

How to take part in a collaborative fCM modelling session?

Introduction

First, I want to emphasize how I appreciate your participation in my study about collaborative fCM modelling sessions in the context of my master thesis.

You have already studied an introduction to knowledge-intensive processes (KiPs) and how you can model them with the help of the fragment-based Case Management (fCM) modelling approach. Furthermore, you also answered a questionnaire to assess how well you understood the fCM approach.

Today, you **take part in a collaborative modelling session**. For a given business process, you take the perspective of a role and try to model the entire process as an fCM diagram together with your teammates. Thereby, each teammate takes the perspective of another role. Thus, you need to discuss your perspective with your teammates, find out how each role is involved into the business process and map out the gained understanding of the business process as formal elements of an fCM model. As described in the fCM introduction, an fCM model consists of a (1) domain model, (2) object lifecycles, (3) a set of process fragments as well as (4) a termination condition.

To support you with the posed task, the following document explains a game to approach the given task in a structured manner. Please try to follow this approach.

Step 1: Draw your role and familiarize with it

At the beginning, you draw a lot to get the role which you play in the modelling session. Based on the drawn role, you receive a handout which explains the perspective of your role in the given business process. Please read out carefully the description and familiarize with your role. During this step, you must not discuss or show your role description with or to your teammates. In case of any questions about your role, you can ask me. Therefore, I ask you to give me a sign that we can answer your question(s) without influencing your teammates. Especially, they should neither know your question nor my answer.

You can highlight on the process description, to take notes on the back as well as to create sketches.

As soon as you have finished the familiarization with your role, give a sign, please. The first step ends when you and all your teammates completed the familiarization with your roles. The familiarization with your role should take about 15 minutes. Please stick to this planned duration.

Step 2: Take part in the modelling session

Now, the collaborative modelling session starts. As a group work, you are asked to model the given process as an fCM diagram. Every teammate contributes a distinct perspective on the process, potentially also on separate parts of the process. Thus, you need to discuss the different perspectives and, thereby, try to understand the entire

process. Potentially, the different perspectives may be ambiguous, wherefore you and your team need to take some decisions.

You have your process description as well as your notes which you took in the previous step, ready to hand during the whole modelling session that you can look up information. However, you are neither allowed to show nor read out the process description to your teammates. Please try to explain your role's perspective in your own words. You do not have to be meticulous to align completely to the process description. **There is an exception for italicized terms. You can use them directly and do not need to use synonyms or search for alternative expressions.**

As mentioned already in the consent form, I will take audio and video recordings of your group work to ease my analysis. Please do not start the participation in a modelling session if you feel uncomfortable with that. Nevertheless, if you feel uncomfortable during the modelling session, you can leave it at any point without telling any reasons.

How to approach a modelling session?

The approach defines a game around the given modelling task. The game consists of a **game board** as well as a **stack of action cards**.

The game board indicates the current phase of the modelling session. For each phase, an action card outlines a task. A phase either incorporates team or individual work. In a teamwork phase, all session participants jointly work on the phase's task. In contrast, all session participants work individually on the phase's task in an individual work phase.

At the beginning of a new phase, a session participant becomes the responsible person for the phase. She moves the game piece to the next place and searches for the corresponding action card. Afterwards, she presents the action card to the other session participants. Once everyone has understood the task, she gives the signal to begin and ensures that the group remains focused on the task. The responsible person contributes to completing the task. For each phase, a different participant should take responsibility for the phase.

Step 3: Answering the questionnaire

After taking part in the collaborative modelling session, please recapitulate how you experienced the session by answering a questionnaire.

Step 4: Eat cake

The experiment ends. Thank you for your participation! As a small thank-you, you get a piece of cake. I hope, you relish it!