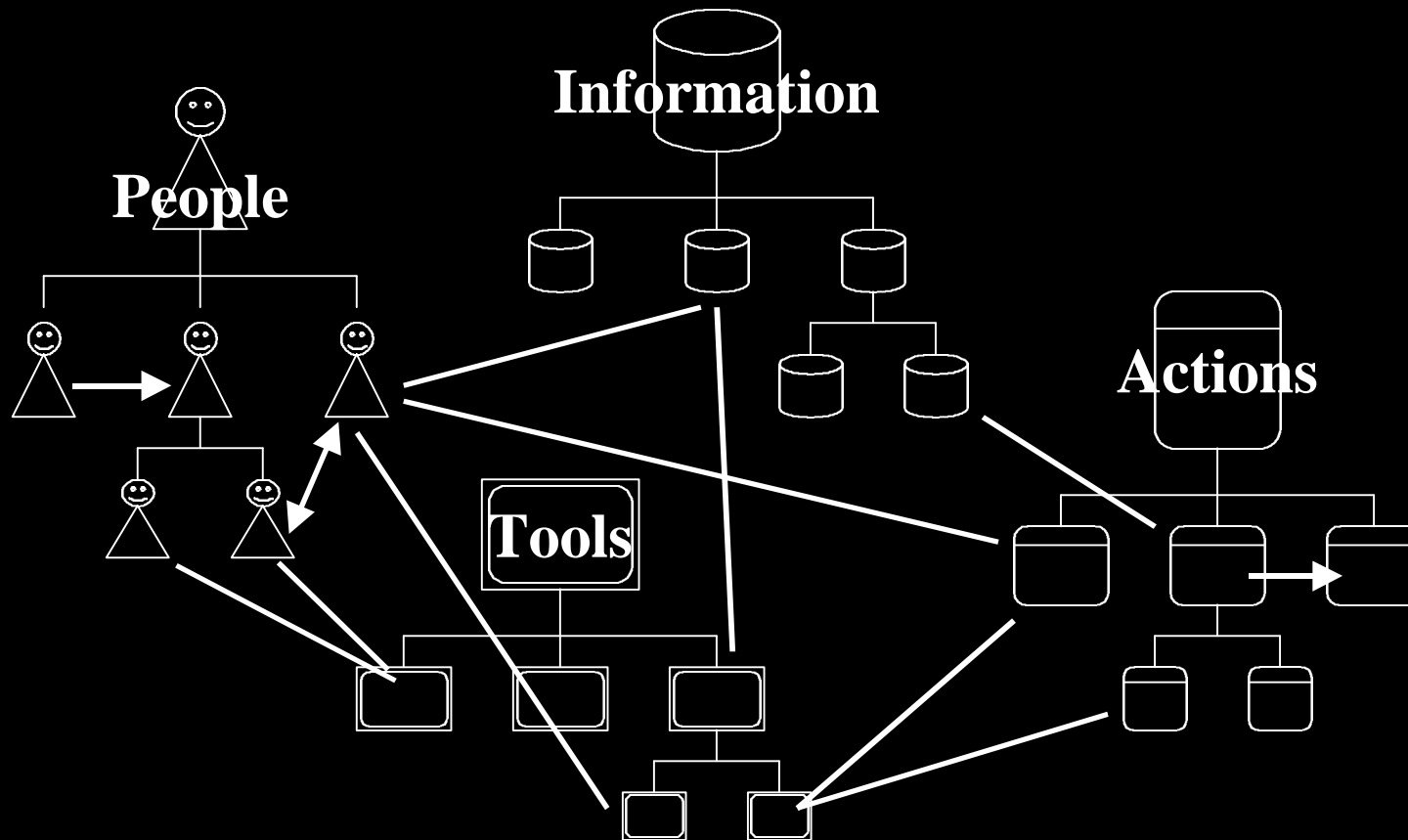
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Dr. student

