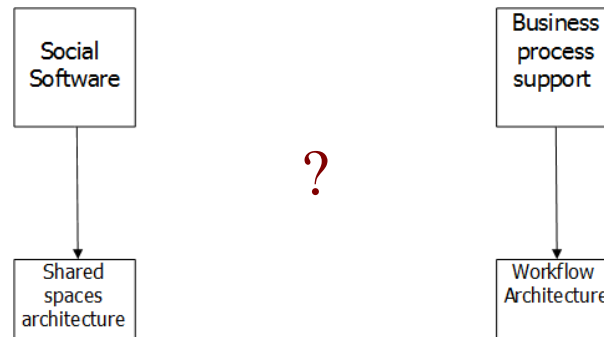


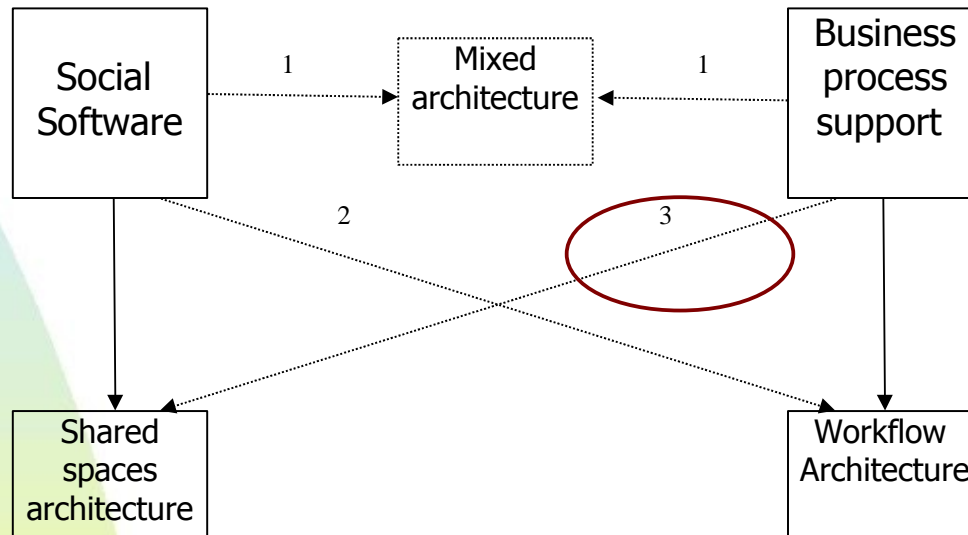
A Strategy for merging Social Software With Business Process Support



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Problem definition



- Social software and business process support are normally being built on different architectural principles
- For merging them we need to find a common architectural principle



Plan of presentation

- Shared spaces architecture for BPS
- Benefits of using shared spaces in BPS
- Realizing the strategy in practice



1. Shared spaces architecture for BPS

Multiple shared spaces environment



In which

- No explicit information flow exists
- A new shared spaces is created as soon as a new process instance is started
- When the process instance reaches its operational goal, the shared space is closed (sealed), but remains accessible for reading
- A person who is assigned a task in the frame of the process case “goes” to the shared space of the case in order to get the information he needs for completing the task and reports the results achieved in the same space



What is needed for shared space architecture to work properly

- Proper structure of shared spaces

In a normal business environment, a person participates in many process instances, and, often, in parallel. For the shared space technique to work efficiently, he/she needs to understand the situation in a shared space he/she is visiting at a glance, and quickly find all information related to the task at hands.

