

PROJECT]open[



Translation Workflow

Frank Bergmann, 2005-09-19




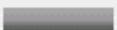



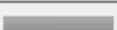






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A woman with reddish hair is sitting on a grassy hill, looking down. The background is a clear blue sky. The foreground is filled with green grass, some of which is out of focus. On the left side of the image, there is a vertical bar with a blue square at the top and a blue rectangle below it.

What's in for me?









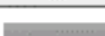



GALA: Opportunities & Expectations in Technology

11. Opportunities and Expectations in Technology. You have one or several of the following:

		Response Percent	Response Total
Workflow system		60.9%	39
Corporate accounting system		65.6%	42
Machine Translation technology		20.3%	13
CRM system		25%	16
Authoring system		7.8%	5
Proper terminology management		51.6%	33
CMS system		6.2%	4
Knowledge Management system		25%	16
Content optimization		7.8%	5
Controlled language technology		1.6%	1
Unified procurement system		15.6%	10
Defect tracking system		23.4%	15
Portal submission technology		14.1%	9
View Other (please specify)		4.7%	3
Total Respondents			64
(skipped this question)			3

We are planning to Deploy one or Several of the Following

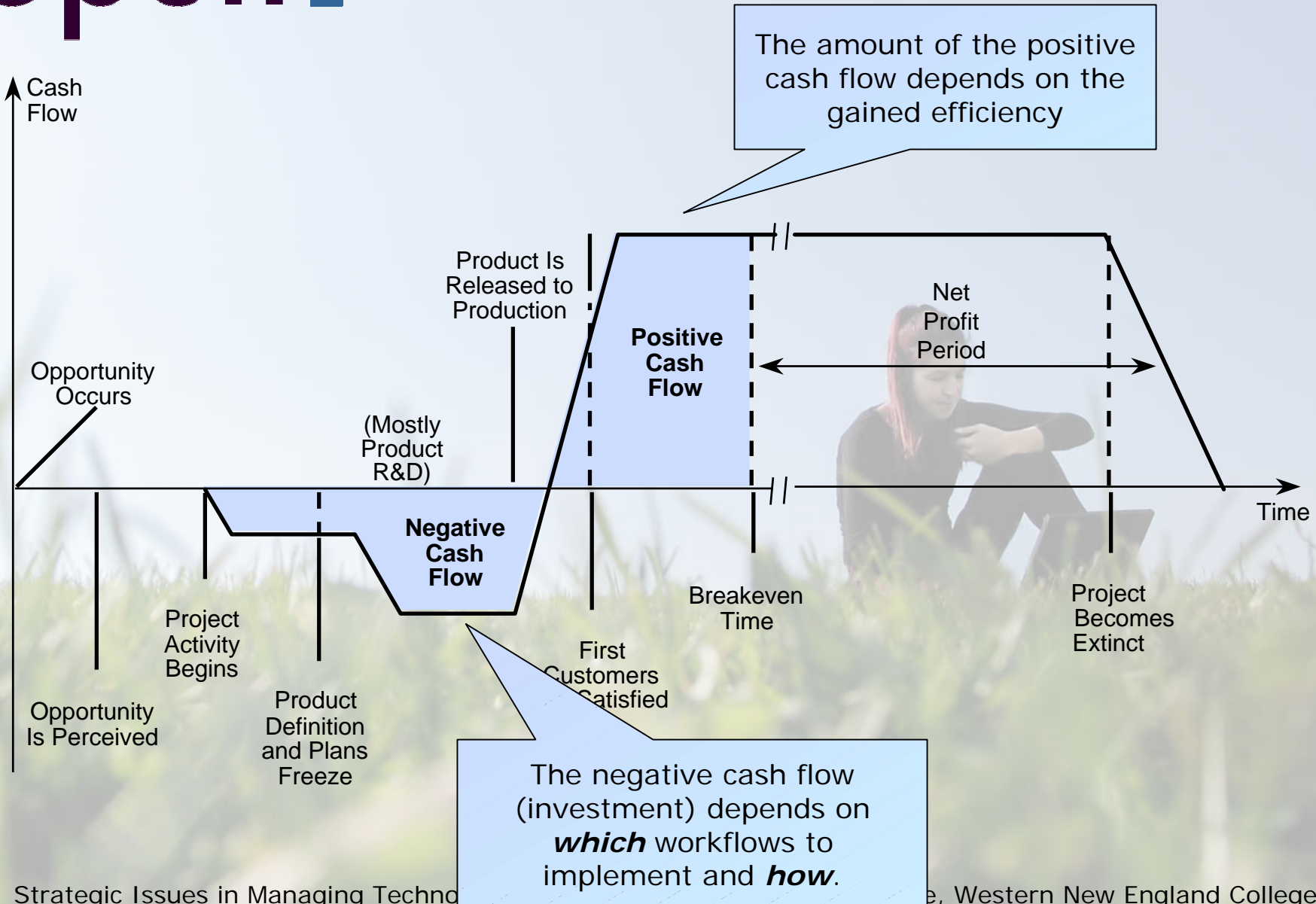
12. Opportunities and Expectations in Technology. We are planning to deploy one or several of the following:

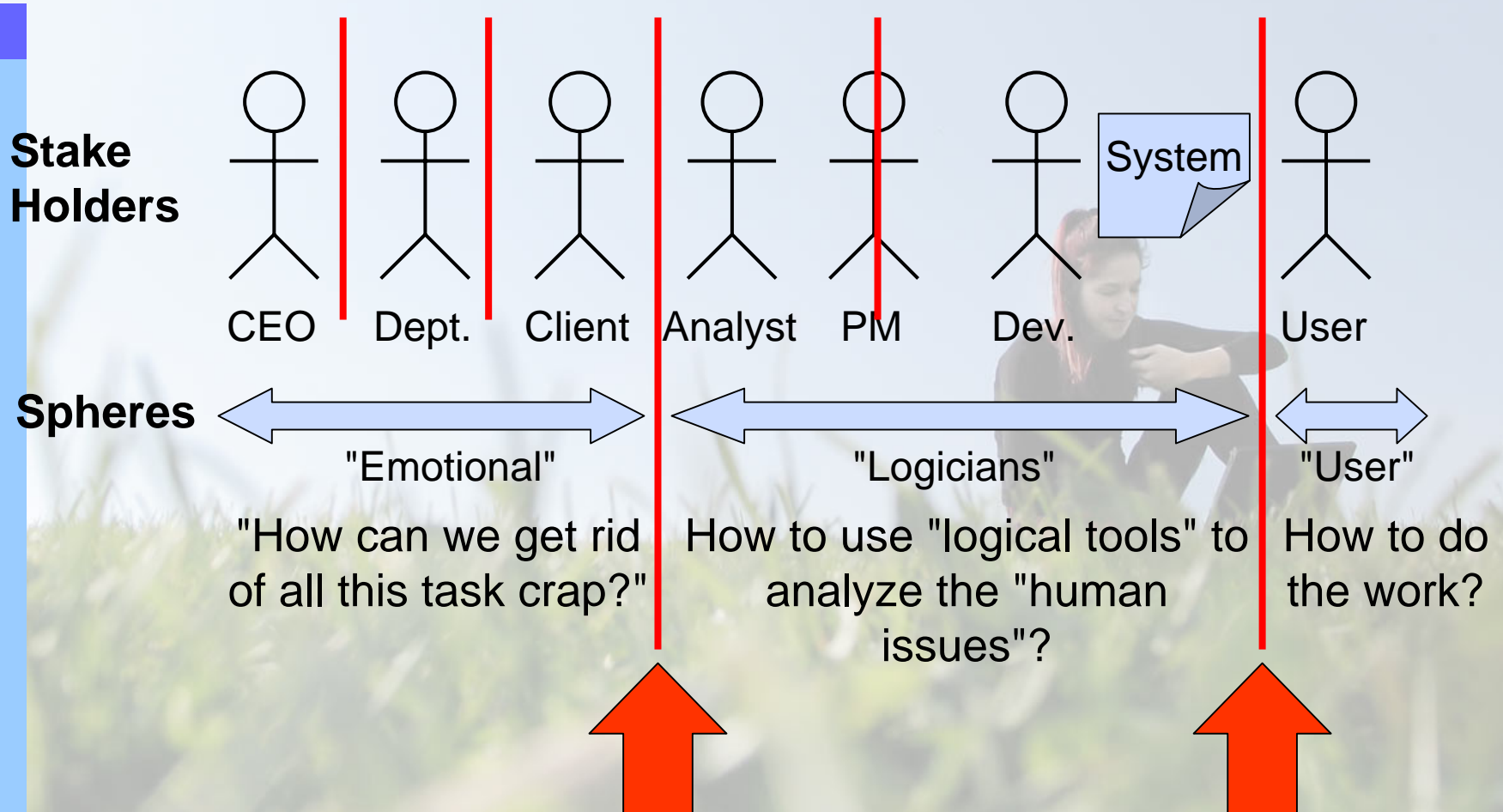
		Response Percent	Response Total
Workflow system		47.6%	20
Corporate accounting system		14.3%	6
Machine Translation technology		28.6%	12
CRM system		14.3%	6
Authoring system		7.1%	3
Proper terminology management		26.2%	11
CMS system		19%	8
Knowledge Management system		19%	8
Content optimization		21.4%	9
Controlled language technology		4.8%	2
Unified procurement system		16.7%	7
View Other (please specify)		7.1%	3
Total Respondents			42
(skipped this question)			25

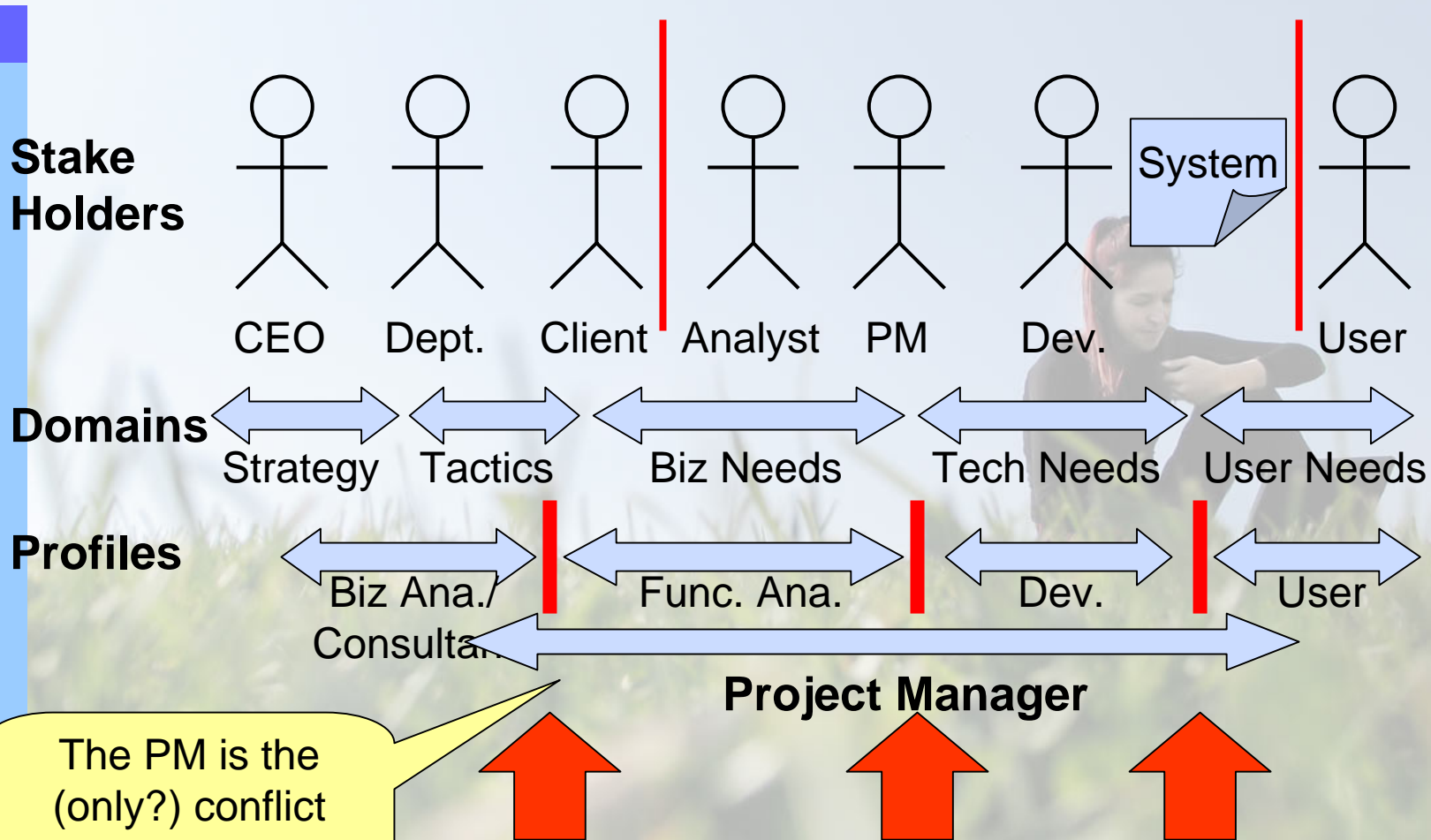
- **Improved efficiency:**
Automation of many business processes results in the elimination of many unnecessary steps
- **Better process control:**
Improved management of business processes achieved through standardizing working methods and the availability of audit trails
- **Improved customer service:**
Consistency in the processes leads to greater predictability in levels of response to customers
- **Flexibility:**
Software control over processes enables their re-design in line with changing business needs
- **Business process improvement:**
Focus on business processes leads to their streamlining and simplification
- **Improved support for iterative development:**
Start simple, get more sophisticated later, reduce initial analysis & overhead

