

# Process Model Comprehension

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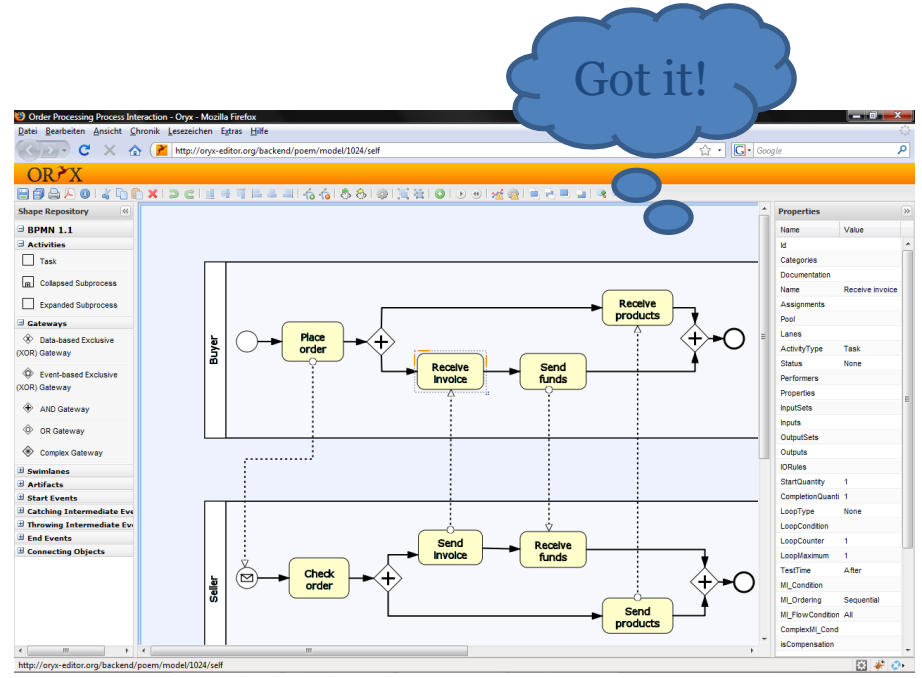
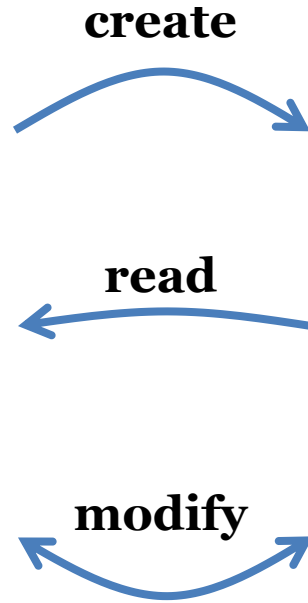
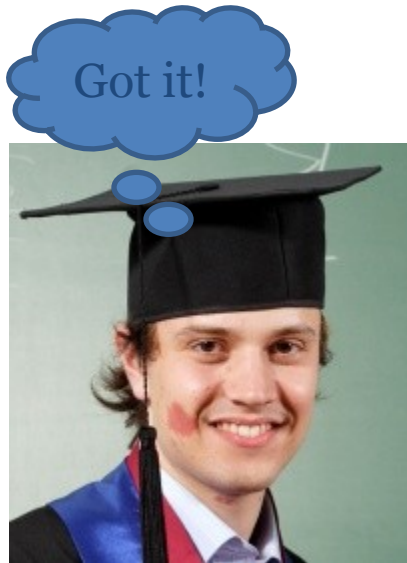
12 November 2009

# Was ist die Berliner BPM-Offensive?



- Initiative von BPM-Interessierten aus Berlin
- Gedankenaustausch zwischen Forschung und Praxis
- Erarbeitung von Ergebnissen auf Workshops
- Neutralität gegenüber Herstellern und Dienstleistern
- Veranstaltungen sind kostenlos und für alle offen
- Siehe <http://www.bpmb.de>

