Social Business Process Modeling

Fadwa Yahya University of Sfax, Tunisia

Khouloud Boukadi University of Sfax, Tunisia

Zakaria Maamar Zayed University, UAE

Hanêne Ben-Abdallah King Abdulaziz, University, Saudi Arabia

INTRODUCTION

Web 2.0, which represents a major evolution of the regular Web (*aka* Web 1.0), provides Internet users with a set of technologies (e.g., AJAX and JSON) and applications (e.g., Facebook and Twitter). It aims at increasing communication, collaboration, and knowledge sharing among multiple stakeholders (Yahya, Boukadi, Maamar, & Ben-Abdallah, 2015). To tap into these Web 2.0's opportunities, enterprises are putting a lot of efforts into adopting Web 2.0 in their day-today operations. These enterprises are referred to as *Enterprise 2.0* (Mäntymäki & Riemer, 2016).

More specifically, an Enterprise 2.0 is characterized by the use of Web 2.0 technologies and applications to achieve different goals (Mcafee, 2006) like improving its visibility on search engines, reducing the cost of some services such as communication, improving the quality of services it provides especially those related to customer satisfaction, etc. It may also use Web 2.0 to enhance transparency by enhancing the availability of information and knowledge across its organizational units (DiStaso & Bortree, 2012).

To reach its goal, an Enterprise 2.0 may need to "re-engineer" its Business Processes (BP) due to the new context imposed by Web 2.0. The resulting business process, called Social Business Process (SBP) (Yahya et al., 2015), differs from the classical business process in two main aspects: On the one hand, the new interactions over Web 2.0 should be integrated into the SBP model so that "to-be" versus "as-is" processes are aligned: on the other hand, the business and social aspects of an SBP should be modelled separately so that the "separation-of-concerns" principle is supported. The business aspect may be represented using any existing notation like UML activity diagram (OMG, 2011b) or Business Process Model and Notation (BPMN) (OMG, 2011a). However, the social aspect is not supported by existing notations and thus should be modelled using a Domain Specific Language (DSL) that extends any existing business process modelling language. To provide for such DSL, we first enrich the BP meta-model proposed in (Curtis et al., 1992) with social aspects. Secondly, based on the obtained meta-model, we develop a BPMN extension, called BPMN4Social, for modeling SBP. BPMN4Social is a simple, yet generic domain-specific language that is based on BPMN, the de facto standard for business process modelling.

The remainder of this chapter is structured as follows. Section 2 discusses works related to SBP. Section 3 introduces our SBP meta-model which we produced by enriching the business process meta-model with social concepts. Section B

4 presents BPMN4Social including its meta-model and concrete syntax. Section 5 illustrates the BPMN4Social notation supported by its editor. Finally, Section 6 summarizes the chapter and outlines future works on SBP.

BACKGROUND

The business process meta-model of Curtis et al. (Curtis, Kellner, & Over, 1992) is the most referenced business process meta-model by the ICT community (Figure 1). It encloses the core business process components classified into four perspectives: functional, organizational, behavioral, and informational. The functional perspective focuses on the tasks in a business process where a task is either an atomic or composite unit of work. The organizational perspective describes the units that participate in the business process execution. The behavioral perspective represents the flows and control nodes linking the tasks of the business process. Finally, the informational perspective describes the entities that a business process produces or manipulates. These entities could be events, information resources, or tangible resources. These four perspectives are commonly modeled using BPMN (OMG, 2011a).

RELATED WORK

In this section, we present the most important works dealing with social business process management systems (BPMS) and those focusing on Social Business Processes.

Web 2.0 and Business Process Management Systems

In the literature, different studies highlight the role of Web 2.0 in improving traditional BPMSs. According to Schmidt et al. (Schmidt & Nurcan, 2009), weak ties, egalitarianism, social production, and service-dominant logic principles of Web 2.0 would address four well-known BPM problems: model-reality divide, lack of information fusion, information pass-on threshold, and lost innovation.



Figure 1. Business process meta-model

10 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage: www.igi-global.com/chapter/social-business-process-modeling/183788

Related Content

3D Scanning and Simulation of a Hybrid Refrigerator Using Photovoltaic Energy

Edith Obregón Morales, José de Jesús Pérez Bueno, Juan Carlos Moctezuma Esparza, Diego Marroquín García, Arturo Trejo Pérez, Roberto Carlos Flores Romero, Juan Manuel Olivares Ramírez, Maria Luisa Mendoza López, Juan Carlos Solís Ulloa, Yunny Meas Vongand Víctor Hugo Rodríguez Obregón (2018). *Encyclopedia of Information Science and Technology, Fourth Edition (pp. 1277-1296).* www.irma-international.org/chapter/3d-scanning-and-simulation-of-a-hybrid-refrigerator-using-photovoltaicenergy/183841

Recognition and Analysis of Scene-Emotion in Photographic Works Based on AI Technology

Wenbin Yang (2023). International Journal of Information Technologies and Systems Approach (pp. 1-15). www.irma-international.org/article/recognition-and-analysis-of-scene-emotion-in-photographic-works-based-on-aitechnology/326055

Comb Filters Characteristics and Current Applications

Miriam Guadalupe Cruz-Jimenez, David Ernesto Troncoso Romeroand Gordana Jovanovic Dolecek (2018). *Encyclopedia of Information Science and Technology, Fourth Edition (pp. 6007-6018).* www.irma-international.org/chapter/comb-filters-characteristics-and-current-applications/184301

Construction of Human Resource Manager Competency Model Based on Data Mining Technology in Cross-Cultural Background

Bo Yang, Sen Shi, Wenjie Song, Quan Liand Markus A. Launer (2024). *International Journal of Information Technologies and Systems Approach (pp. 1-17).*

www.irma-international.org/article/construction-of-human-resource-manager-competency-model-based-on-data-mining-technology-in-cross-cultural-background/347913

Current Status and Future Directions of Blended Learning Models

Michael C. Johnsonand Charles R. Graham (2015). *Encyclopedia of Information Science and Technology, Third Edition (pp. 2470-2480).*

www.irma-international.org/chapter/current-status-and-future-directions-of-blended-learning-models/112663