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Improve ROI



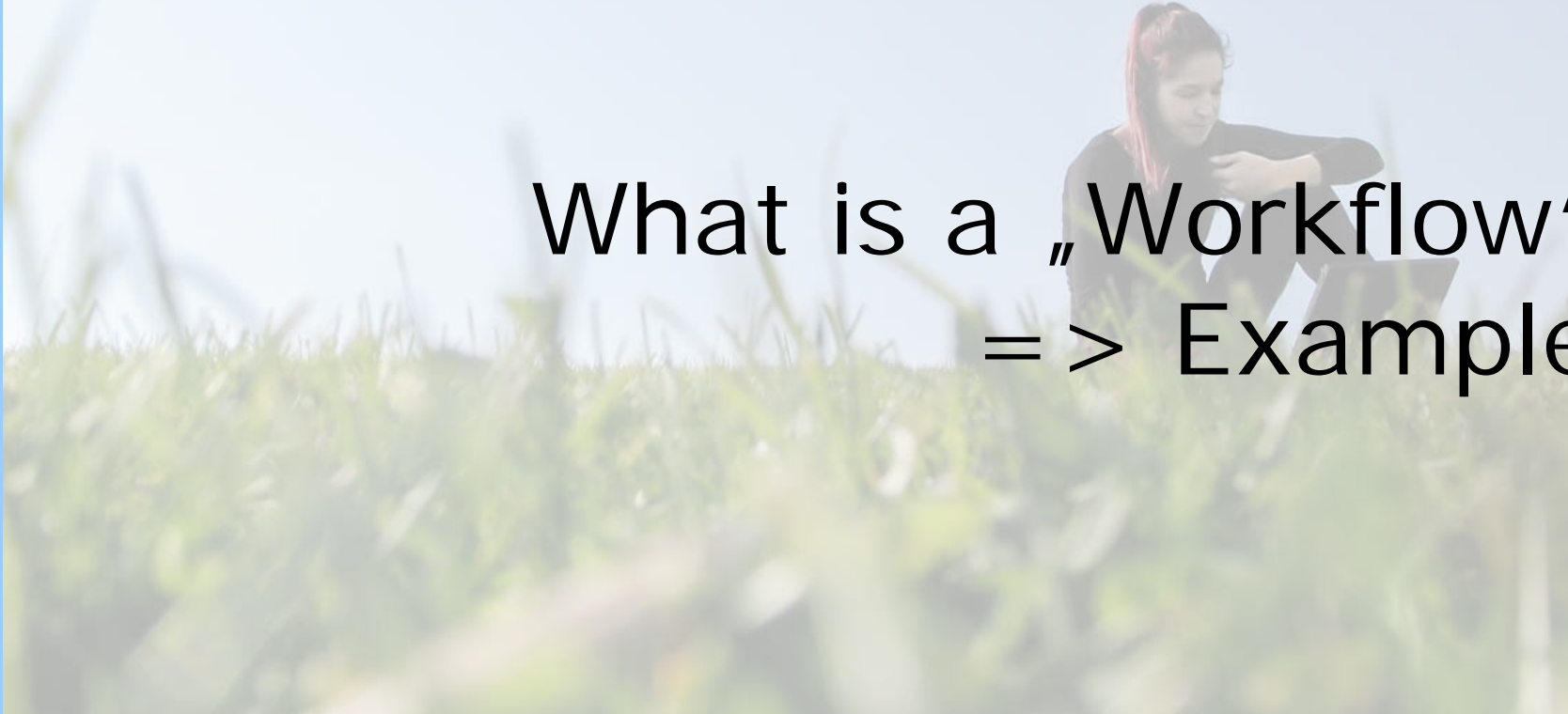




The PM is the
(only?) conflict
mediator

Text & Analysis: http://www.fawcette.com/interviews/beck_cooper/

Figure:]project-open[, own elaboration, <http://www.project-open.com/whitepapers/>

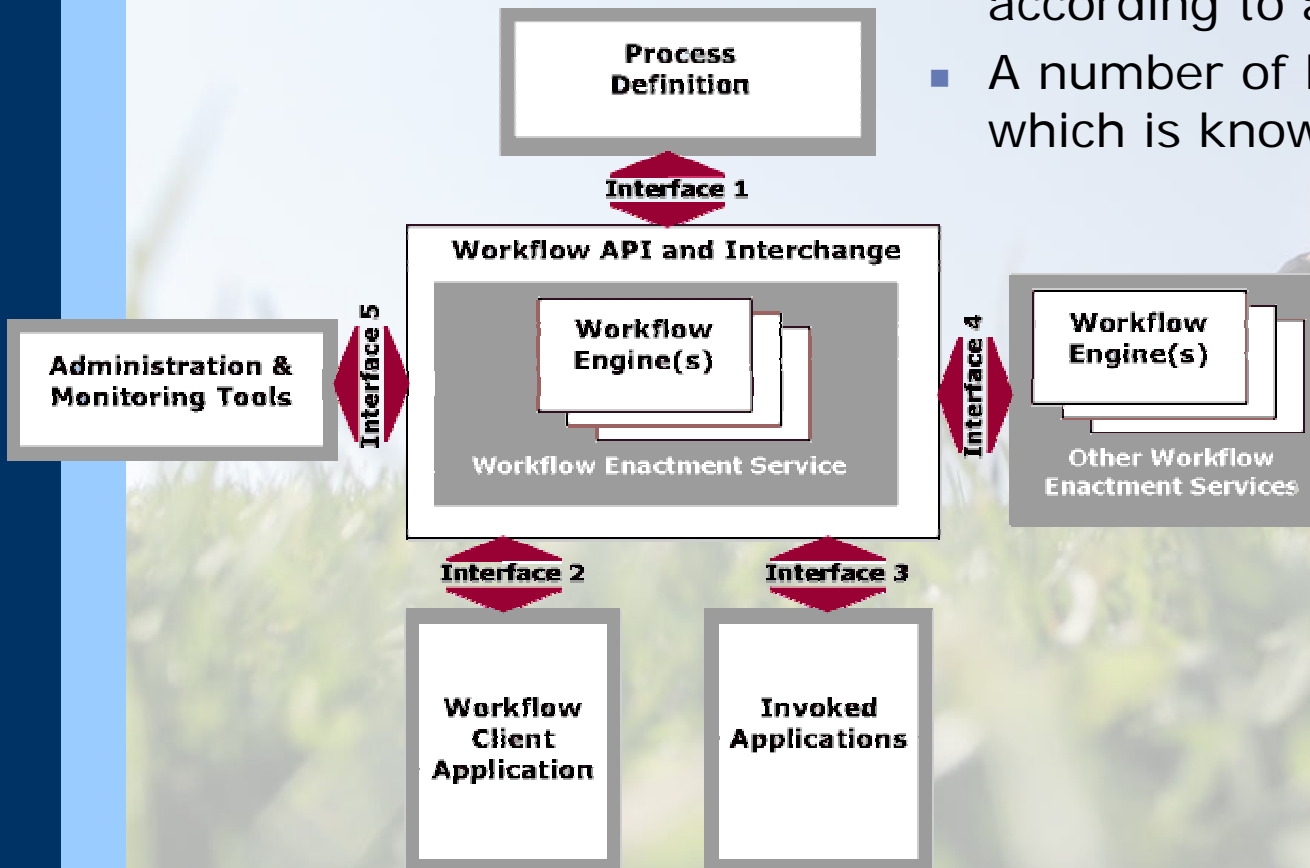


What is a „Workflow“?
=> Examples

What's a Workflow?

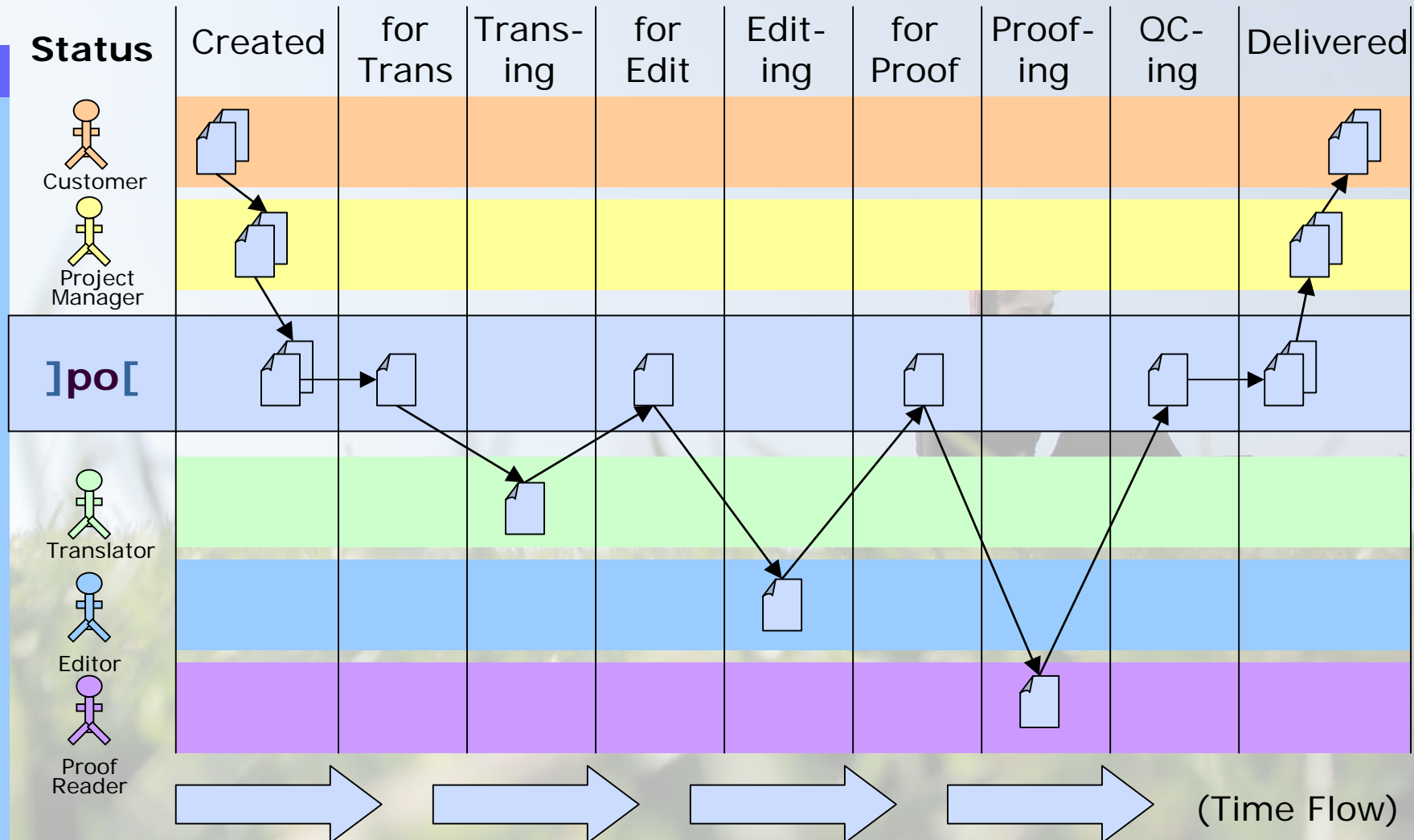
- The automation of a business process, in whole or part.
- Information or tasks are passed from one participant to another for action, according to a set of procedural rules.
- A number of logical steps, each of which is known as an activity.