# Why process modeling comprehension?

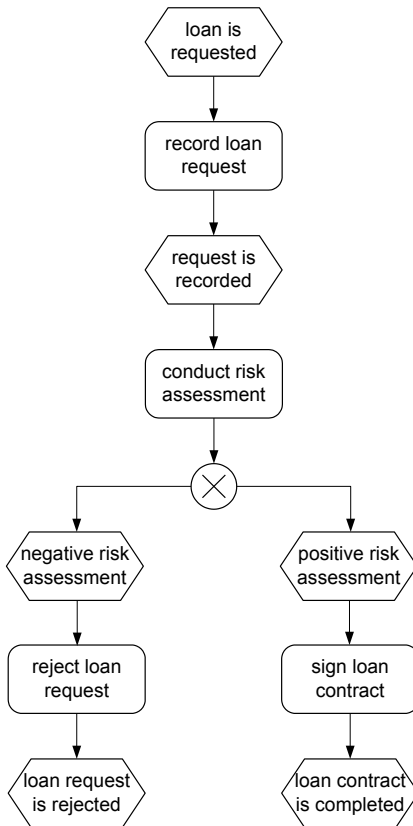


**understands**

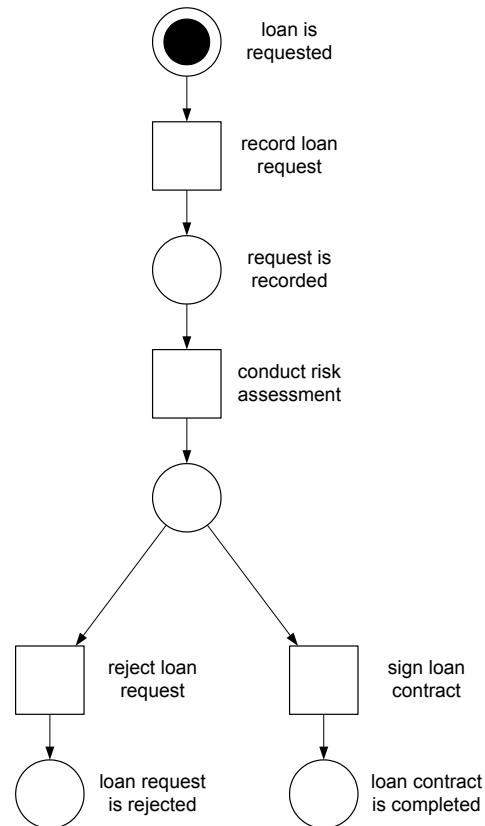
**represents**



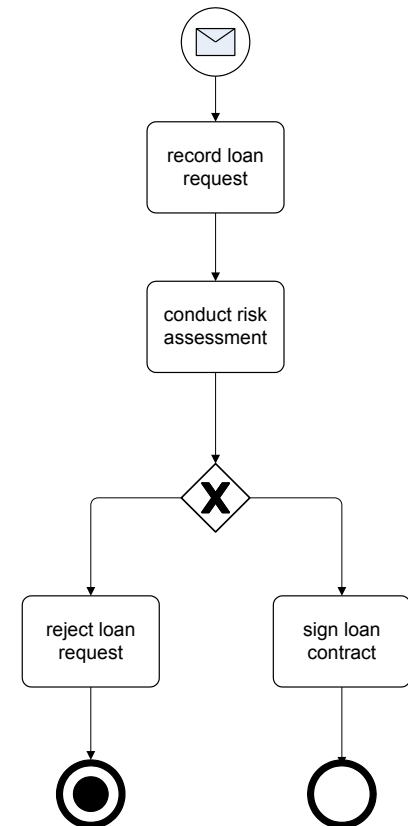
# Different Languages



Event-driven Process Chain (EPC)

