Knowledge Management for Business Process Management

Dr. Robert Woitsch
BOC Asset Management GmbH
robert.woitsch@boc-eu.com
Operngasse 20B, 1040 Wien
Process Oriented Knowledge Management

Mission, Mandate

Business Processes
Implement Mandate

Knowledge Products
Business Process Support

How to support Business Processes with Knowledge Management?

Legitimation of Organisation

Business Processes in Real World
A Business Processes describing Complementary Access

**Graphical Process Description**

The CA Process is described in detail to enable proces-cost calculation.

**Print-Out of the Process**

The practical use in daily work was aimed to be improved.
Knowledge Management supporting Business Processes

BP-Framework

Domain

Model Processing

Business Model

Regulation

BP-Framework

BP-Management Method

BP-Deployment

is

manage

makes operational

integrates

supports

be aware of

Form

Knowledge Space

Use

Content

Interpretation

Focus on Machine Interpretation: Knowledge Engineering

Focus on Human Interpretation: Knowledge Management
Key Elements so support Business Process Management

Acquisition

Business Process Framework
- Business Model
- Domain
- Regulation
- Model Processing

Design

Business Process Model “IS”

Analysis

Modelling

Evaluation

Quality Assured Business Process Model

Business Process Model “Should”
Knowledge Products as Enabler for Knowledge Support

Modelling knowledge products using workshops.
Knowledge Management
The PROMOTE® Modelling Language

Overview Models:
- Knowledge Map
- Process Map
- Team Map

Business Process related Models:
- Business Process Model
- Working Environment Model

Knowledge Management related Models:
- Knowledge Product Model
- Knowledge Management Process
- Skill Environment Model
- Knowledge Structure Model

Knowledge Resource related Models:
- Knowledge Tool Model
- Knowledge Resource Model
Outlook: Process-Oriented Knowledge Platform
Chapter on “Knowledge Engineering for Business Process Management”
Karagiannis, Woitsch
In Brooke, Rosemann, Handbook of Business Process Management, Springer 2010
Update in 2014

Bayer, Kühn
Prozessmanagement für Experten, Springer 2013