- Clear invitation technique

An invitation technique should give to the process participants a clear understanding why he is invited and what he is expected to do in each particular shared space



Workflow vs Shared Spaces in BPS



Vs



Workflow

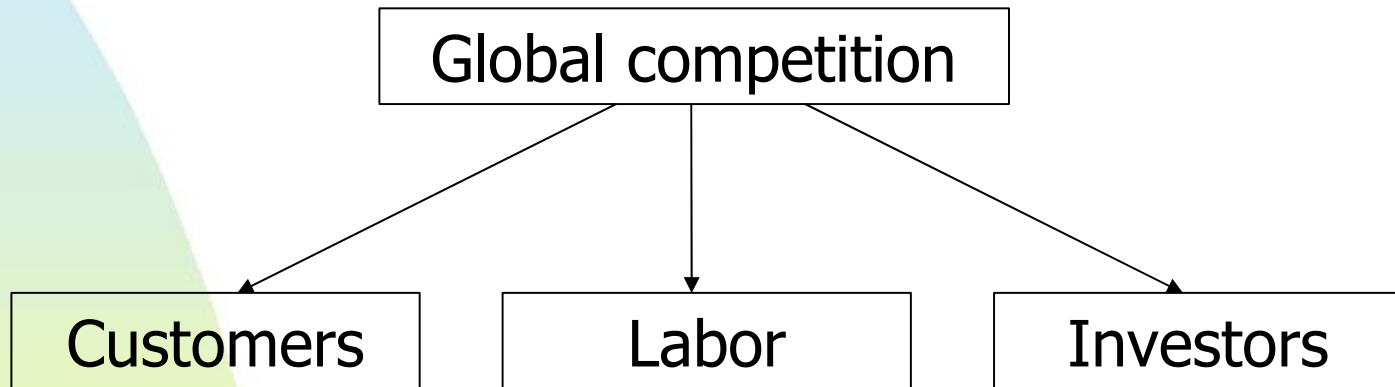
Move information to
people - conveyor belt
information logistics