Yi Wang



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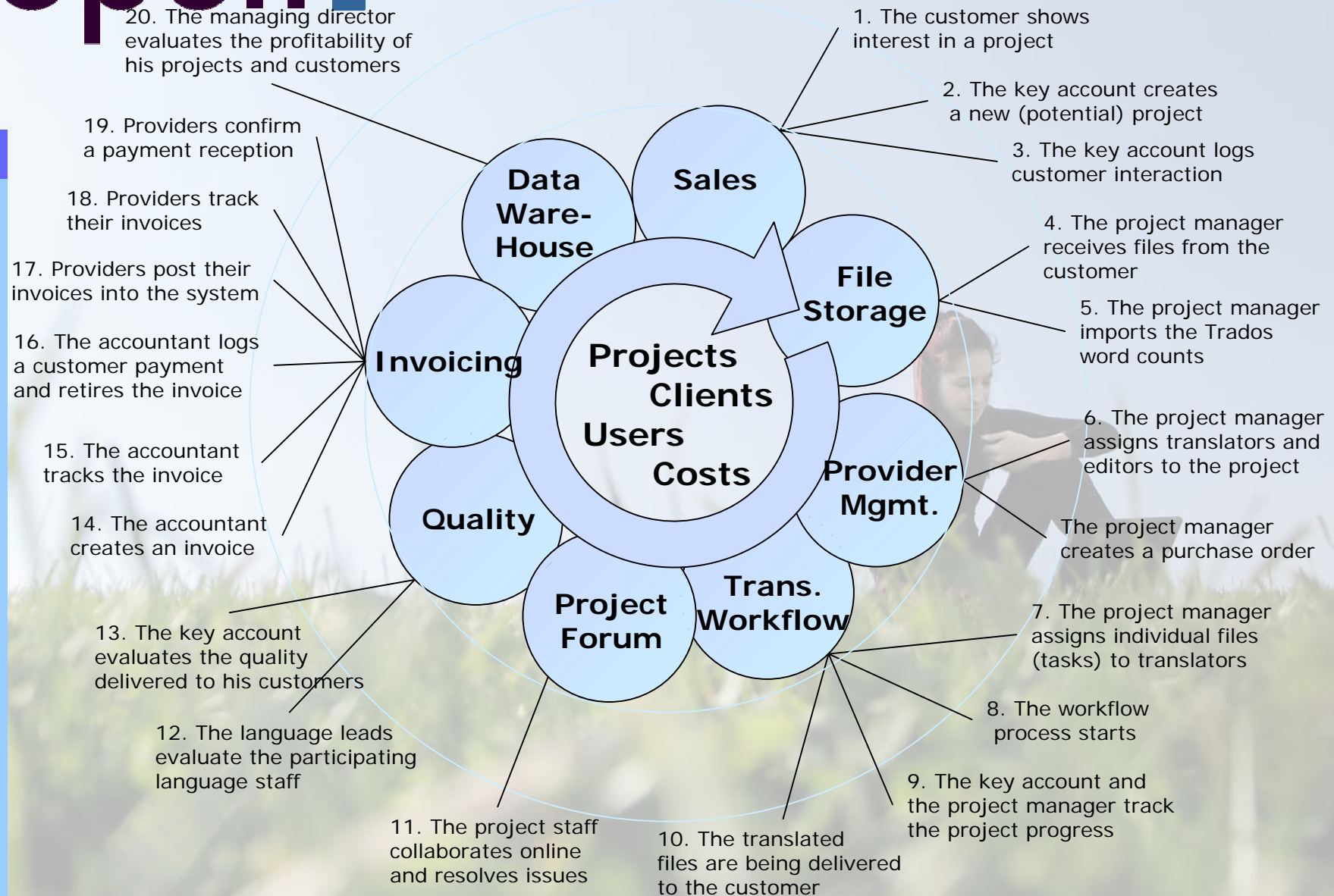
Example:]project-open[File Workflow



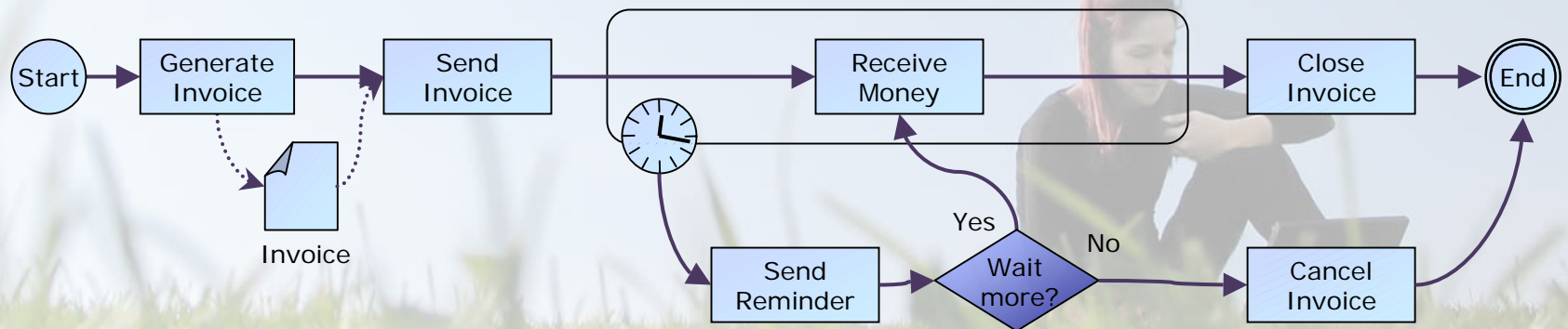
Source:]project-open[, own elaboration, <http://www.project-open.com/whitepapers/>

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Example: Project "Workflow"



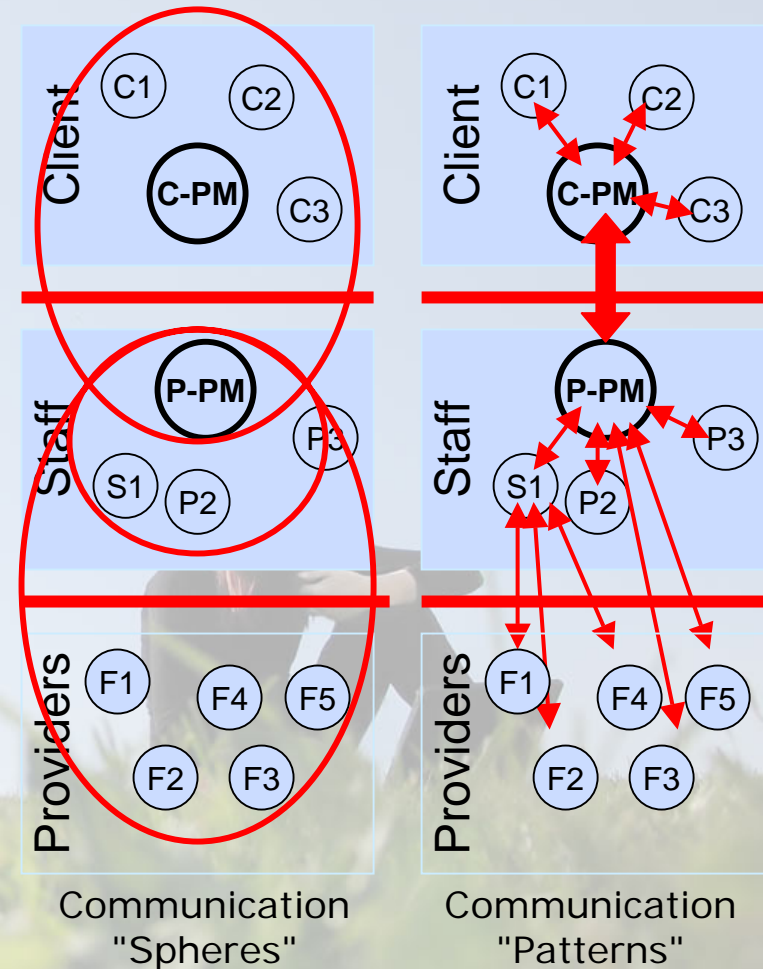
Example: Invoicing Workflow



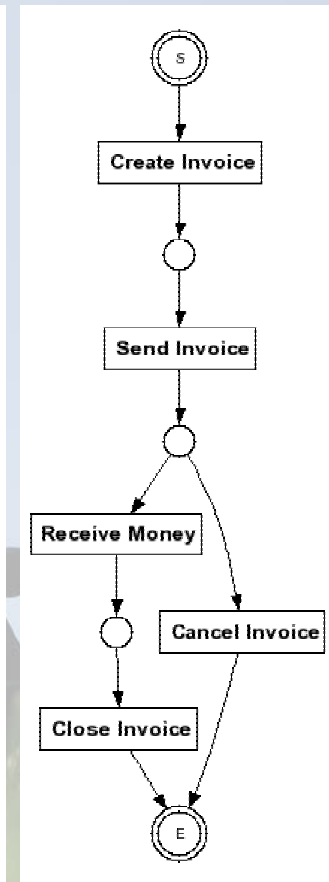
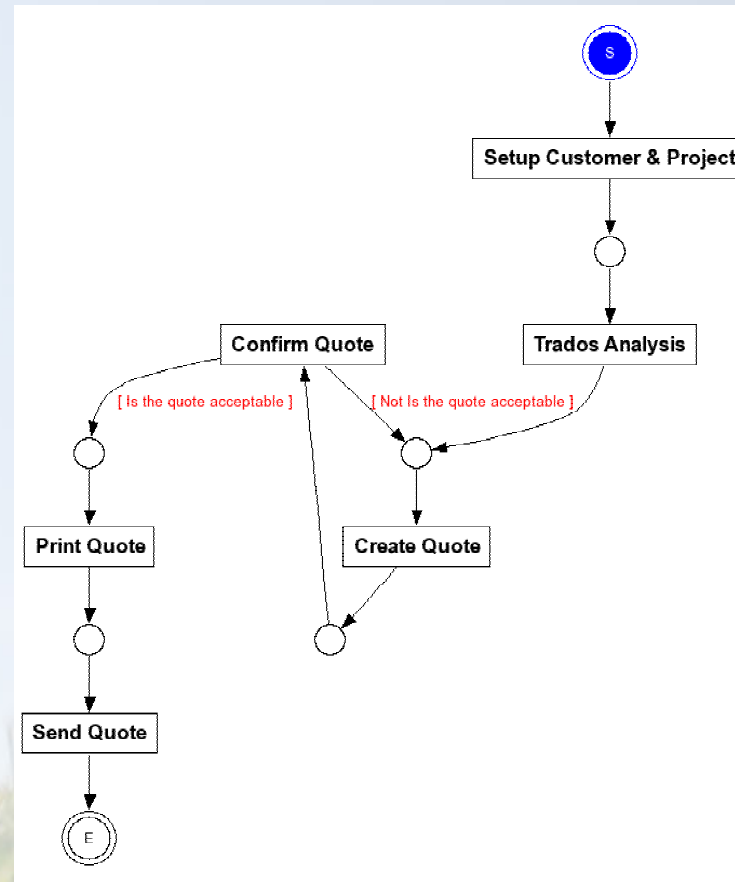
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- Client, your company and providers are separated by trust barriers that hinder communication
- Efficient query management requires cross-barrier communication
- The easiest way of collaboration would be an online forum
- However, the trust relationships need to be managed, requiring a specific workflow application

Example: Query Workflow



- These WF diagrams are based on the]po[workflow module.
- The WFs are implemented using the "Petri Net" formalism