Presentation

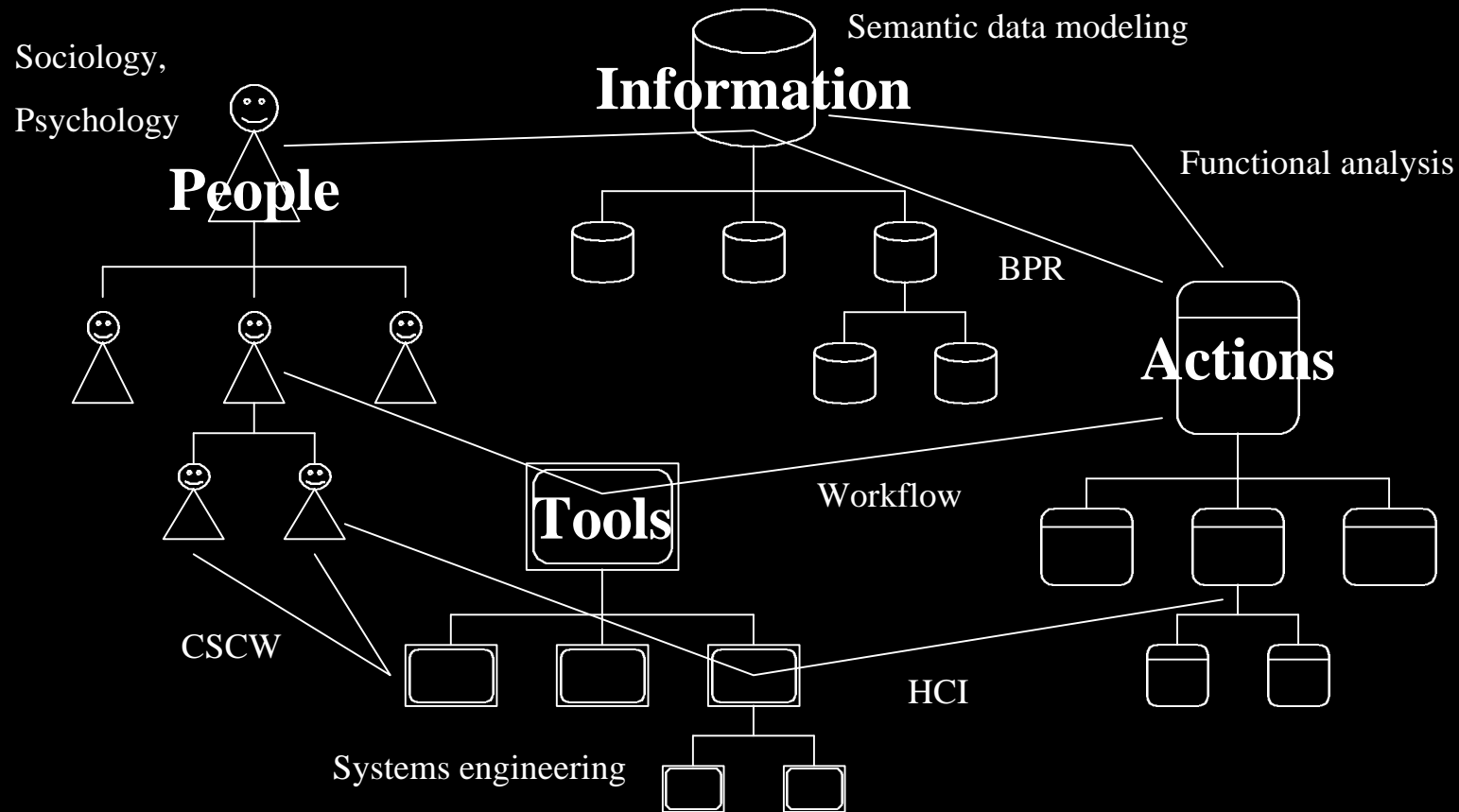
1. Introduction: People working with tools
2. Workflow concepts
3. Task interpretation of workflow concepts
4. Modelling workflow and tasks
5. Conclusion



