Configurable Process Models for Open Social Services

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Background

- Municipalities in Sweden
- The Open Social e-Services project (The Järfälla project)
- Application processes for...
  - Part time successor
  - Companion service
  - Emergency phone
- Overlap between the three processes
Purpose

• Create a configurable process model that integrates three different process models and three variants of each process model

• Explore potential benefits with the configurable process modeling approach
YAWL – Yet Another Workflow Language

Why YAWL?

– Configurable extension, C-YAWL
– Executable and verification
– Familiar to the researches and Järfälla municipality officials
– Process models from the Järfälla project created in YAWL
– Open source solution
C-YAWL

- Hidden
- Blocked
- Activated
Hidden

Activated

Hidden
Blocked

Activated

Blocked
Designing the configurable process model
Emergency phone e-service application
Designing the Questionarie Model

- Steering configuration through questionarie models
- Creation of domain question model with Synergia Questionnario designer tool
- Representation of questions, Questio tool
- Mapping domain question model to configurable process model
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Challenges and how they were met

• Problems with OR-Splits and OR-Joins
• Limitations in the YAWL editor when visualising and applying configurations
• The configurable model expanded compared to the original models
• Configuration on data level is not supported in YAWL
XOR Split and XOR Join
AND Split and AND Join
OR Split and OR Join
OR Split and OR Join
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Evaluation

- Four workshop sessions at Järfälla municipality
- Validation of configurable process model
  - Iterative Approach
  - Improvements suggested and implemented
- Evaluation of new service; application process for home care services
- Analysis of perceived benefits with the configurable process model approach
Conclusions

• It is possible to capture different process models in one reference model
• It is beneficial to use configurable process models as reference models, at a conceptual level
• It is problematic to create executable workflows with an configurable process model approach
Future Work

- Configuration of data (and resources)
- Investigate if the configurable process model is applicable for other municipalities
- Investigate if the configurable process model approach is applicable for other domains