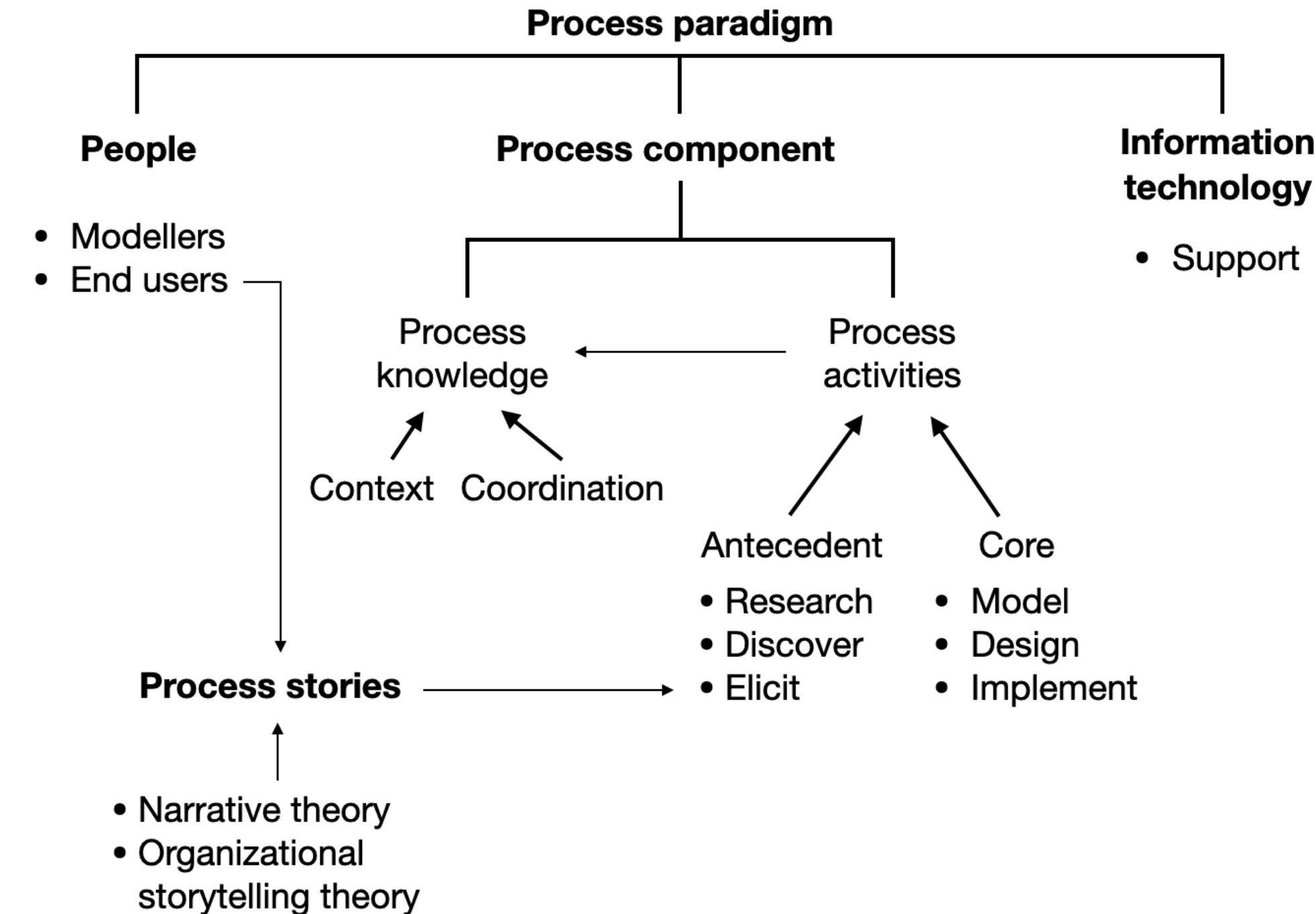


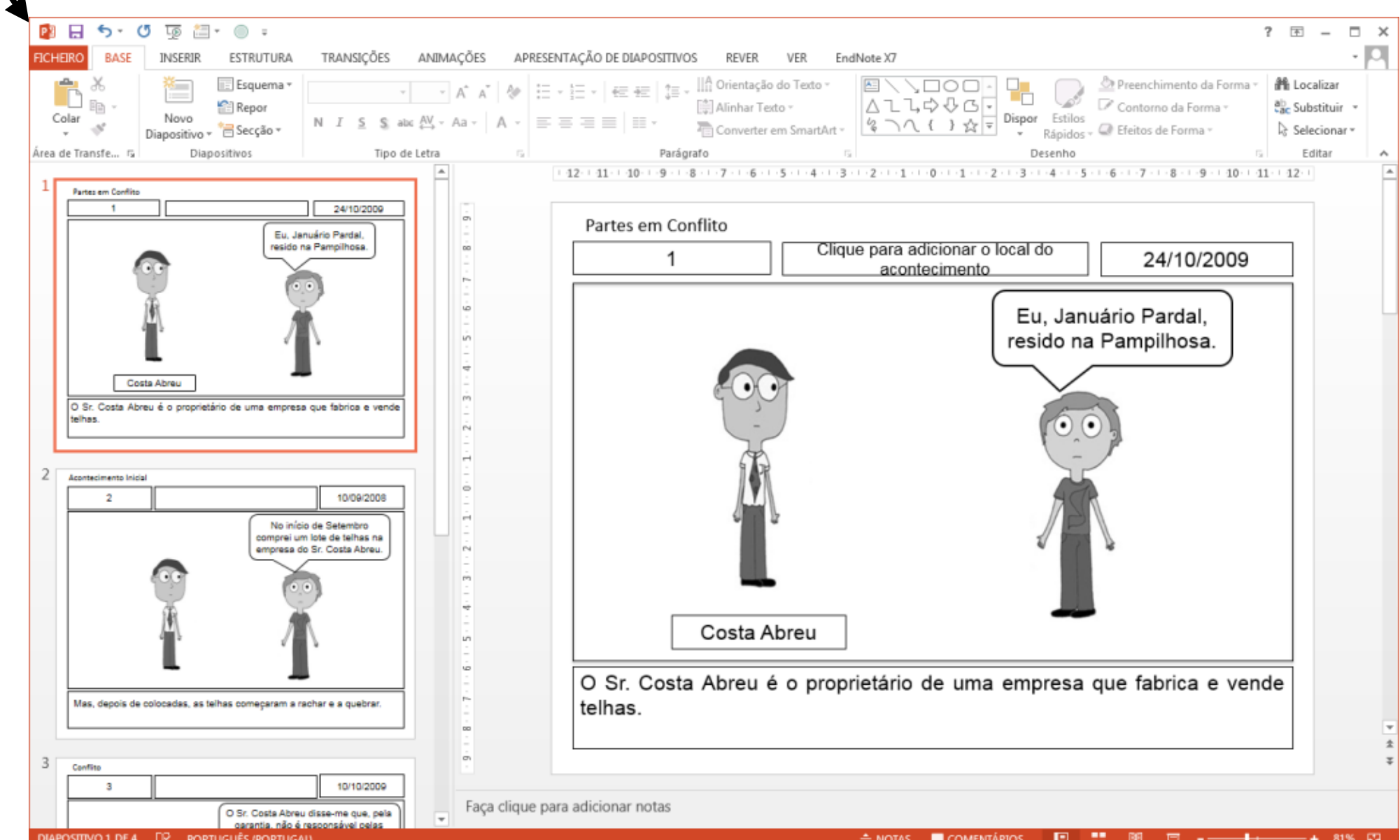
# Business Process Stories

Business process stories are an innovative method for representing business processes. Unlike ‘traditional’ methods, which emphasize formalized, abstract and generalized process representations, process stories capture a diversity of informal knowledge about business processes