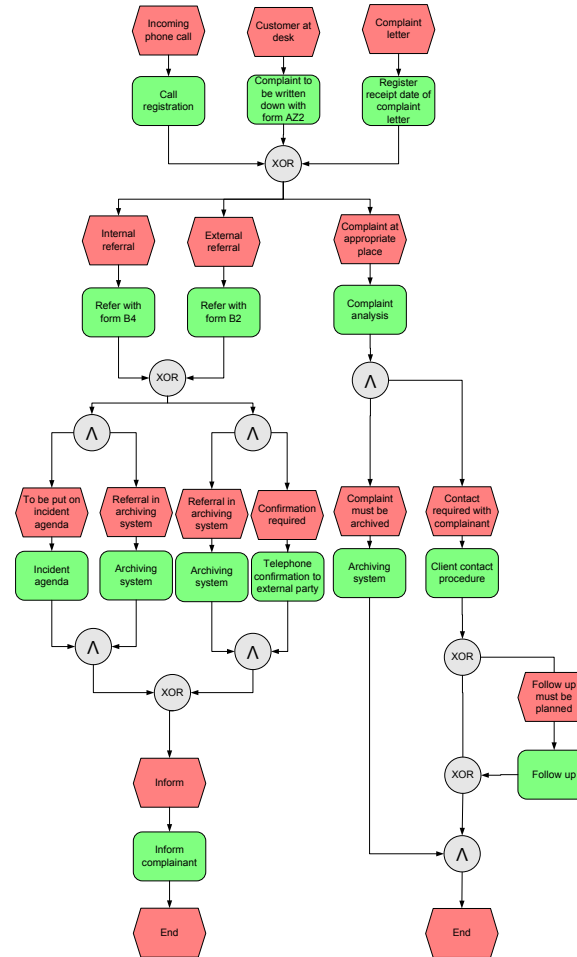
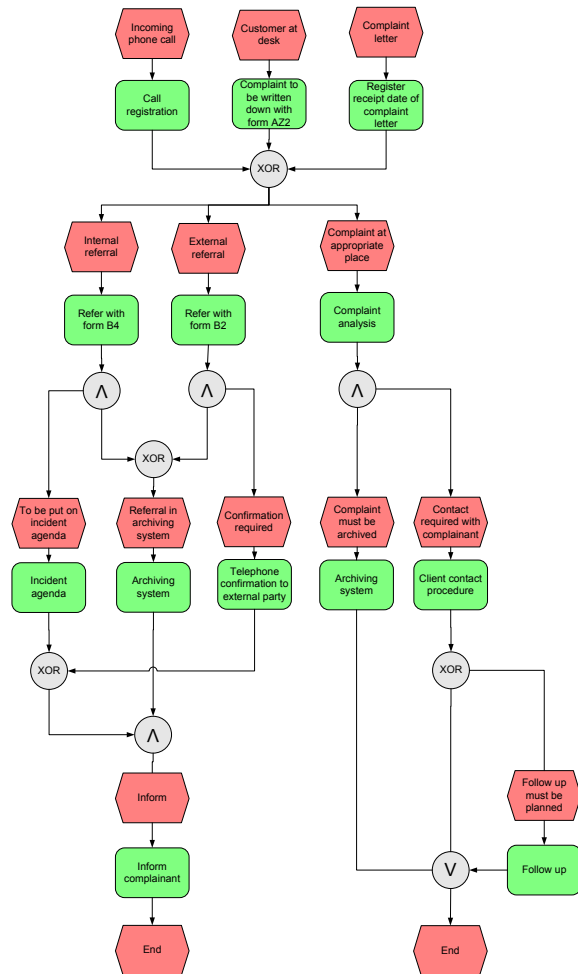


Petri Net

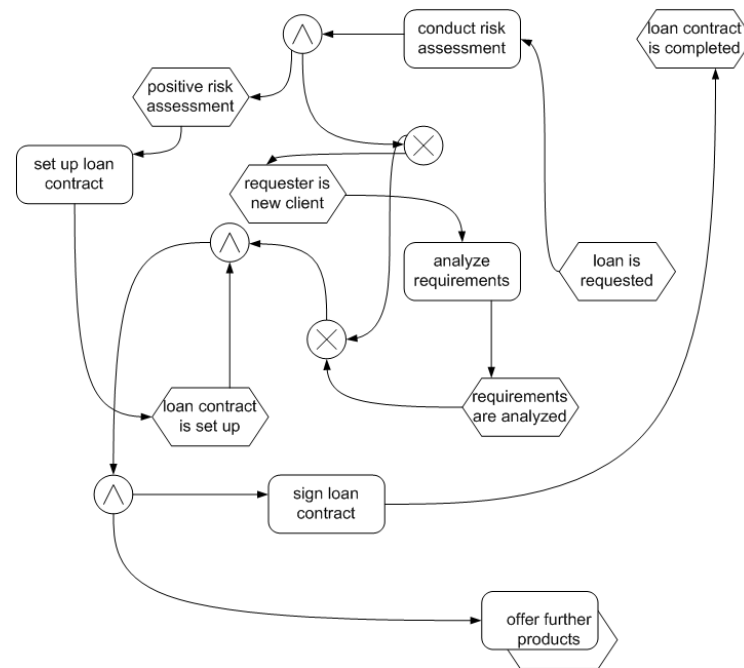
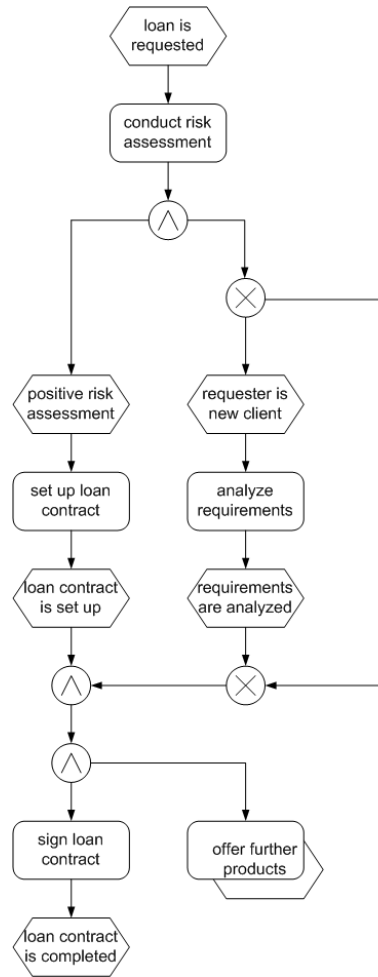