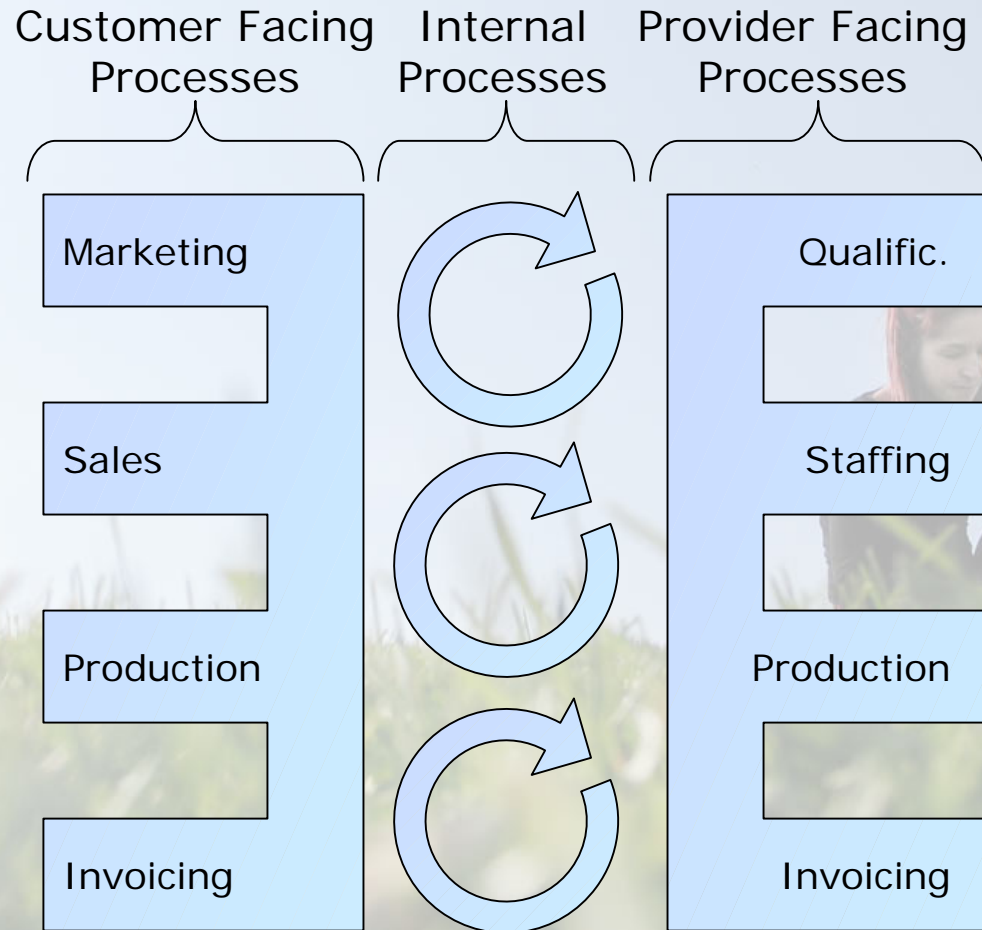


"Call to Quote" WF

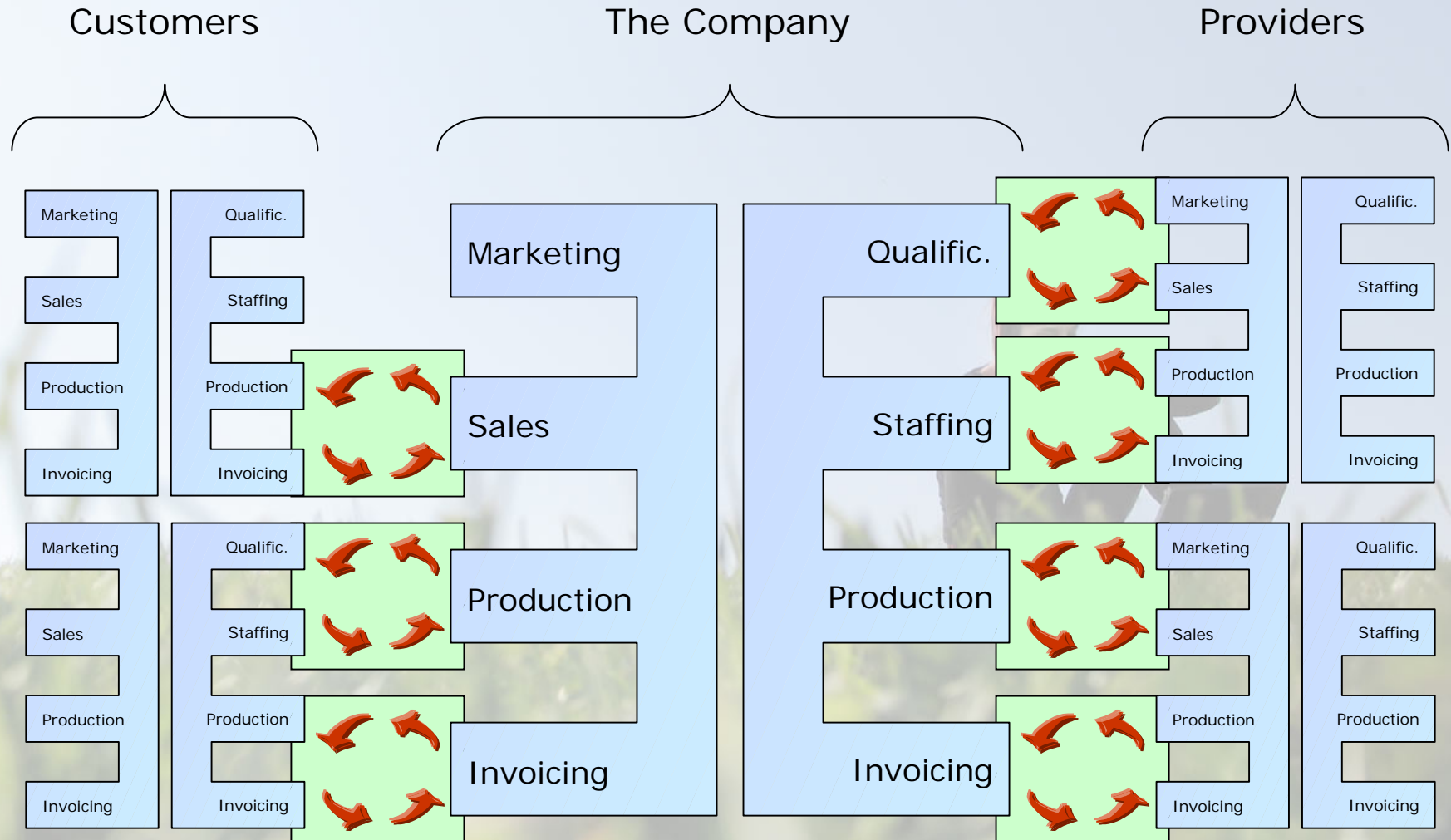
"Invoice" WF

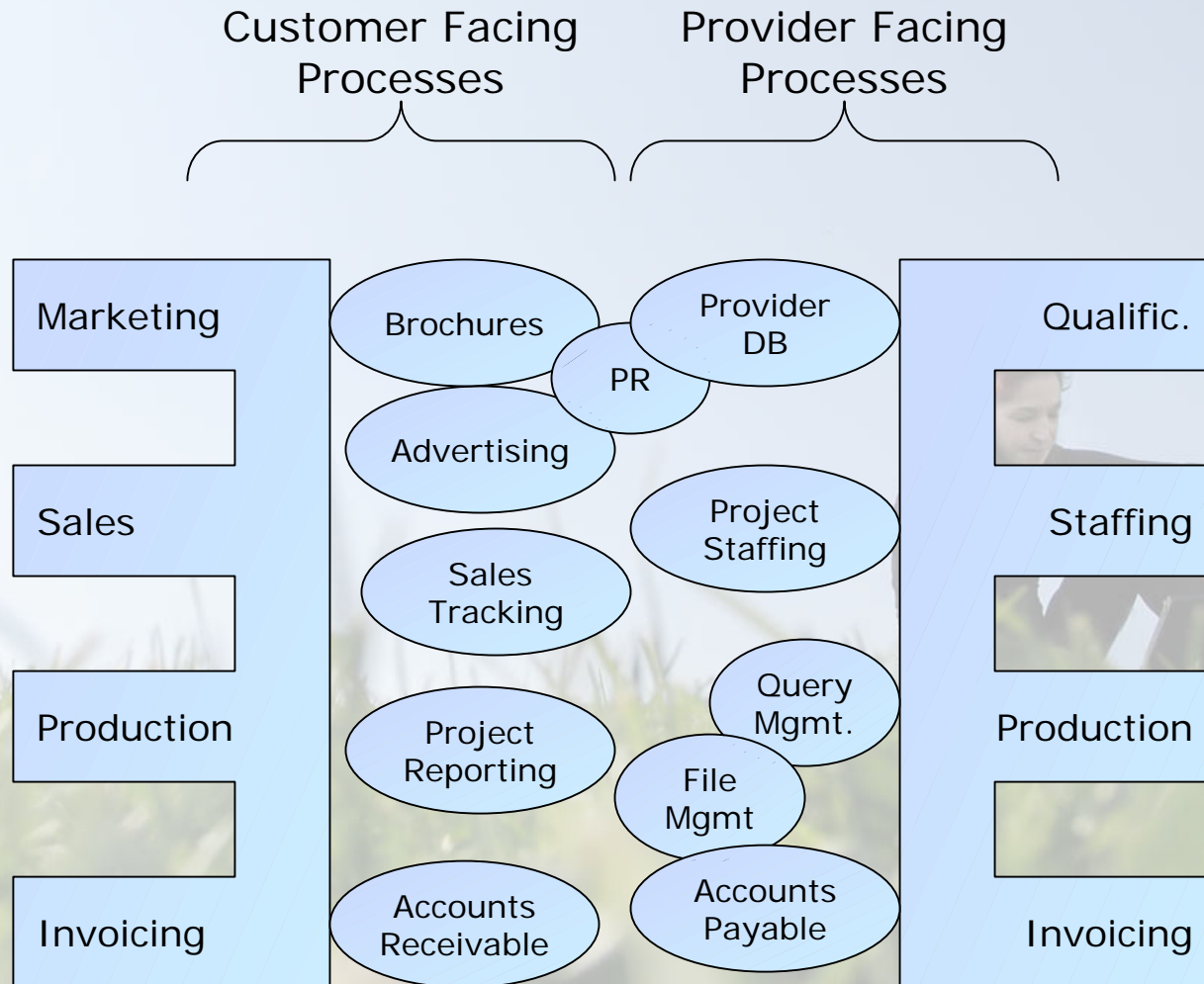


Workflow Environment



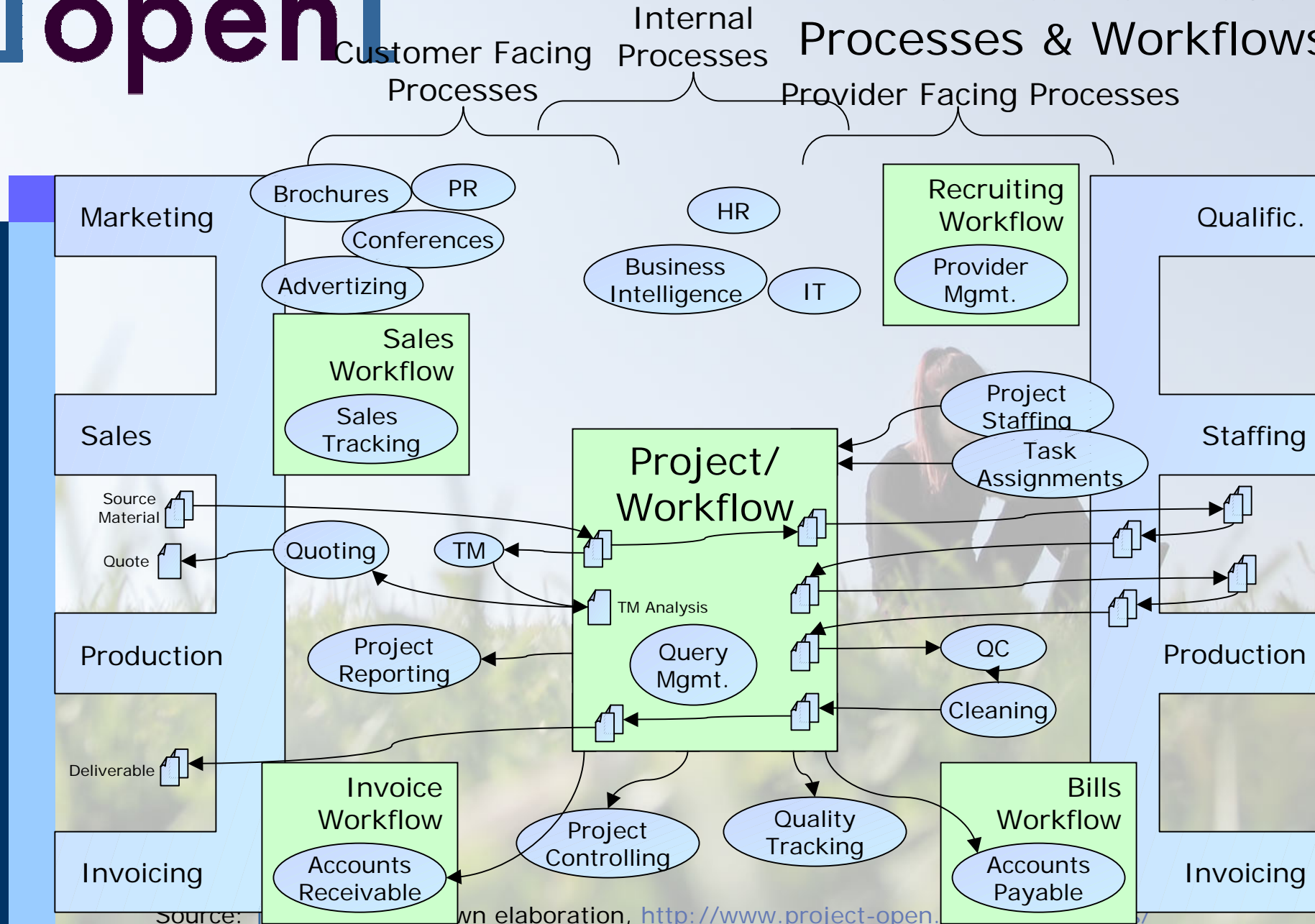
Value Chain Model: Workflows in the Value Chain



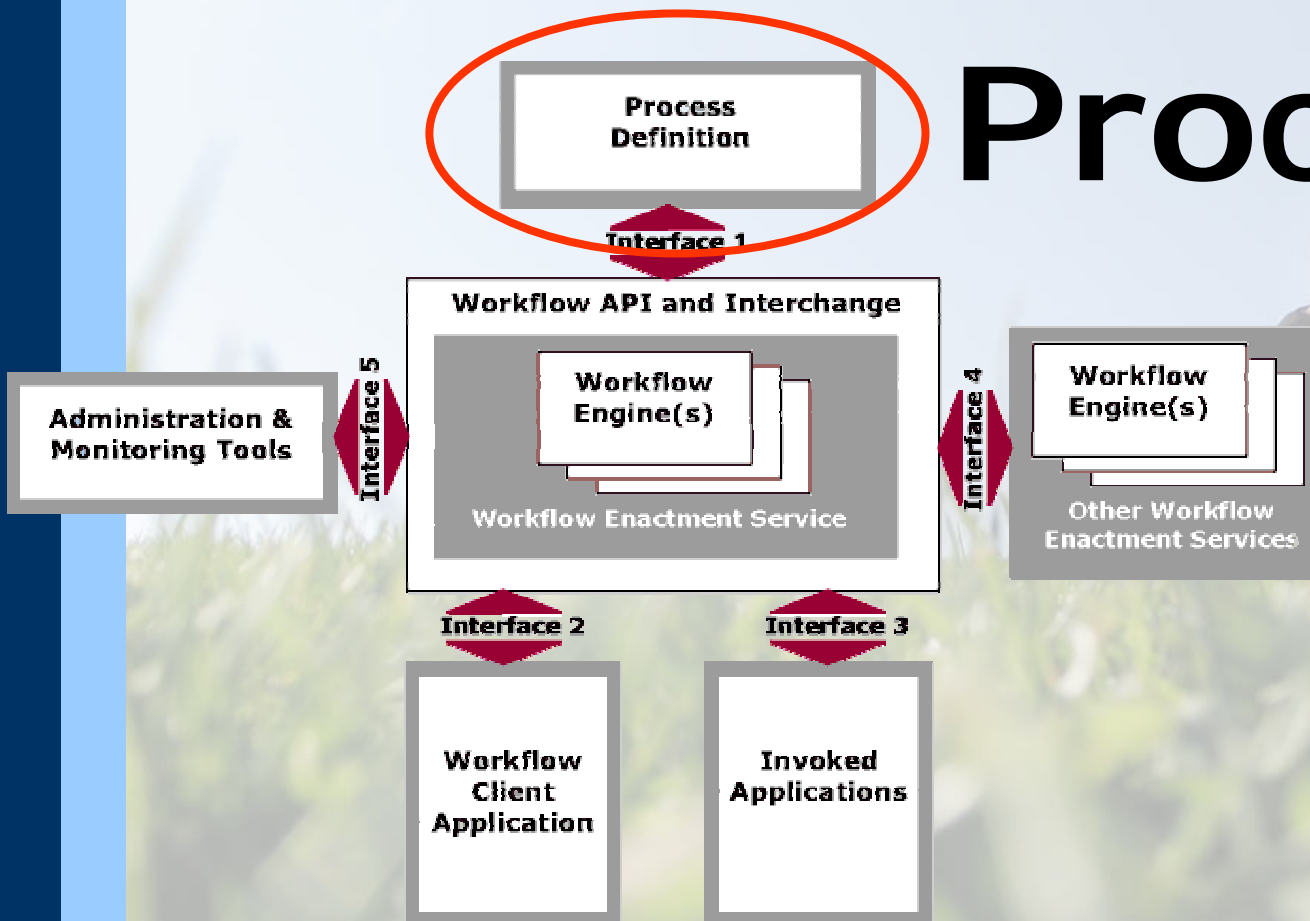


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The Internal Model: Processes & Workflows



Business Processes