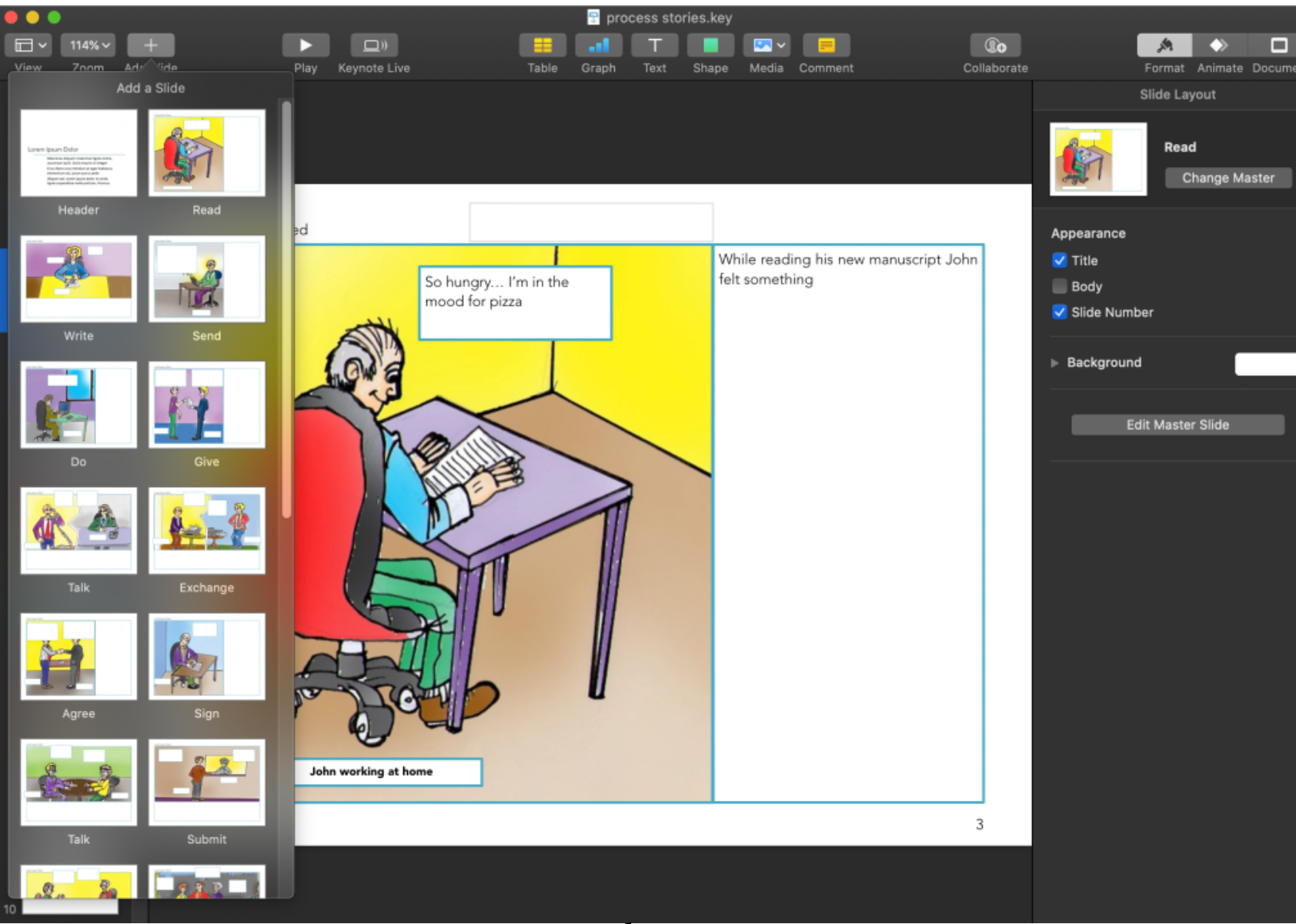