Shared spaces

Move people to
information -
construction site
logistics



2. Benefits of using Shared Spaces in BPS

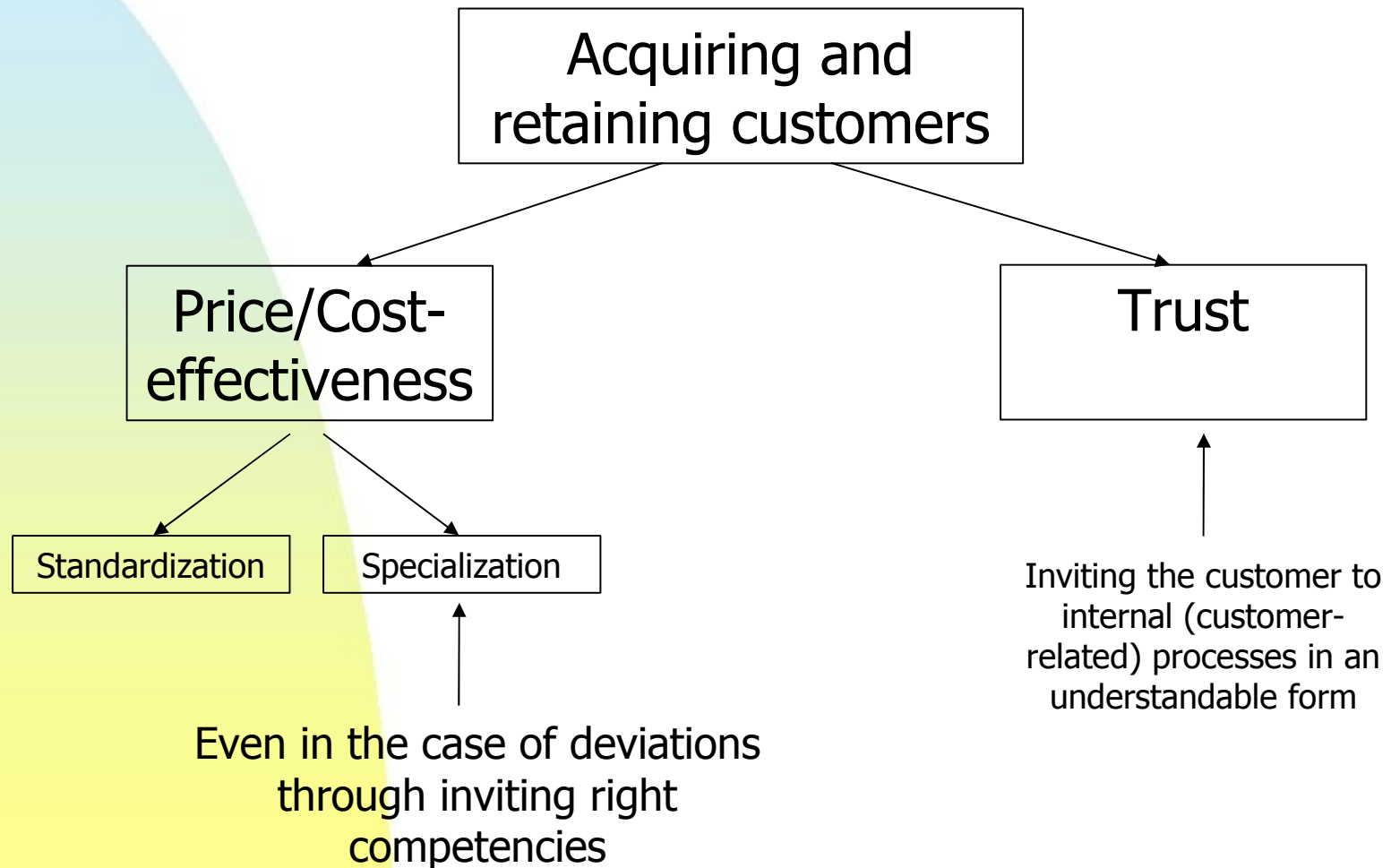