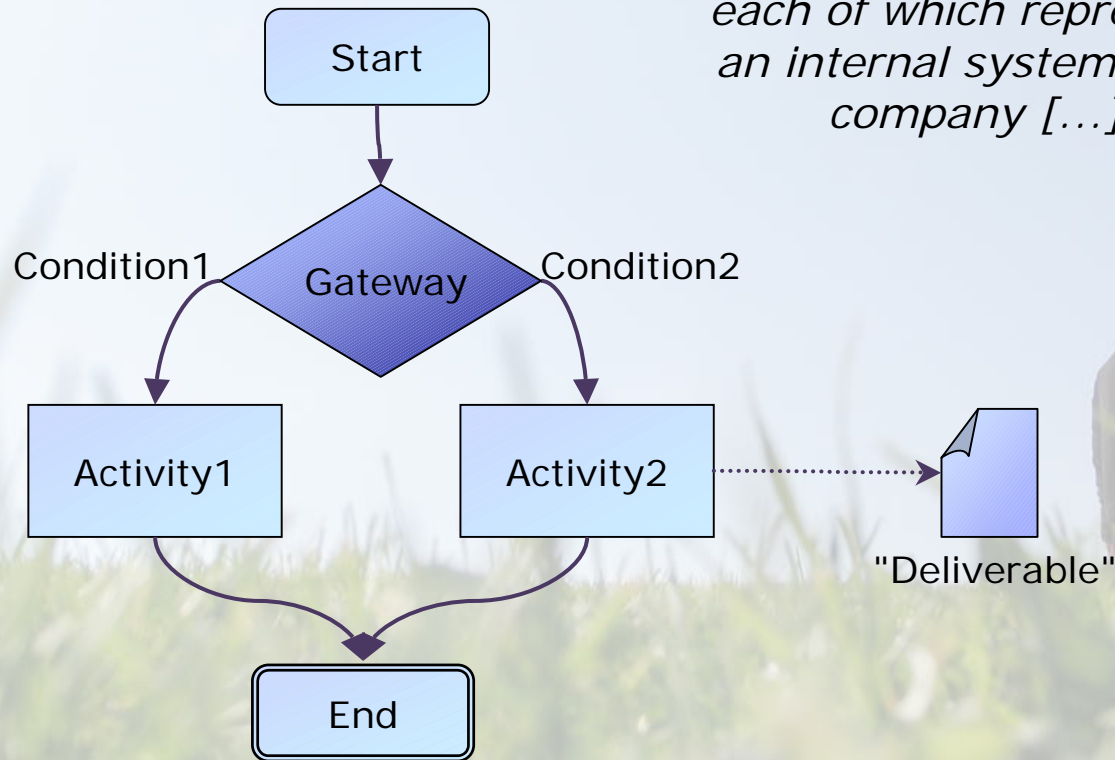


What's a Business Process?

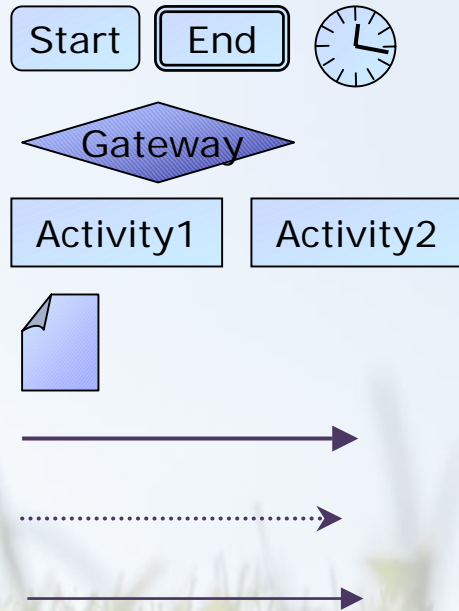
A business process is the flow or progression of activities [...]

each of which represents the work of a person, an internal system, or the process of a partner company [...] toward some business goal.

Mike Havey

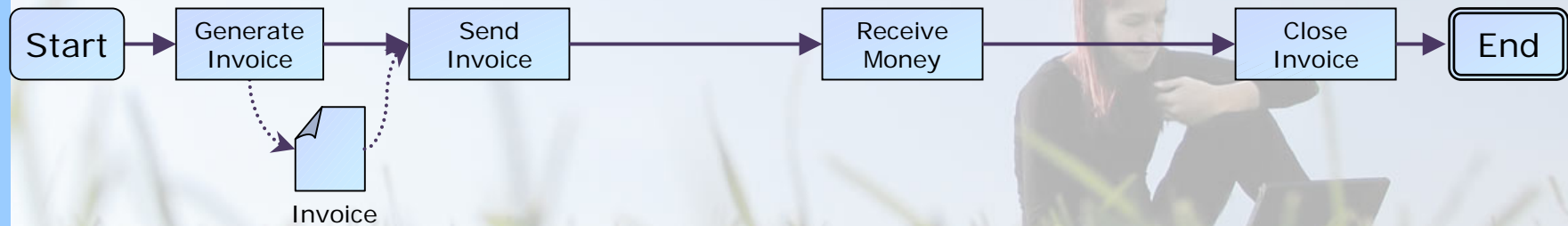


A sample Business Process in BPMN
(Business Process Modelling Notation)

