How do humans inspect BPMN models: an exploratory study

Even though considerable progress regarding the technical perspective on modeling and supporting business processes has been achieved, it appears that the human perspective is still often left aside. In particular, we do not have an in-depth understanding of how process models are inspected by humans, what strategies are taken, what challenges arise, and what cognitive processes are involved. This paper contributes toward such an understanding and reports an exploratory study investigating how humans identify and classify quality issues in BPMN process models. Providing preliminary answers to initial research questions, we also indicate other research questions that can be investigated using this approach. Our qualitative analysis shows that humans adapt different strategies on how to identify quality issues. In addition, we observed several challenges appearing when humans inspect process models. Finally, we present different manners in which classification of quality issues was addressed.

General information
Publication status: Published
Organisations: Department of Applied Mathematics and Computer Science, Software and Process Engineering, University of Innsbruck, University of Haifa
Contributors: Haisjackl, C., Soffer, P., Lim, S. Y., Weber, B.
Pages: 655-673
Publication date: 2016
Peer-reviewed: Yes

Publication information
Journal: Software and Systems Modeling
Volume: 17
Issue number: 2
ISSN (Print): 1619-1366
Ratings:
BFI (2016): BFI-level 2
Scopus rating (2016): CiteScore 1.65 SJR 0.598 SNIP 1.712
Web of Science (2016): Impact factor 1.654
Web of Science (2016): Indexed yes
Original language: English
Keywords: Process model quality, Process model maintainability, Empirical research, Human-centered support
DOIs:
10.1007/s10270-016-0563-8
Source: PublicationPreSubmission
Source ID: 127114539
Research output: Contribution to journal › Journal article – Annual report year: 2017 › Research › peer-review