

Systematic Business Process Modeling in a Nutshell

Heinrich C. Mayr¹

¹Alpen-Adria-Universität Klagenfurt,
Universitätsstrasse 65-67 Klagenfurt, 9020, Austria
Heinrich.Mayr@aau.at

Abstract. In-depth business process management is crucial for any institution and enterprise in a competitive world. Although this insight is by no means new, the daily practice draws another picture: Certainly, many enterprises have defined their overall strategy including IT issues at least roughly, and, based here on, have documented their business processes somehow. Rarely however, do they manage their business processes comprehensively in the sense of covering analysis, design, measurement, continuous optimization, and IT support. The key prerequisite for allowing such comprehensive handling of business processes is to describe these processes transparently and completely, using a modeling language that is appropriate for the particular context including all stakeholders concerned.

The aims of this tutorial, therefore, are threefold: (1) the participants will learn about the fundamentals of business processes and their contexts; (2) the key features of popular business process modeling languages like Adonis and BPMN; and (3) guidelines for selecting an appropriate modeling approach including the customization to the given environment.

Intended audience: Practitioners and researchers who are interested in a systematic approach to business process management, and have basic knowledge in modeling and information systems engineering.

Keywords. Business process fundamental, business process context, business process modeling language, selection of the modeling approach, customization

Key Terms. Process, ProcessPattern, Technology, Methodology, Model