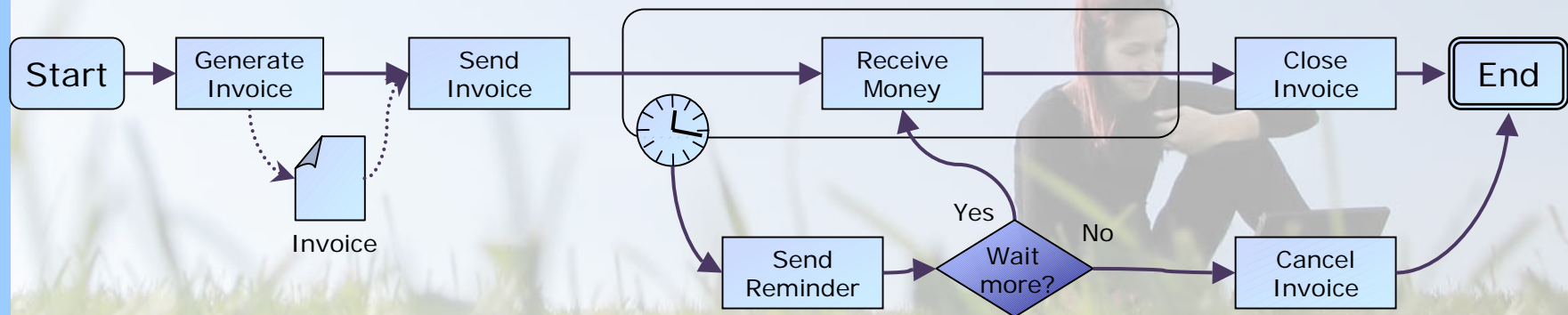


- "Event"
- Gateway
- Activity
- Artifacts (Documents)
- Sequence Flow
- Document Flow
- Message Flow

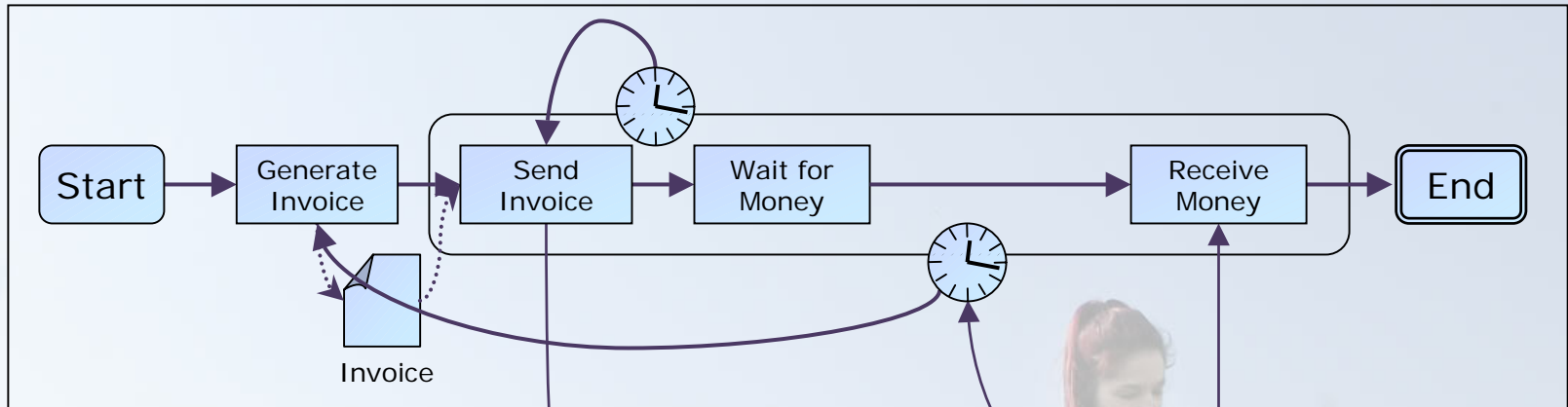
A Very Simple Invoice Example



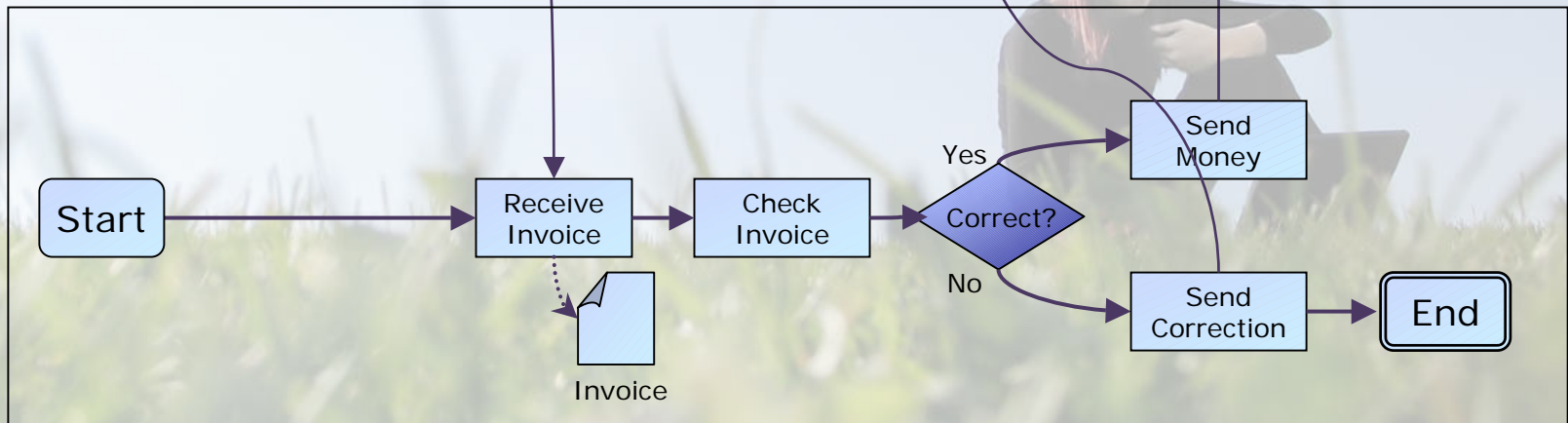
- Business Process Modeling Notation (BPMN)
- Designed to be understood by business users