Introduction: People working with tools



Understanding work and building tools



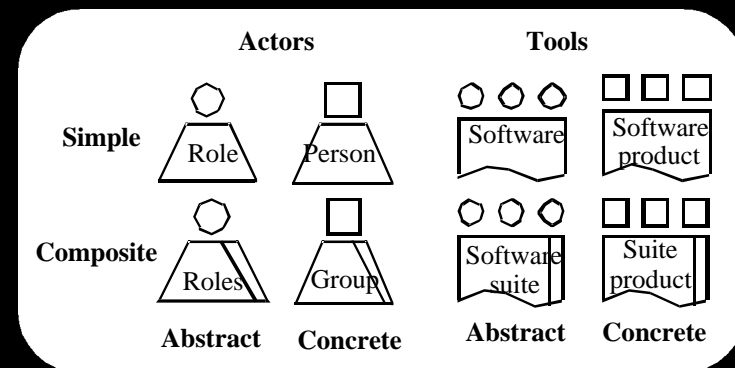
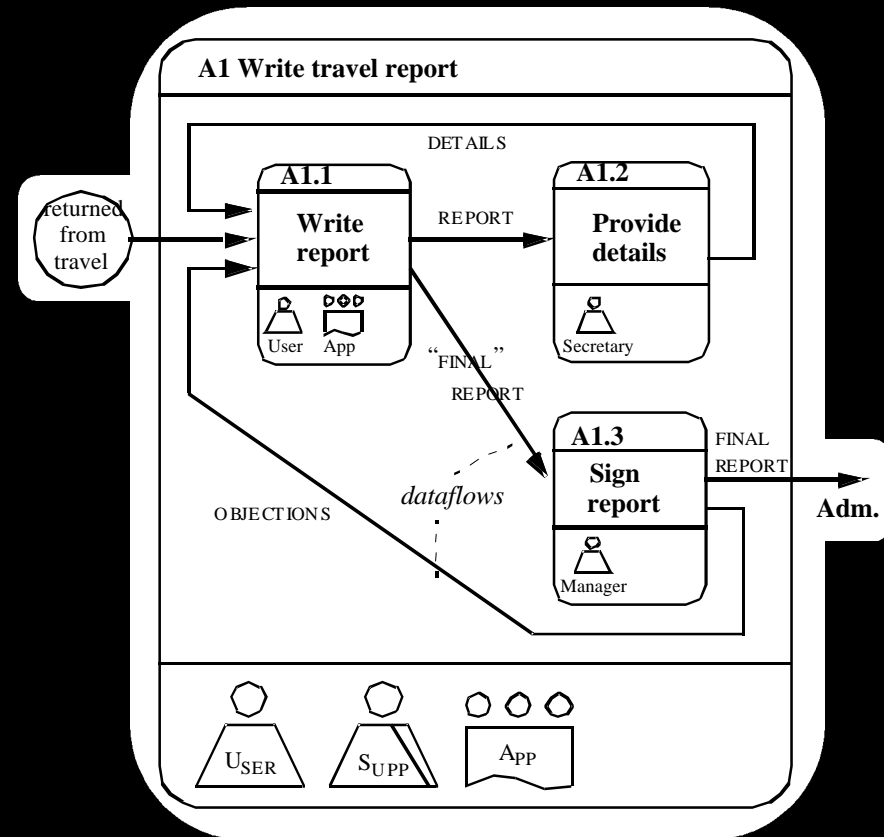
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Workflow concepts

- 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 | —— | ■ Task, task/subtask hierarchy |
| – template | | – data availability defines pre-conditions |
| – process | | – work practice as additional constraints |
| ■ Actor | —— | ■ User, user group, stereotype |
| – role | | – multi-user task models |
| – group | | – multiple work practices |
| | | – design targeted at different user groups |
| ■ Tool | —— | ■ Dialog element |
| – app. class | | – link between specification and design |
| – suite, components | | – task based enactment |
| | | – component composition |