Business Process Modeling Notation (BPMN)

# Model Complexity



# Different Layout



# Different Text Labels

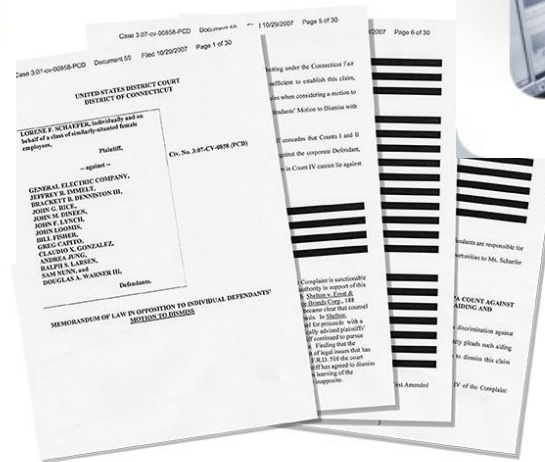
Incident  
Agenda

Put  
Complaint on  
Incident  
Agenda

# Different Purposes



Enactment

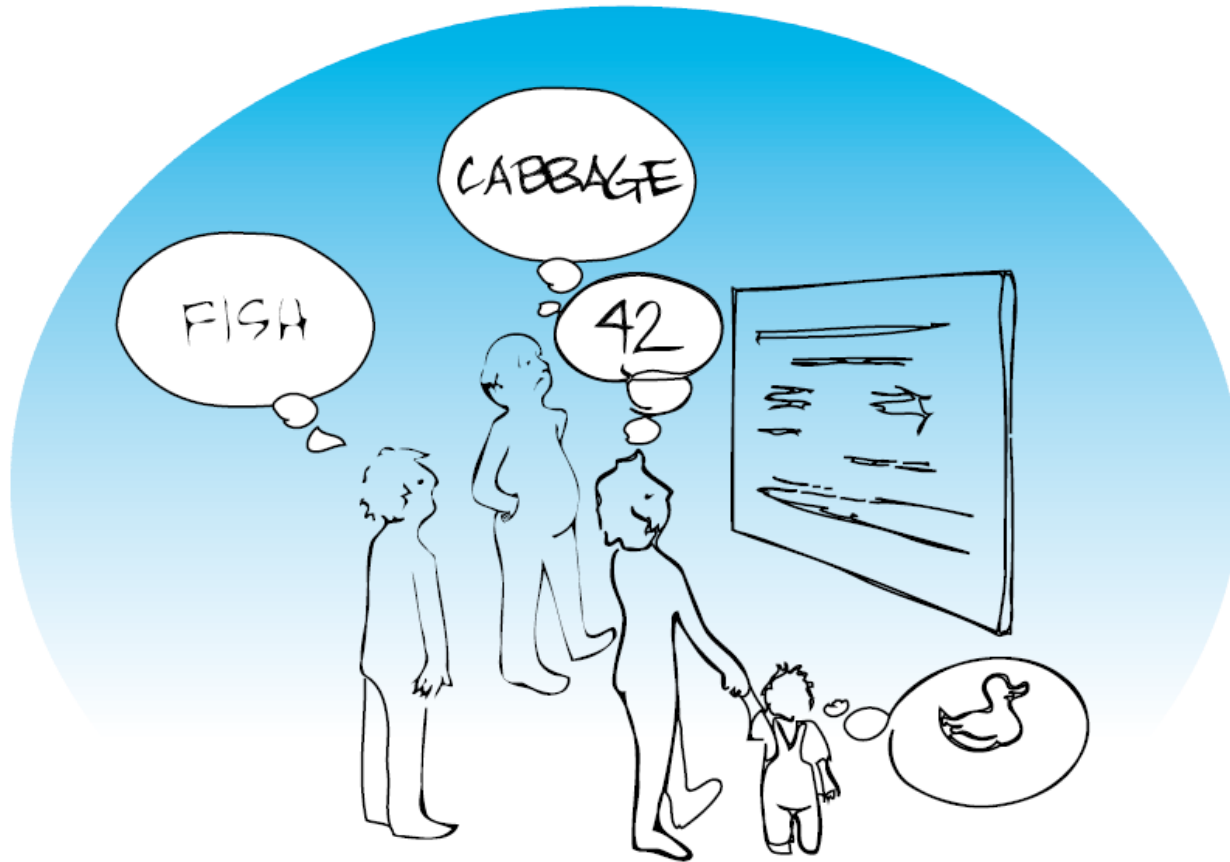


Certification