Environment in which a modern enterprise function

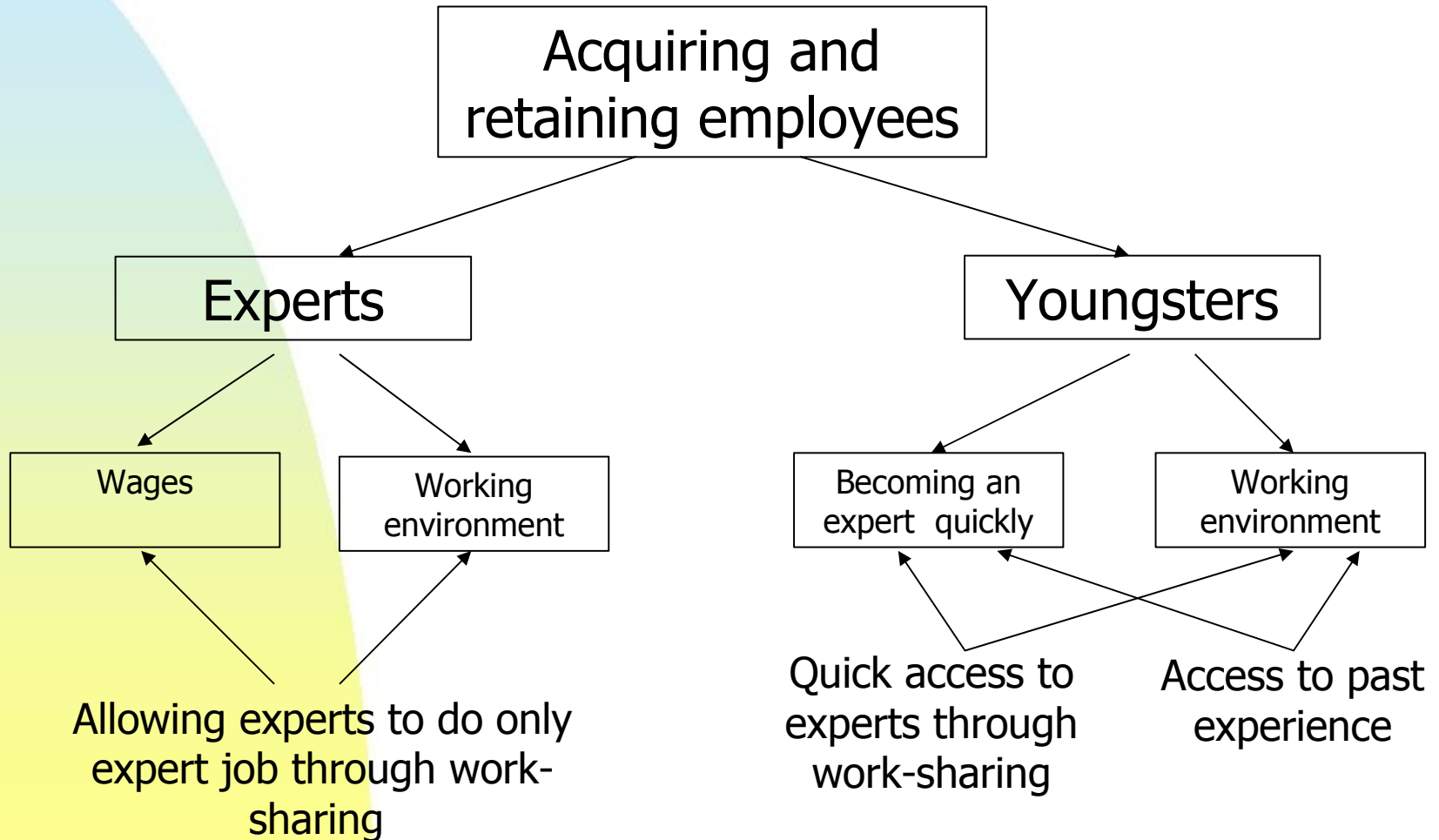
Can BPS with shared spaces help?