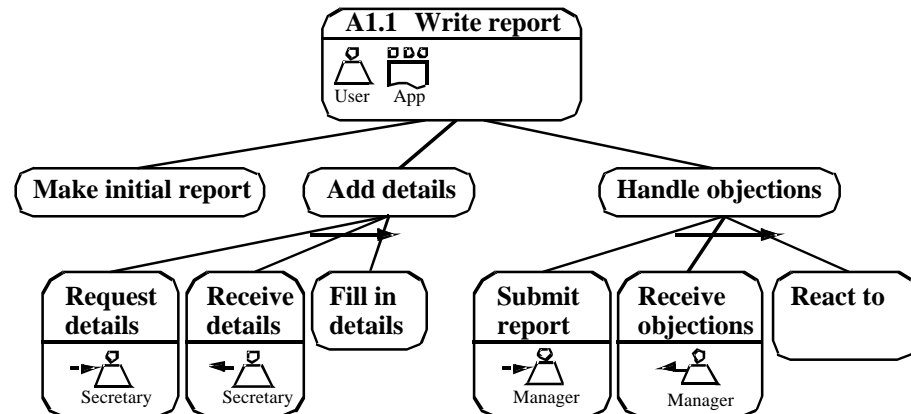
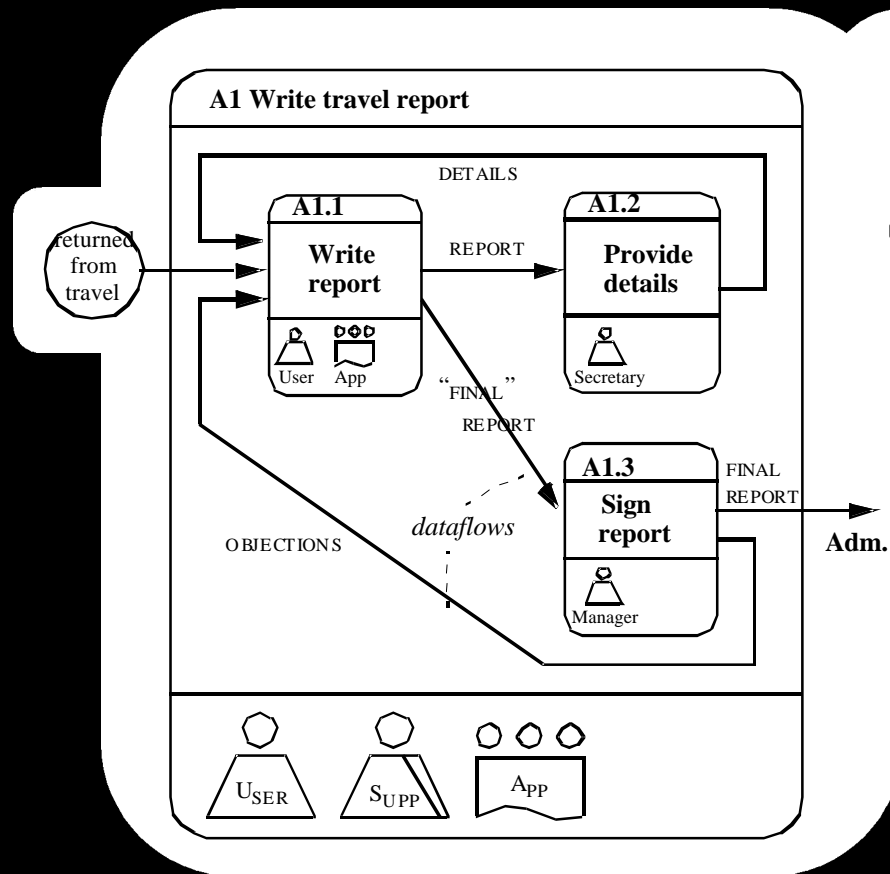


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Modeling workflows and tasks



- 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 !