Company



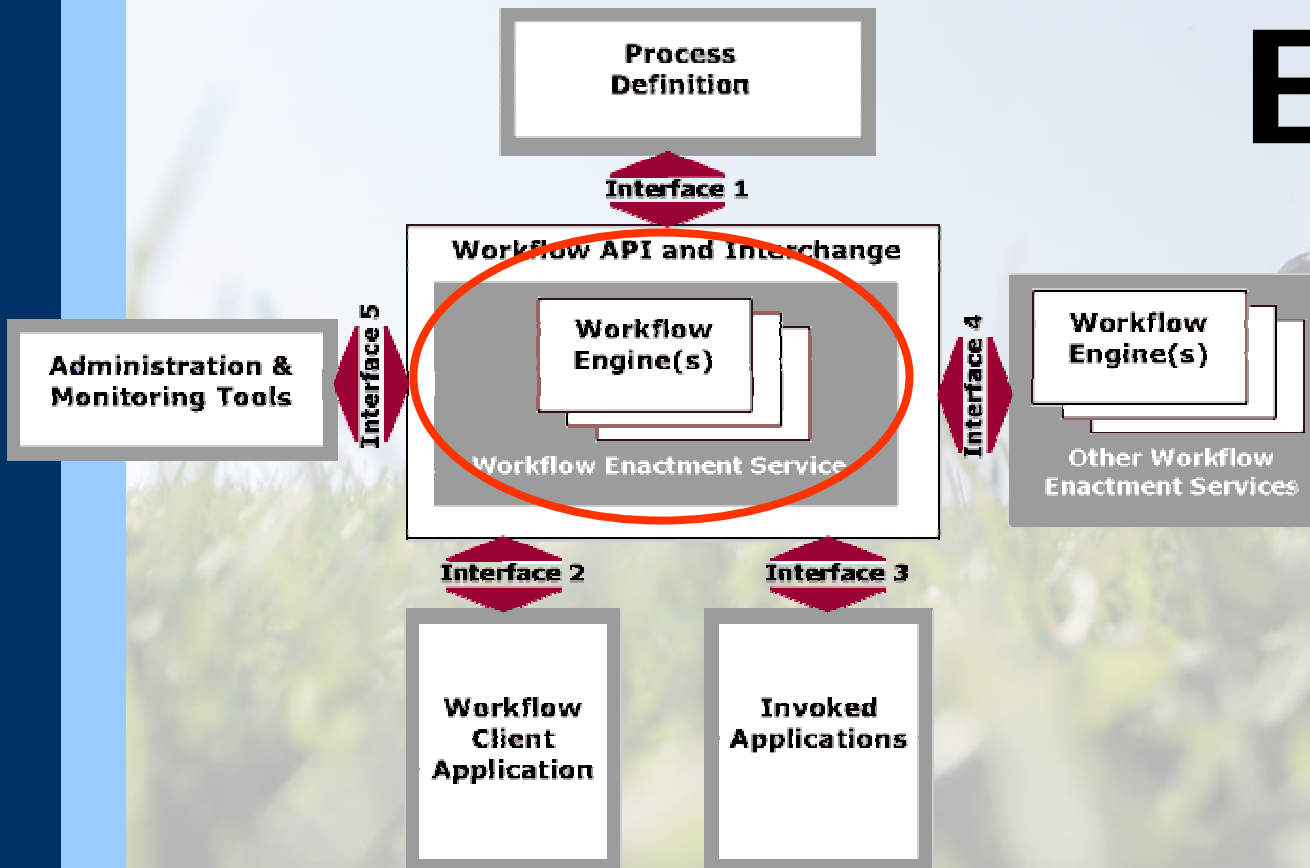
Customer

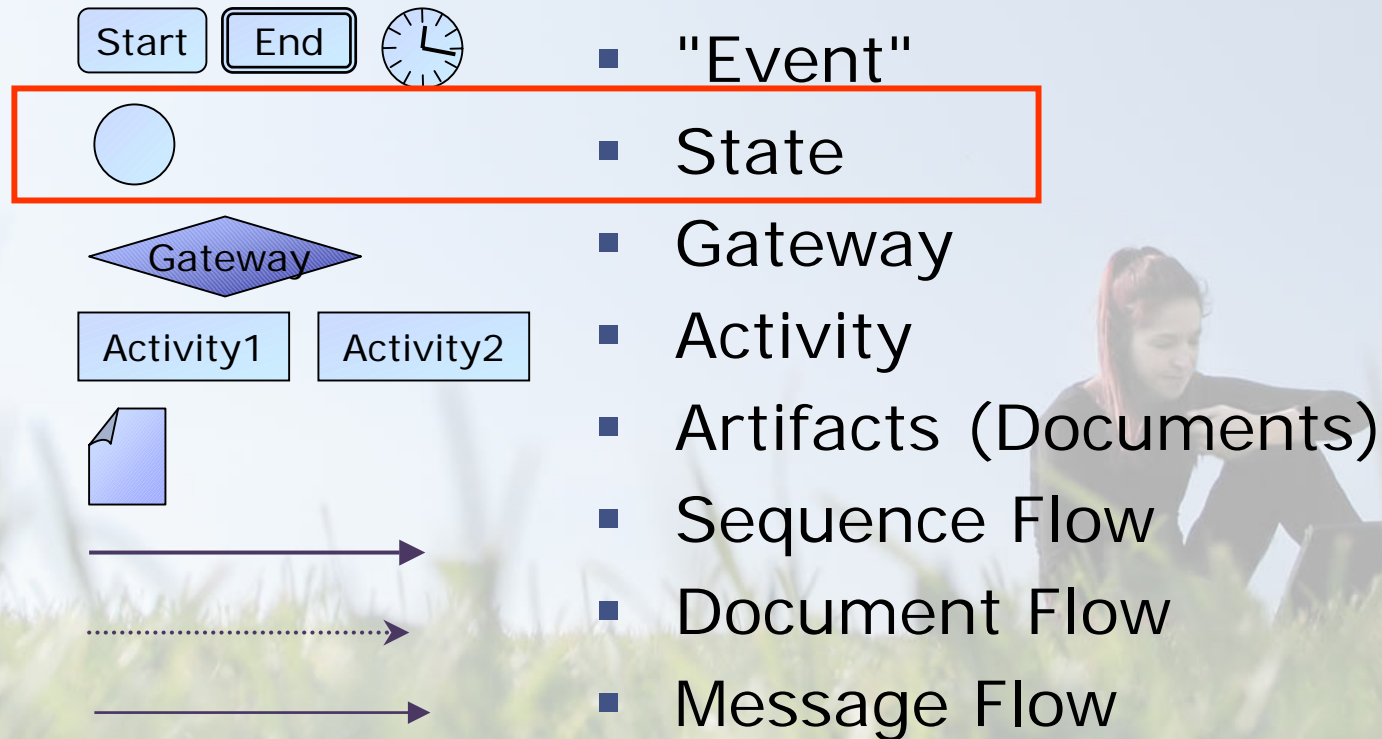


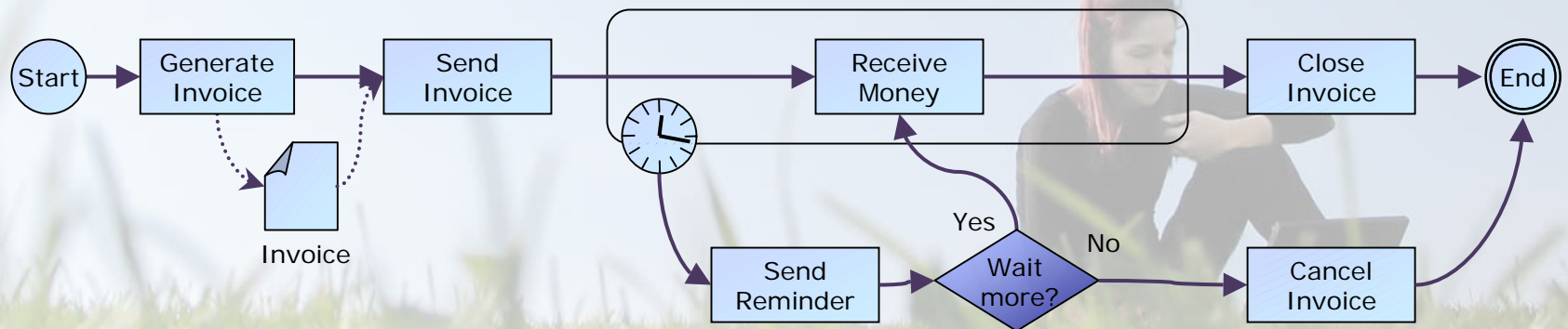
Business Process Description Languages

Standard	Organization	Type
Business Process Execution Language (BPEL)	OASIS	Execution Language
Business Process Modeling Notation (BPMN)	Business Process Management Initiative (BPMI)	Notation language
Business Process Modeling Language (BPML)	BPMI	Execution language
Business Process Query Language (BPQL)	BPMI	Administration and monitoring interface
Business Process Semantic Model (BPSM)	BPMI	Process metamodel, in fashion of Object Management Group (OMG) Model-Driven Architecture (MDA)
Business Process Extension Layer (BPXL)	BPMI	BPEL extension for transactions, human workflow, business rules
UML Activity Diagrams	OMG	Notation language
Workflow Reference Model	Workflow Management Coalition (WfMC)	Architecture
XML Process Definition Language (XPDL)	WfMC	Execution language
Workflow API (WAPI)	WfMC	Administration and monitoring, human interaction, system interaction
Workflow XML (WfXML)	WfMC	Choreography (or similar to it)
Business Process Definition Metamodel (BPDM)	OMG	Execution language and/or notation language, as MDA metamodel
Business Process Runtime Interface (BPRI)	OMG	Administration and monitoring, human interaction, system interaction, as MDA metamodel

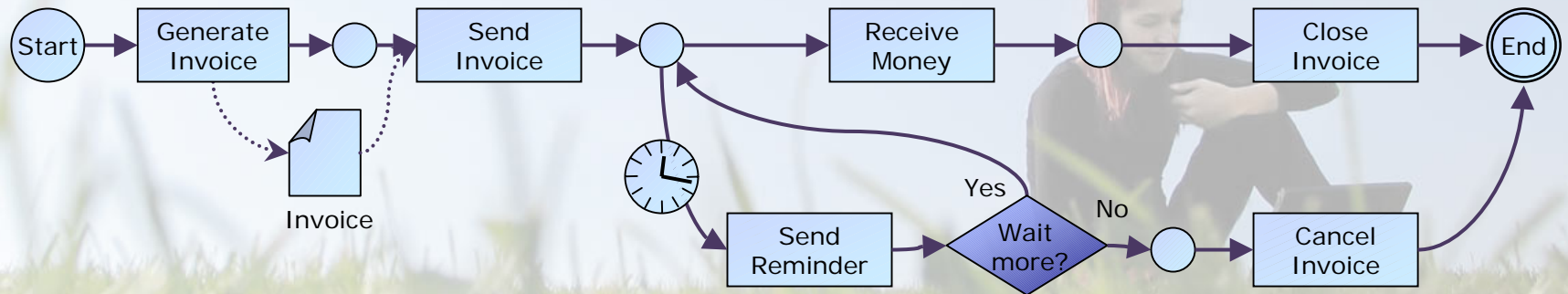
Workflow Engine







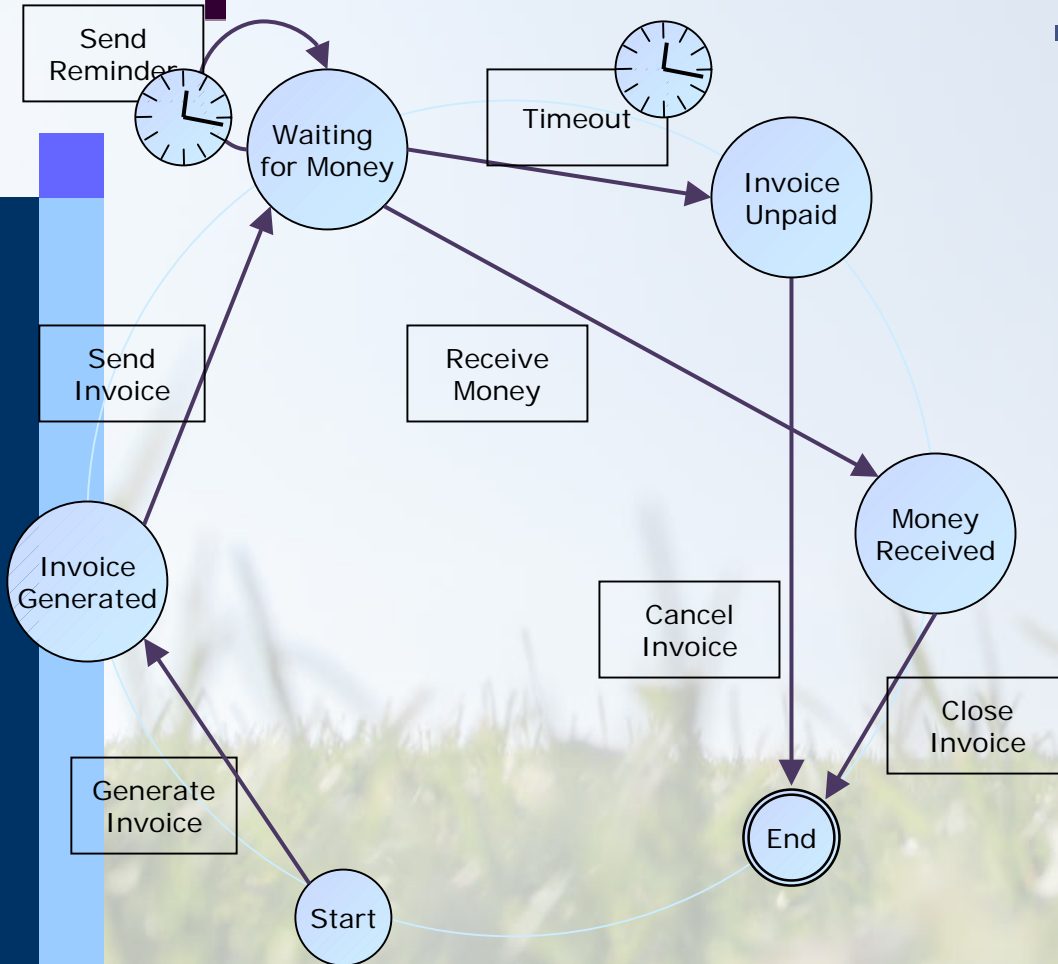
Invoice Example (2) With States State Diagram / Petri Net



What's the difference?

- The "State" concept allows your IT guys to put this description into a computer system (specification)
- "States" won't work in high-level process designs. It forces the business analyst to get down to "reality"

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Status Engine Example

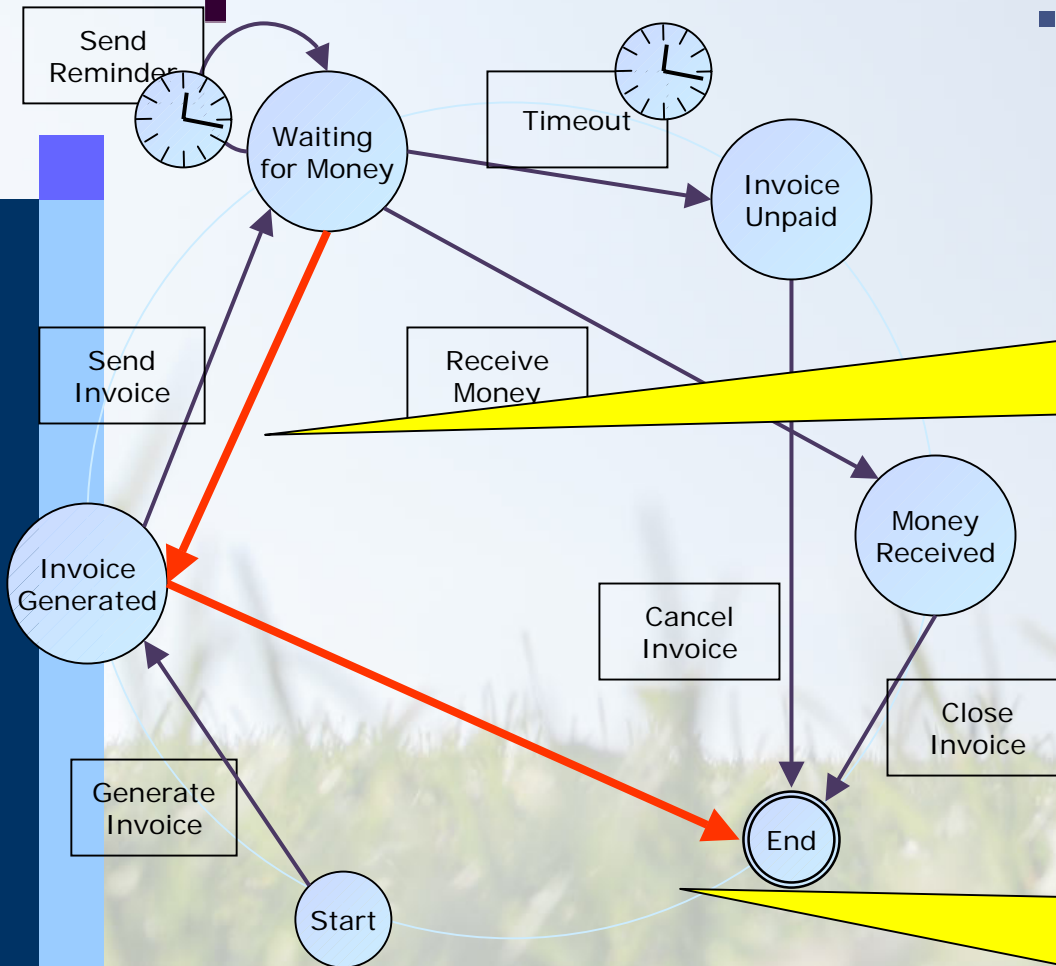
- The diagram shows a status engine according to the business process that we have defined before.