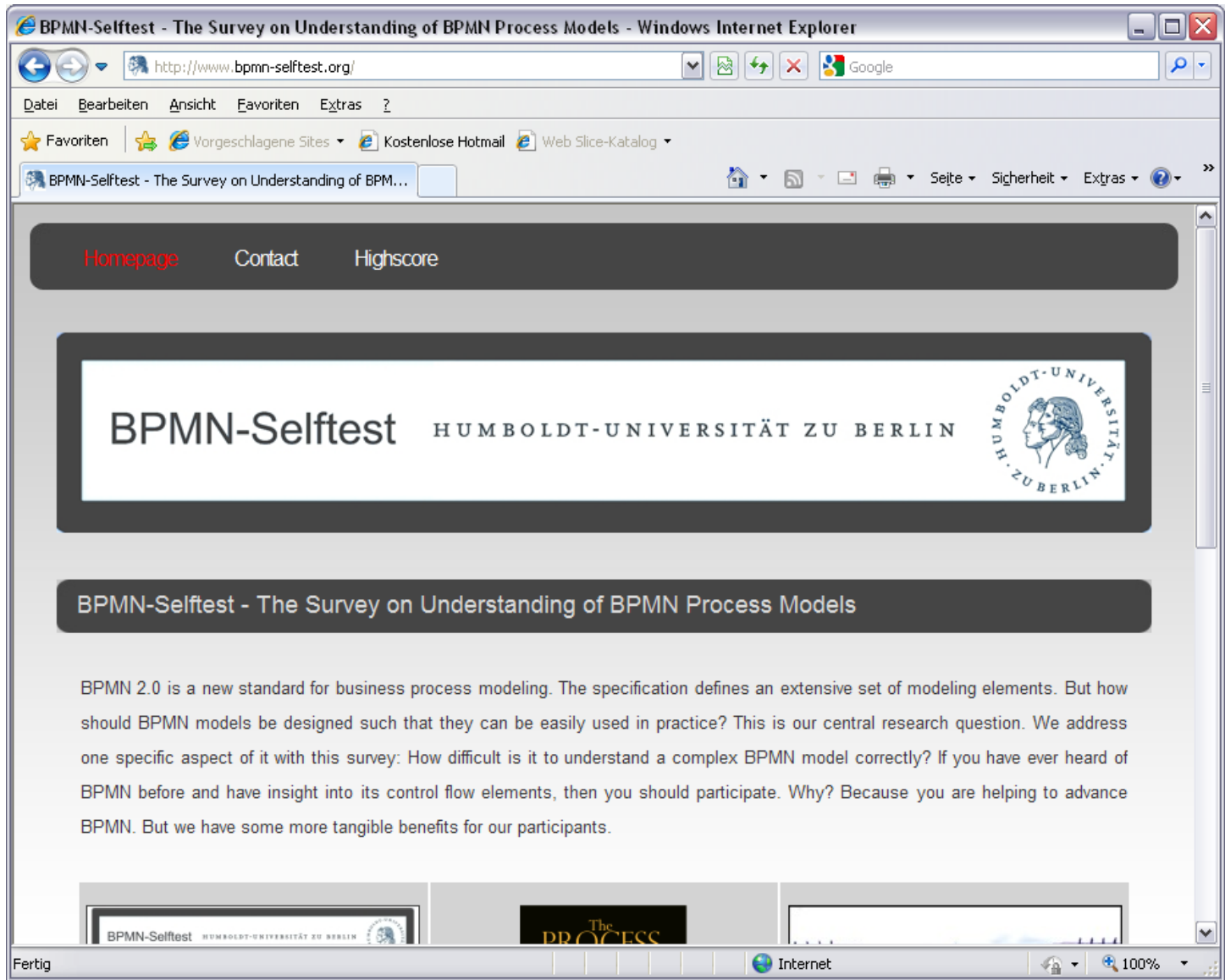


Training

# Novices and Experts



Petre, CACM 1995



# Implications

- Tool Features
  - Structured modeling
  - Correctness analysis
  - Support for different views
- Training
  - Abstract modeling knowledge pays off
  - Familiarity with specific technique is less important
- Modeling guidelines