Using Semantics to Aid Scenario-Based Analysis

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Outline

- Scenario-Based Analysis (SBA)
- Semantic SBA
- Illustration
- Tool
- Conclusions and Future Work
Scenario-Based Analysis

- As-is Analysis, Exception Analysis etc
- Main Steps
  1. Selection of interesting metrics
  2. Configuration of selected metrics
  3. Execution of configured metrics
  4. Evaluation of results (e.g., data filtering and aggregation)
  5. Reporting of results

Manual process!!
Main idea

- Use semantic technologies to augment the degree of automation and flexibility of current Scenario-Based Analysis (SBA)
I am interested in all exceptions of the sales process

Analysis Scenario
(e.g. As-is analysis, Exception analysis)

Process Category
(e.g. Sales, Marketing, Procurement)

Pool of Business Questions

Execution History Repository
The Business Questions (BQs) within the ontological framework...
...mapping the BQs onto the other ontologies...
...and selecting the relevant BQs on the basis of user needs

Business Questions

Which predefined SLA offers were rejected how often?

Which parameters were the reason for not choosing a bundle?

How many processed requests with up time higher than 97% were not checked by the CEO?

How many SLA offers were rejected by CEO?
Structure of Business Questions

■ We define “templates” of business questions with parameters which are mapped onto the SUPER ontologies...

■ ...and also onto the specific domain ontologies

“How many [Sales offers] were [rejected] by [Manager]?”

- BusinessMapOntology#SalesOffer
- ActivitiesOntology#Decide
- nexcomProcess#SLAOffer
- OrganizationalOntology#Manager
- nexcomActivities#Reject
- nexcomOrgOntology#CEO
Semantic Reverse Business Engineering (RBE)
Conclusions and Future Work

- Semantic Scenario-Based Analysis
  - Support automatic and flexible analysis of business process
  - Bring the analysis of business processes closer to the business analysts

- Future work will focus on improving our develop tool. This work will be conducted within the SUPER European project
Questions?