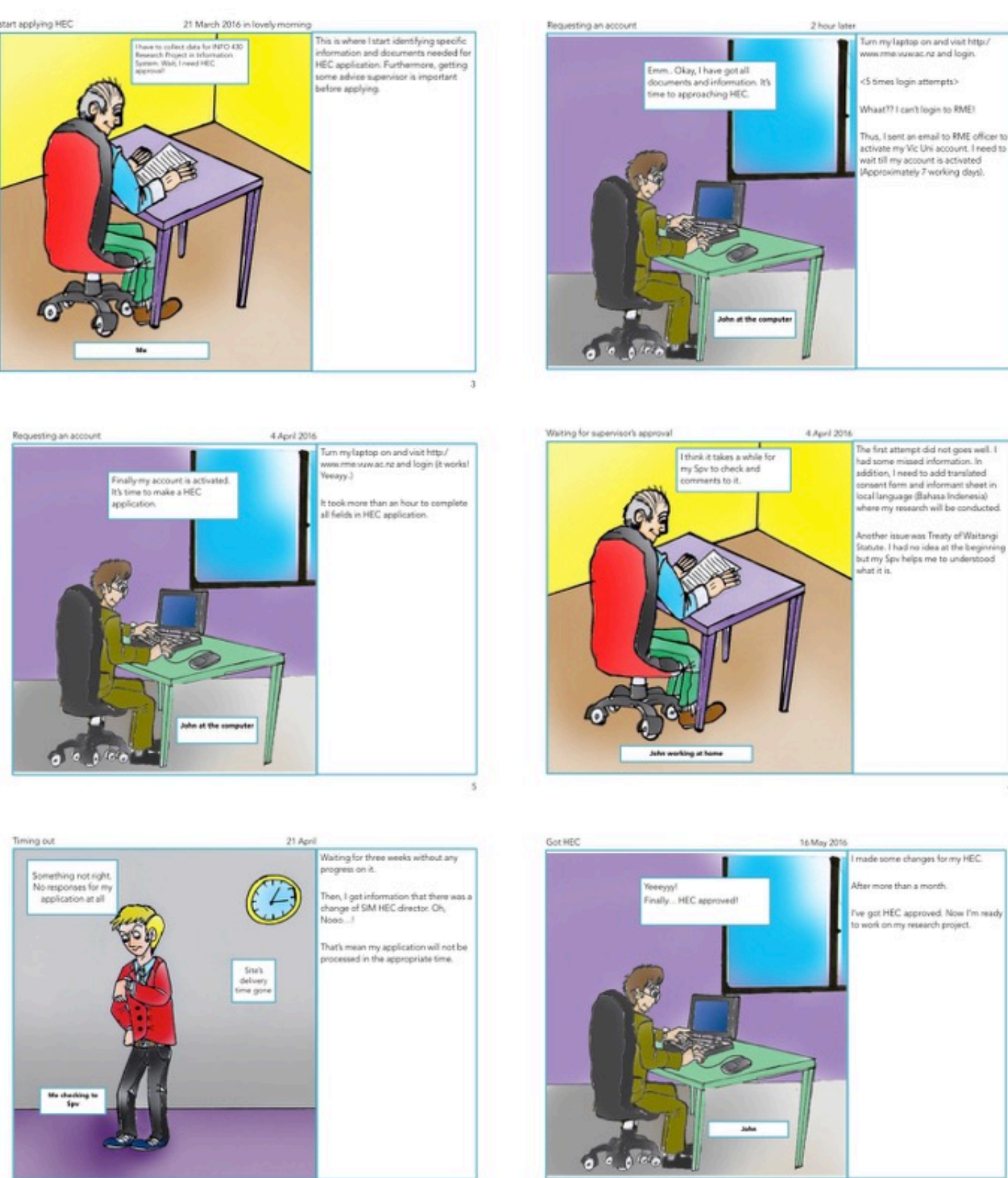