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Question to the audience

- Let's imagine we really want to implement this workflow using a Workflow application:



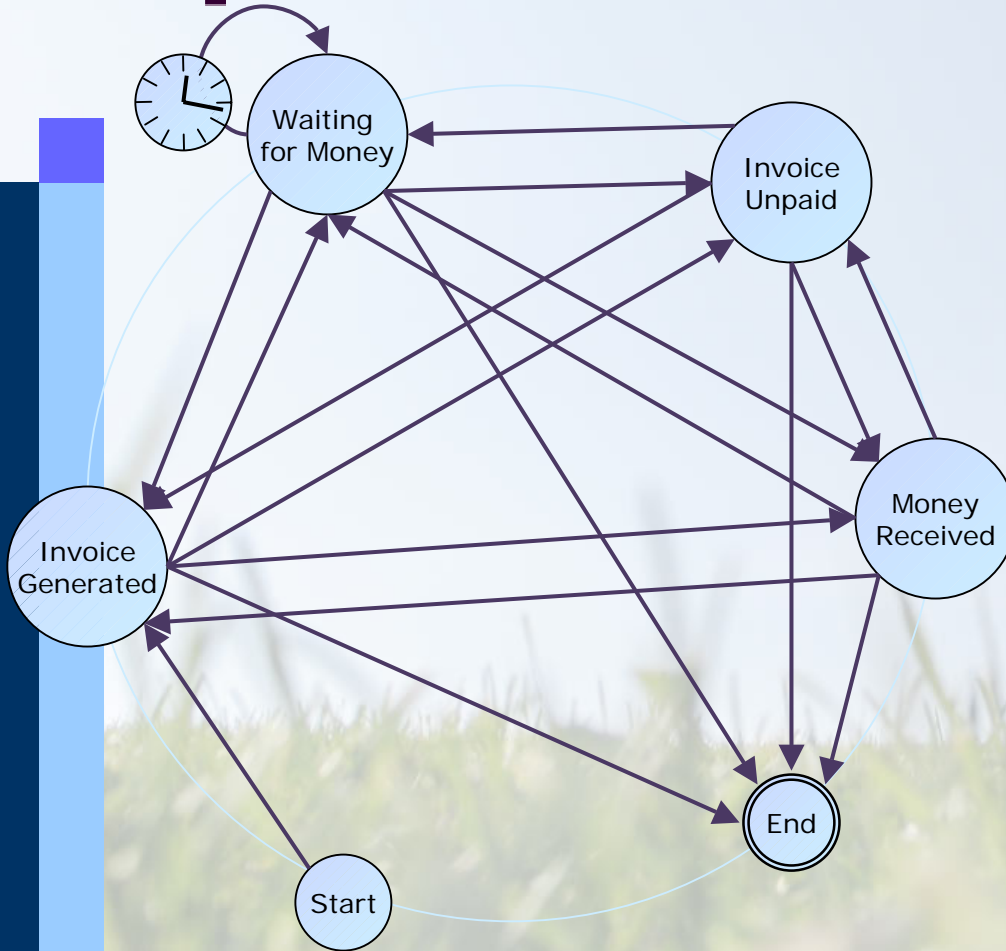
Should we allow the Accountant to reset the invoice status to "generated"?

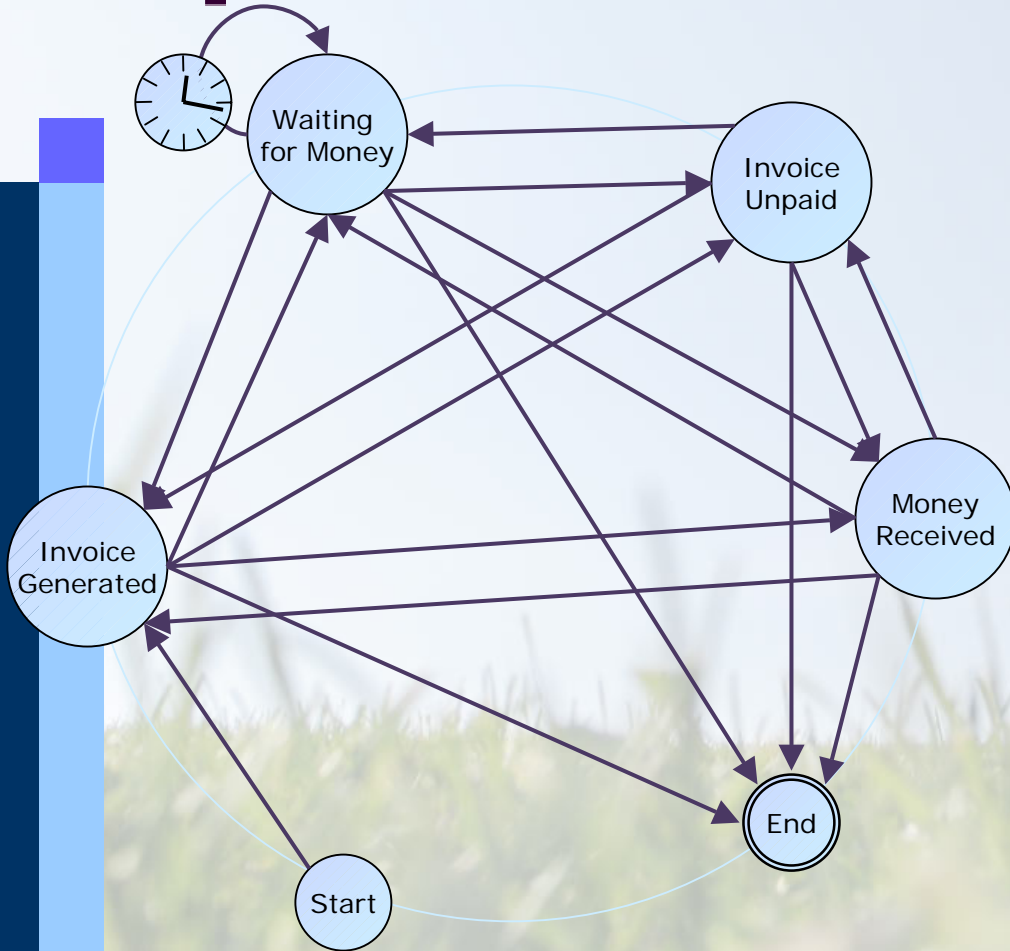
Should the accountant be able to skip the invoice? What will happen to the \$\$\$?

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Further Questions

- Should everything be allowed ("collaboration style")?
- When?
- Why not?





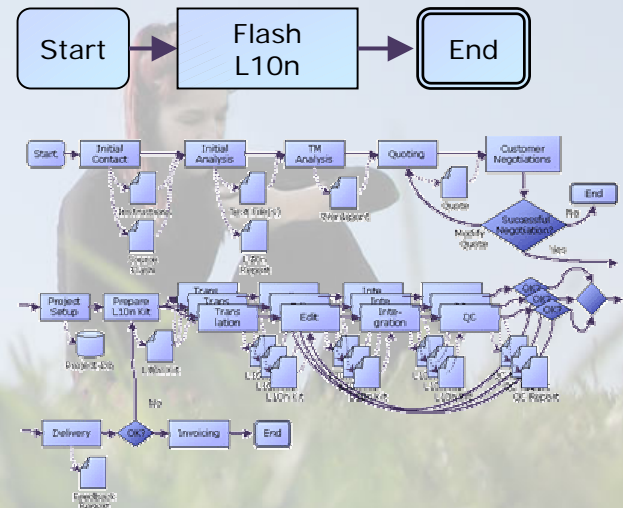


Workflow Design

"Fine Grain" or "Coarse Grain"?

To what degree should a company enforce the order of steps and the assignment of tasks of a process?

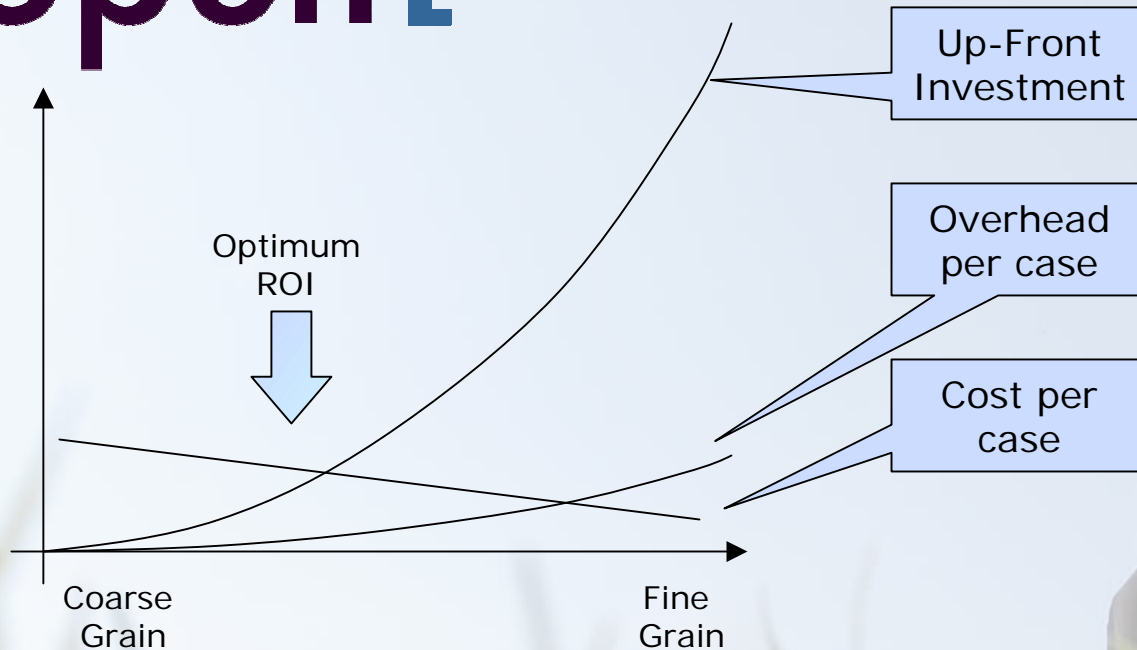
- Small Company:
- Company specialized on Flash:
- Your Company:



???

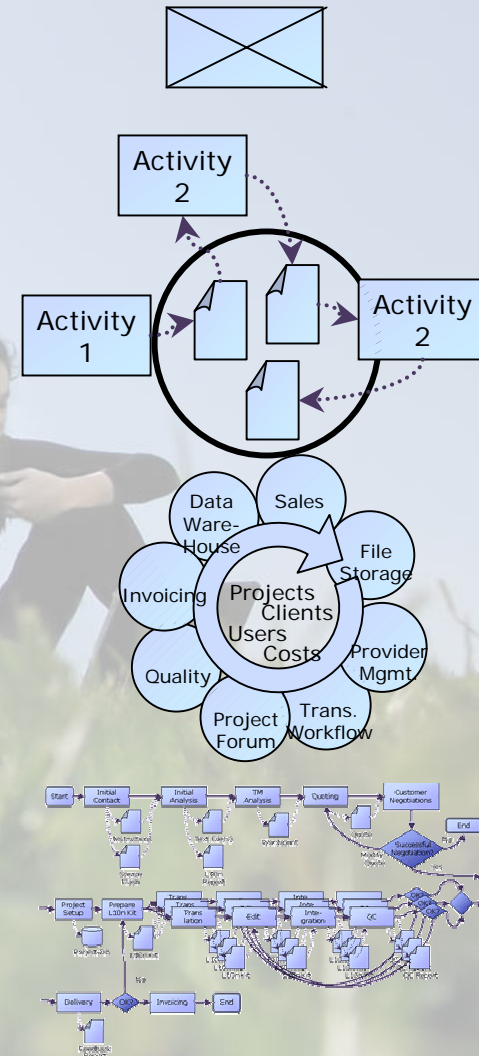
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"Fine Grain" or "Coarse Grain"?



- Workflow implementations behave like other IT investments
- Fine grain workflows have higher initial and setup overhead costs
- The optimum granularity depends on many factors

- "Email" Style
 - No workflow at all, documents are sent around by email
 - Pros: Flexible, no investment, "ad hoc"
- "Collaboration" Style
 - Online Forums, common filestorage, ...
 - Pros: Flexible, low investment
- "Organizational" Style
 - Fixed process, but order is maintained informally.
- "Prescription" Style
 - Formal workflow
 - Pros: Formalized, Standardized, Reporting & Metrics, ...



- Workflow design takes a Business Process and creates an IT application from it.
 - "Fine grain" or "coarse grain" implementation
 - Email, Collaboration or Prescription style implementation?
 - Short or long-lived processes?
 - Reporting & Workflow Metrics
 - Flexibility
 - Security & Permissions
 - "Trust Model"
 - "Water-tight" processes vs. Human Decisions?
 - Bottom-Up or top-down design?

The main conclusion will be that selecting a workflow management system is the hardest task companies have to face.

Tom Baeyens

<http://www.jboss.org/products/jbpm/stateofworkflow>

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