

Kir2021

Title

A Knowledge-Intensive Adaptive Business Process Management Framework (Kir and Erdogan (2021))

Abstract

Business process management has been the driving force of optimization and operational efficiency for companies until now, but the digitalization era we have been experiencing requires businesses to be agile and responsive as well. In order to be a part of this digital transformation, delivering new levels of automation-fueled agility through digitalization of BPM itself is required. However, the automation of BPM cannot be achieved by solely focusing on process space and classical planning techniques. It requires a holistic approach that also captures the social aspects of the business environment, such as corporate strategies, organization policies, negotiations, and cooperation. For this purpose, we combine BPM, knowledge-intensive systems and intelligent agent technologies, and yield one consolidated intelligent business process management framework, namely agileBPM, that governs the entire BPM life-cycle. Accordingly, agileBPM proposes a modeling methodology to semantically capture the business interests, enterprise environment and process space in accordance with the agent-oriented software engineering paradigm. The proposed agent-based process execution environment provides cognitive capabilities (such as goal-driven planning, norm compliance, knowledge-driven actions, and dynamic cooperation) on top of the developed business models to support knowledge workers' multi-criteria decision making tasks. The context awareness and exception handling capabilities of the proposed approach have been presented with experimental studies. Through comparative evaluations, it is shown that agileBPM is the most comprehensive knowledge-intensive process management solution.

Keywords

Agent-based business process management, Agile business process management, Business process management, Knowledge-intensive processes, Process adaptation, Process modeling and execution

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Reference

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