2012-2017: Collaborative tool for business process elicitation

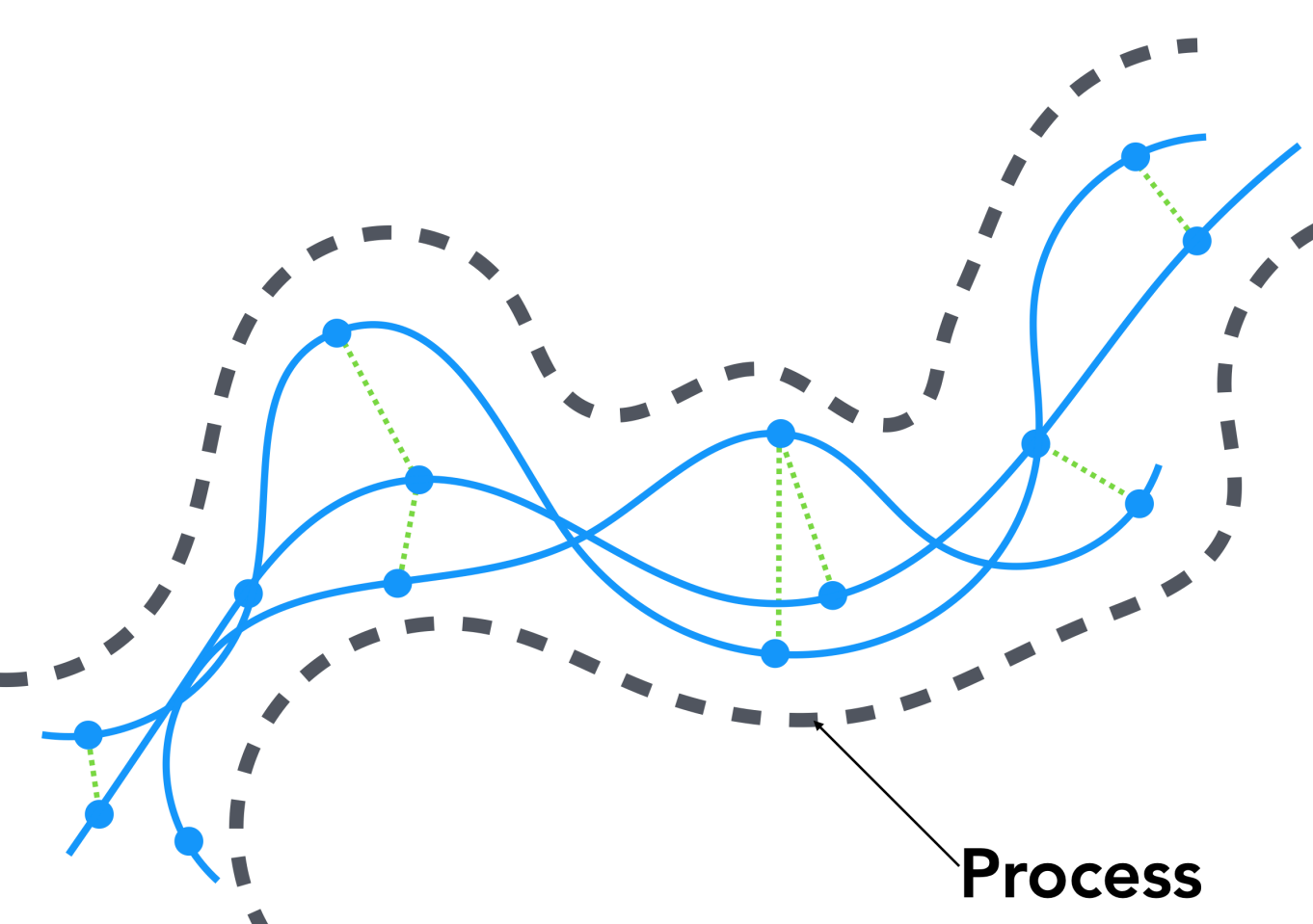
2013-2019: Use of process stories in judicial systems, supporting the parts in a legal process to express their viewpoints using process stories