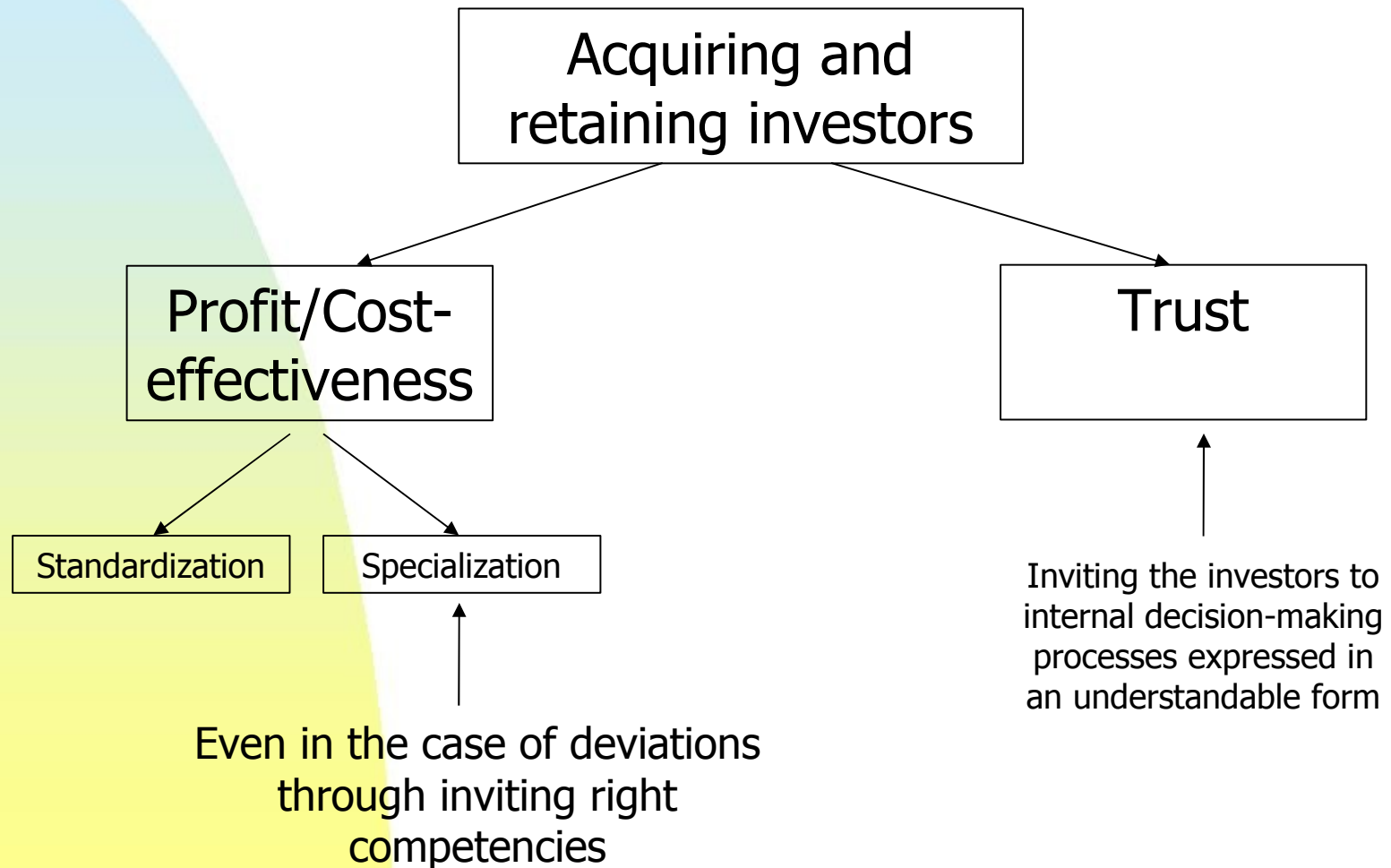
Competition for customers



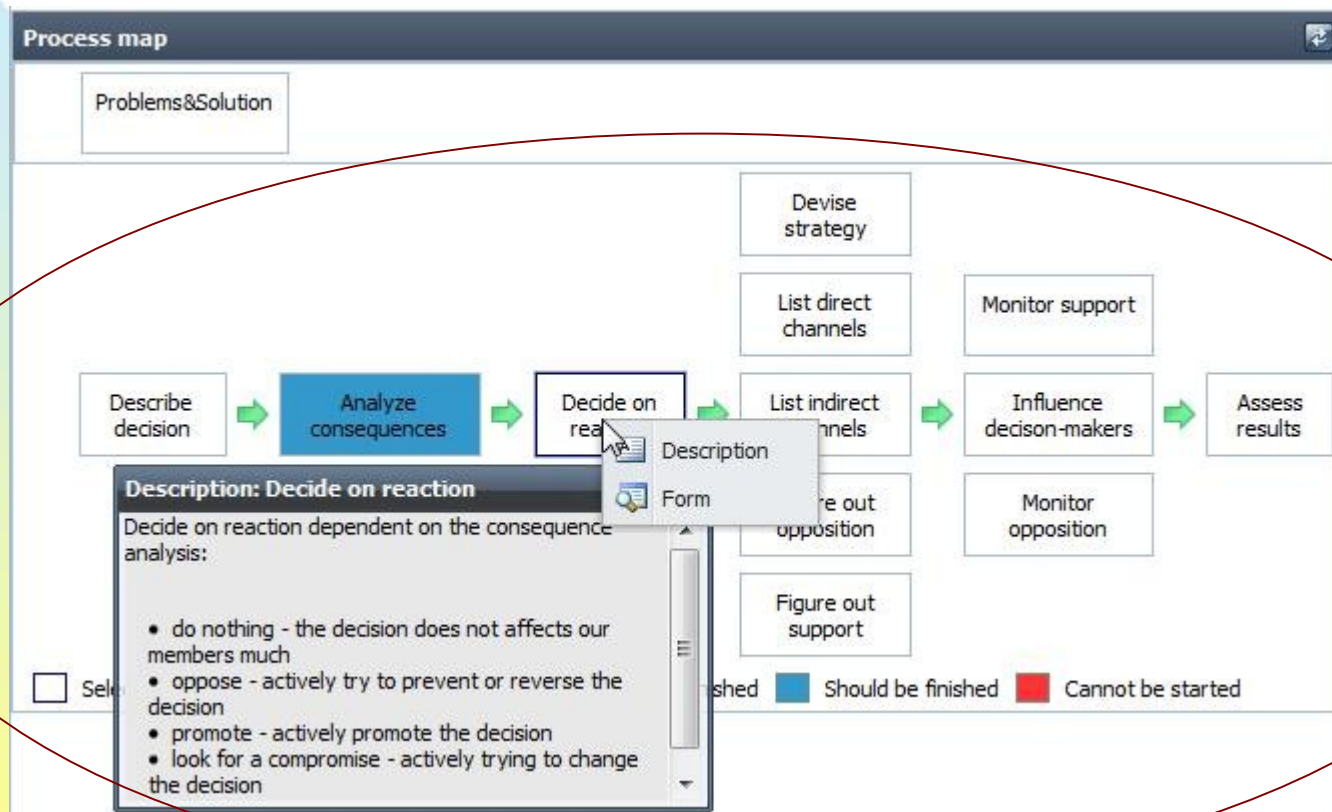
Competition for labor



Competition for customers



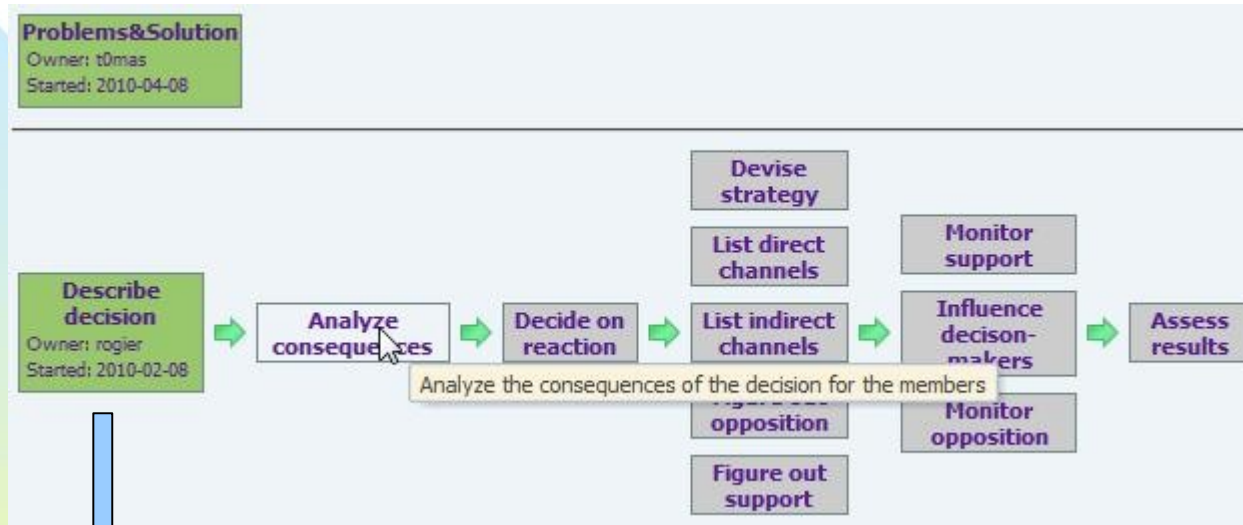
3. Realizing the strategy: example of a BPS system based on shared spaces



Process map as basis for shared space structure



Process map usage in run-time



The screenshot shows the iPB software interface with the following fields:

- Decision level:** Municipality
- Decision status:** Discussion (selected), Proposal, Decision taken, Became law, Implemented
- Decision maker:** Name, Street, Phone, Type, ZIP, Email, City
- Buttons:** Clear, Edit, New
- Description & Comments:** A text area with a rich text editor toolbar (Tahoma font, bold, italic, underline, text color, background color, link, unlink, list, indent, outdent, undo, redo, print, help).

