Business Process Management Research Group
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Visual Support for Work Assignment in Process-Aware Information Systems

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ABSTRACT

In process-aware information systems, a work list handler is a component concerned, among others, with the presentation of work that needs to be performed, to people. In contemporary systems, this is typically achieved by displaying this work in the form of a list consisting of the various work items that require execution with associated descriptions and, in some cases, priority and deadline information. This approach does not work so well in case a person is confronted with a large number of work items and it is important that the "right" work item is chosen to be executed next. Naturally, it may be context-dependent what "right" means and in this paper a general approach is proposed to work list presentation which allows one to choose 1) the type of map on which work items and resources can be positioned and 2) a distance metric capturing a particular relation between a person and their offered work items. During his internship in BPM group at Queensland University of Technology, the proposed framework is operationalised in the open source YAWL environment.

The talk begins introducing the general framework and its application in the field of emergency management and concludes with a demo session of the implementation for YAWL.

SPEAKER

Massimiliano de Leoni is a 3rd-year PhD student in the Dipartimento di Informatica e Sistemistica at Sapienza - Universitá di Roma. His research interests include process management in highly dynamic and pervasive scenarios, work-list visualization, mobile and adaptive information systems, and wireless networking in service-oriented architectures. The main application of his research concerns emergency management. He has an MsC in computer science and engineering from Sapienza - Universitá di Roma.