A process story template

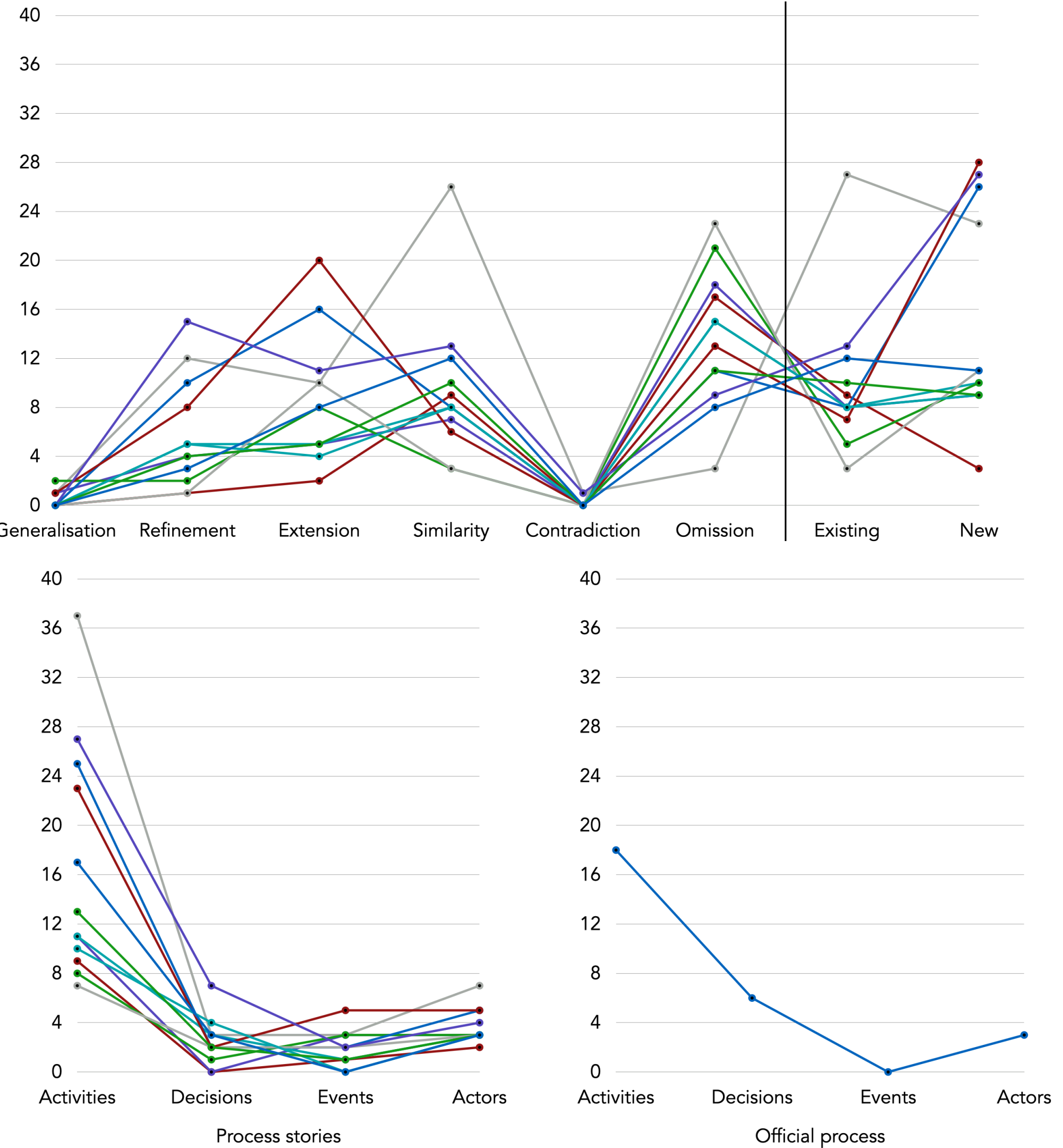


2018: Off-the-shelf slide presentation tool (Microsoft’s PowerPoint and Apple’s Keynote) supporting the creation of process stories. A set of presentation templates were developed to allow users to create their own process stories

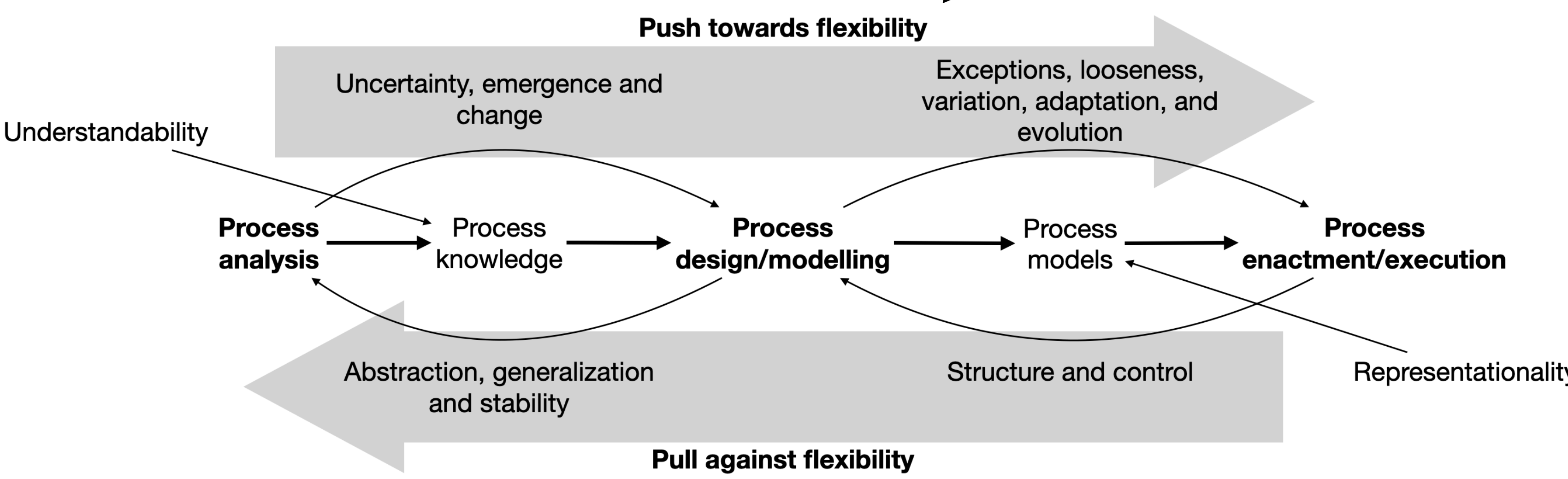


Process

2019: Method for systematic analysis of process stories based on storytelling theory. The method combines quantitative and qualitative techniques to identify particular features of process stories, including activities, actors and decisions (model-based behavior), as well as references to people, emotions, communications, work settings, decisional factors, work methods, locations, and time-related elements (context-based behavior)