A process map in iPB serves multiple purposes, as:

- an overview of the case/instance
- guidelines for handling the case
- a menu for navigating inside the case's shared space



Details of the shared space behind a box on the map

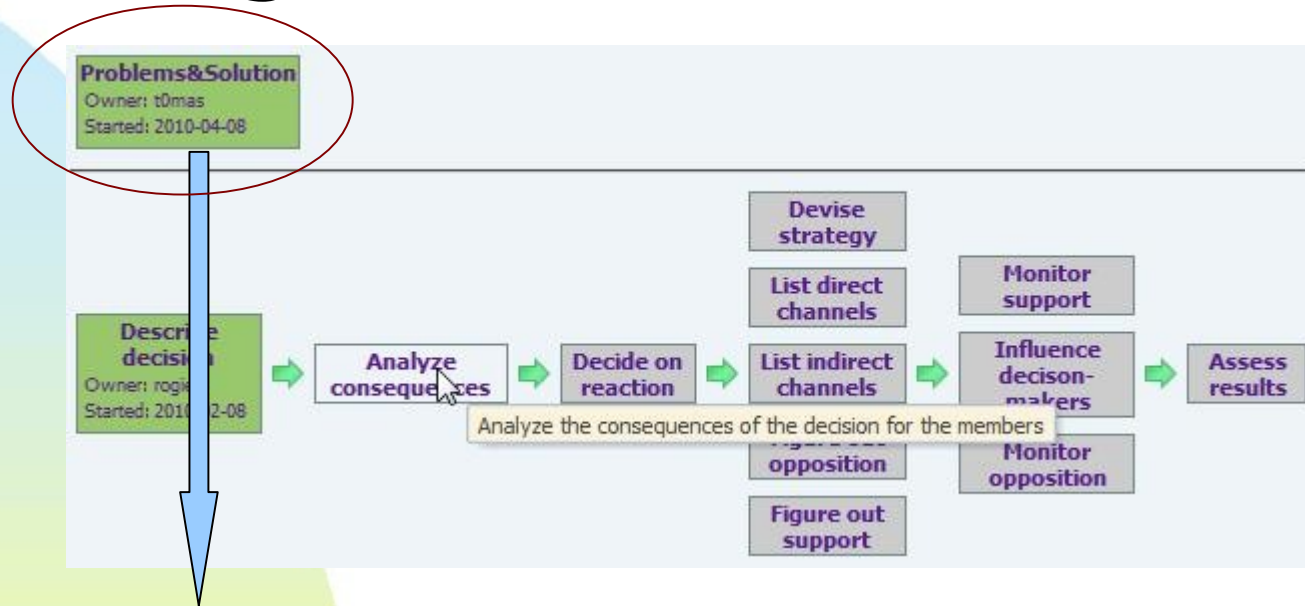
The screenshot displays a web application interface for managing decisions. It is divided into several sections:

- Decision level:** A dropdown menu currently showing 'Municipality'.
- Decision status:** A dropdown menu with a list of options: 'Discussion', 'Proposal' (highlighted), 'Decision taken', 'Became law', and 'Implemented'. A mouse cursor is pointing at 'Proposal'.
- Decision maker:** A form with fields for 'Name', 'Street', 'Phone', 'ZIP', 'Type', and 'City'. Below these fields are three buttons: 'Clear', 'Edit', and 'New'.
- Description & Comments:** A rich text editor area with a toolbar containing various formatting options (bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, undo, redo) and a scrollable text area.

Details of the shared space behind a box



Moving towards social software



Problem in classification

Journal + Add Edit Copy Delete Print

Date ▲	By
2010-04-08	Ilia- Bider, Ilia

Got a problem in classifying the decision. Can somebody help me

By Ilia- Bider, Ilia 2010-05-01 08:26



Adding more social software features

- More field types: blog, forum, photo, etc.
- More elaborate invitation technique
- More elaborate technique for history tracing

All the above is pure technical issues



Conclusions

- In order to merge social software with BPS we need to solve an architectural issue
- One way of solving it is by moving BPS to shared spaces architecture
- Using shared spaces architecture may give a BPS system certain business advantages
- It is possible to build a BPS system based on shared spaces architecture
- It is possible to gradually enhance this system with more social software features
- Adding these features is a pure technical matter (no conceptual difficulties)

The strategy seems sound and deserves further investigation



Thank you for your attention!

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Additional resources:

<http://processplatsen.ibissoft.se/en/>

<http://processplatsen.ibissoft.se/en/node/27>