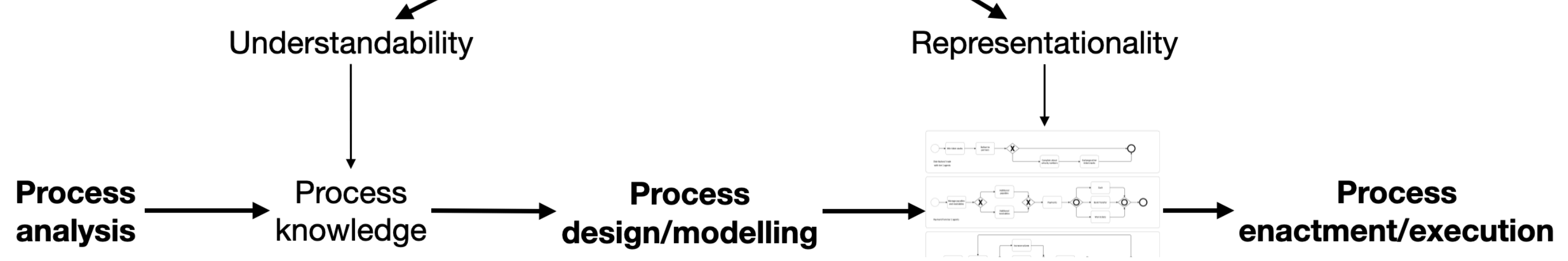


A process story generated using the slide presentation tool and templates

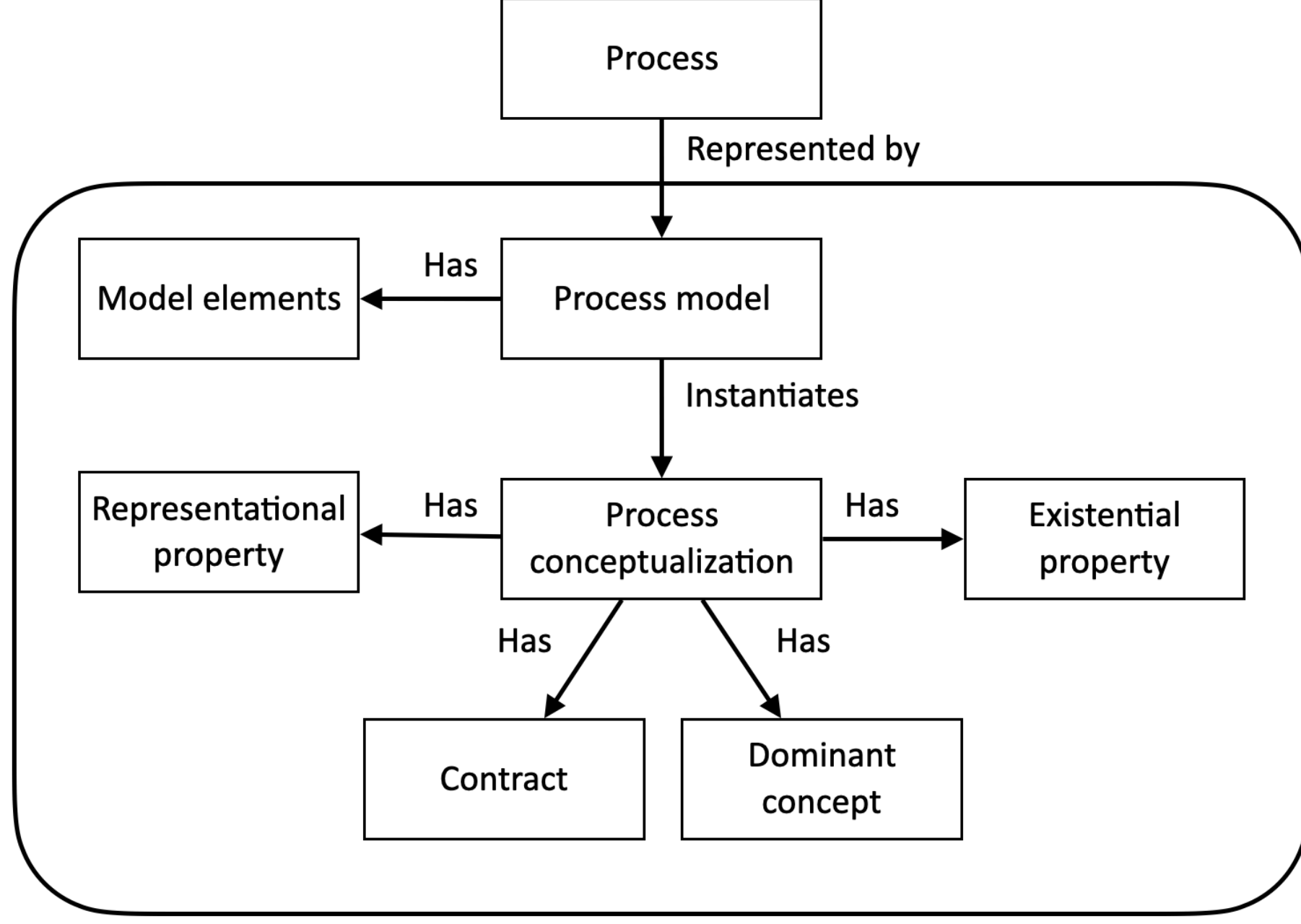


2022: Dynamics of friction in the business process management lifecycle

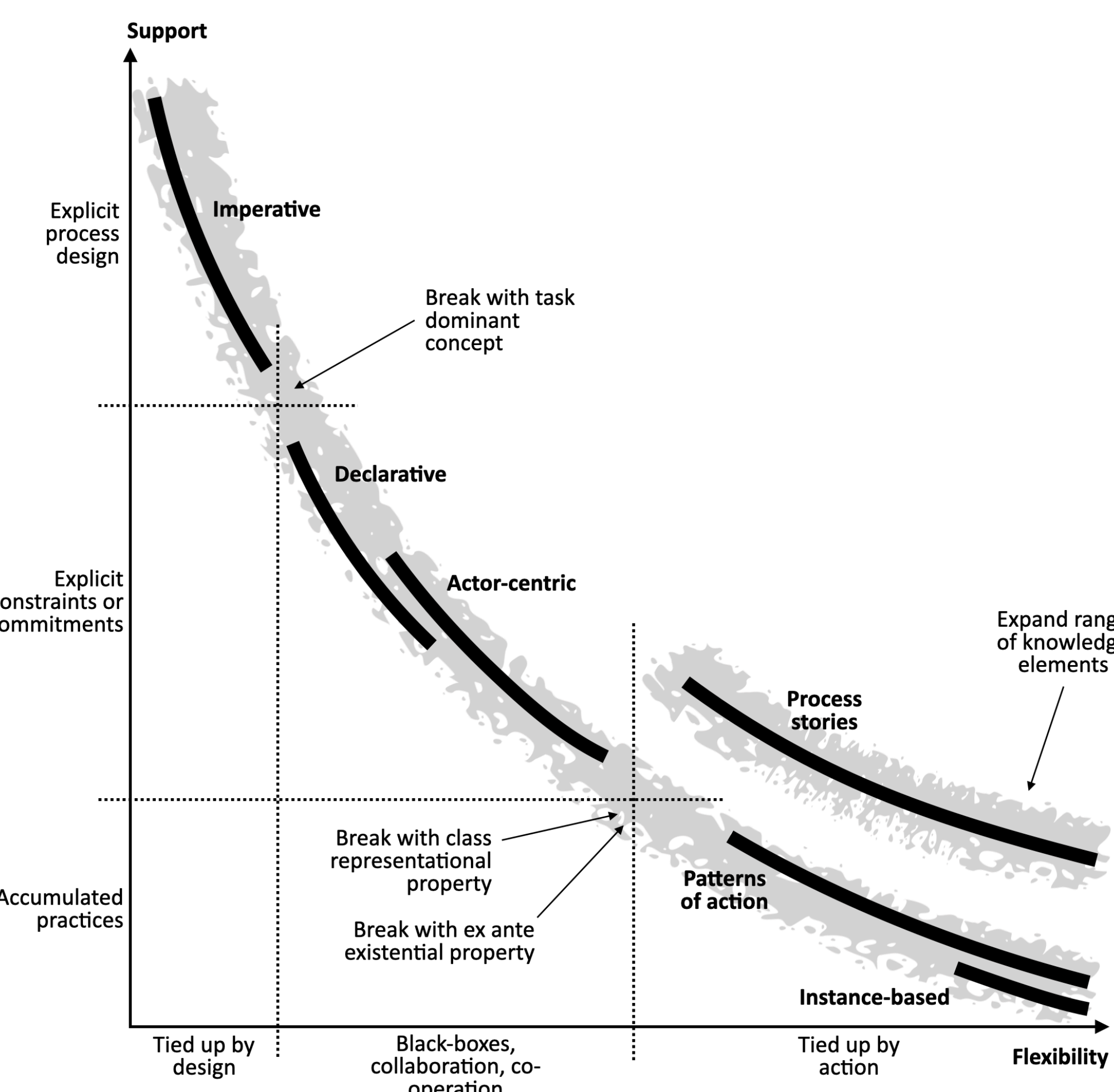
- In-depth look over operations
  - Easy to express tasks and ideas
  - Visual communication
  - Reasons behind operations
- Capture variations
  - Document exceptions
  - Useful details
  - Non-routine operations



2022: Study how business process experts could use process stories to realize process flexibility. The study provides insights on the dynamics of friction in the business process management lifecycle



2022: Development of an ontology of business process conceptualization



2022: Comparison chart of business process conceptualizations