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An Ontological Template for Business Analysis

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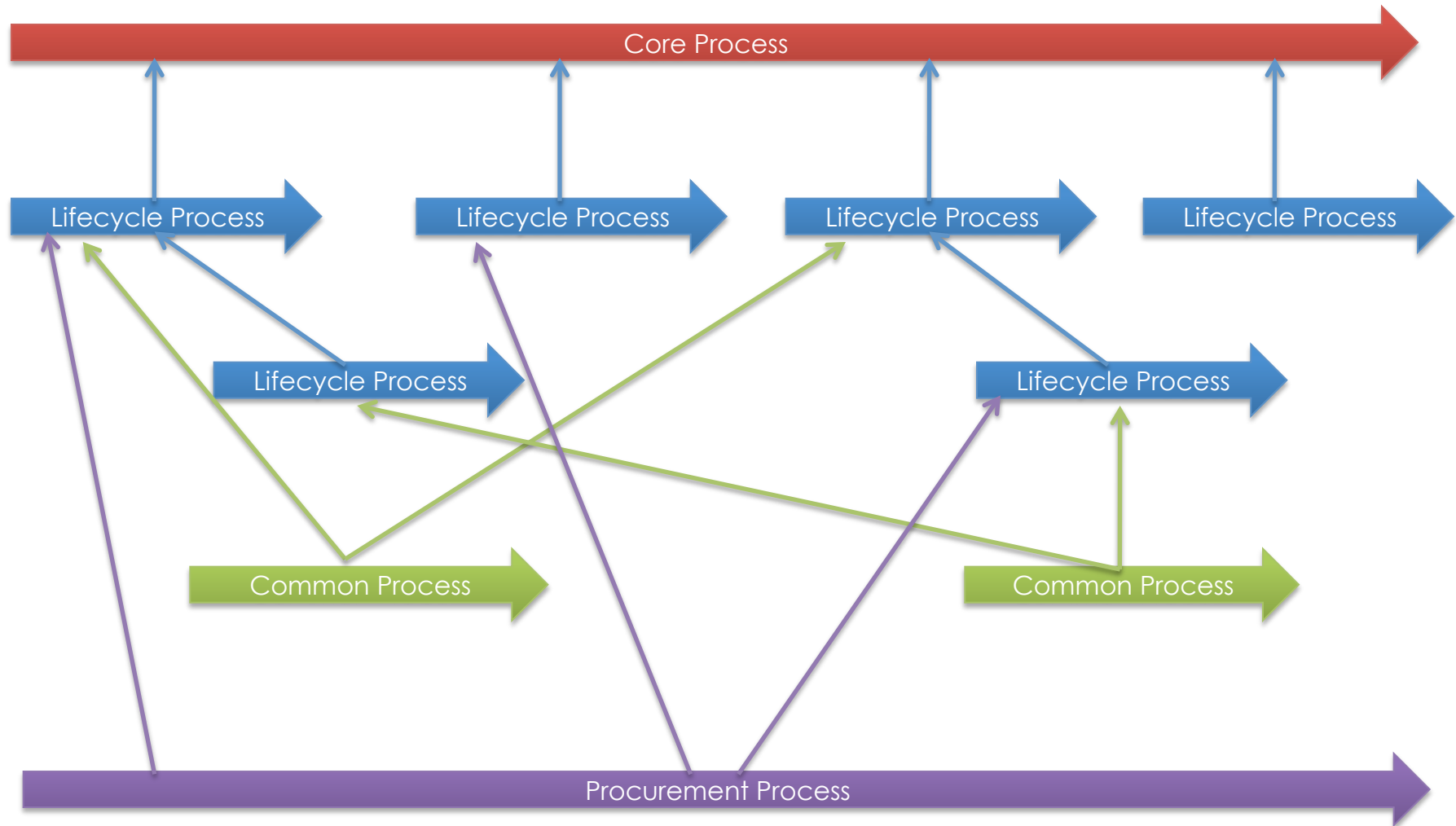
Information Junction
Information Management Experts

Objectives

- Identify what needs to be done in developing process models, swim lane models, and space time diagrams to support the development of data models

- Show how to analyse process and swim lane models to populate the ontological template.
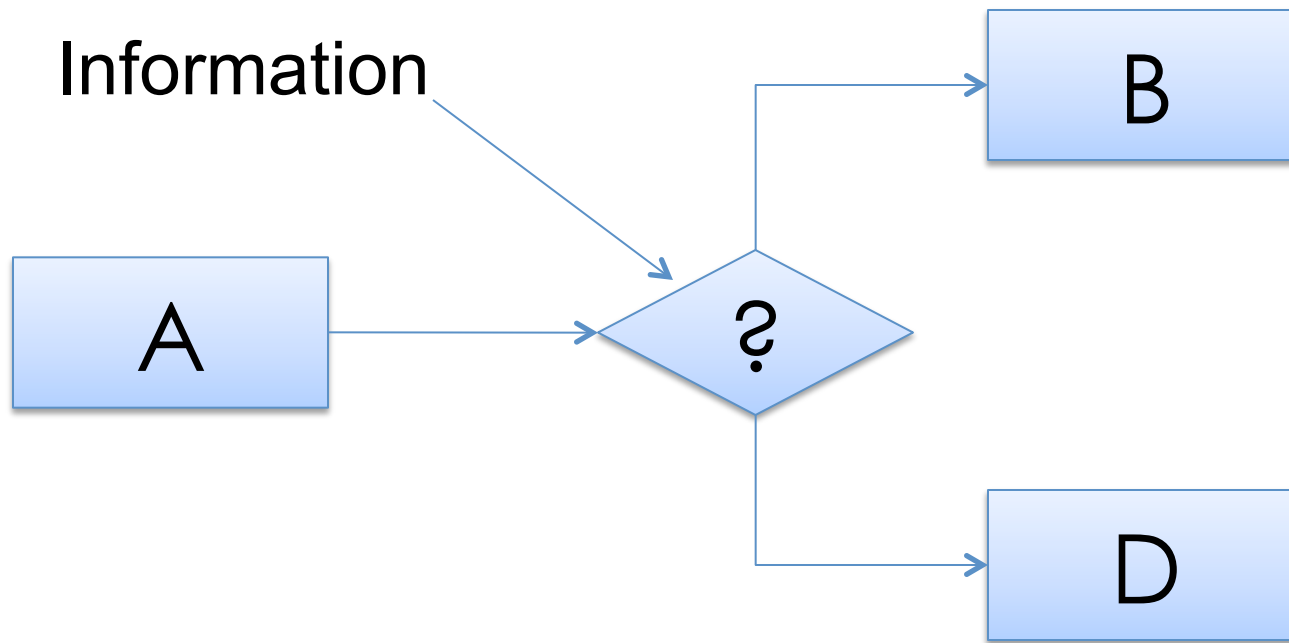
- Present an ontological template for building data models

Information Requirements: Why don't you just ask?

- Results are patchy

- Will probably reveal current pain points

- May miss what works well at present

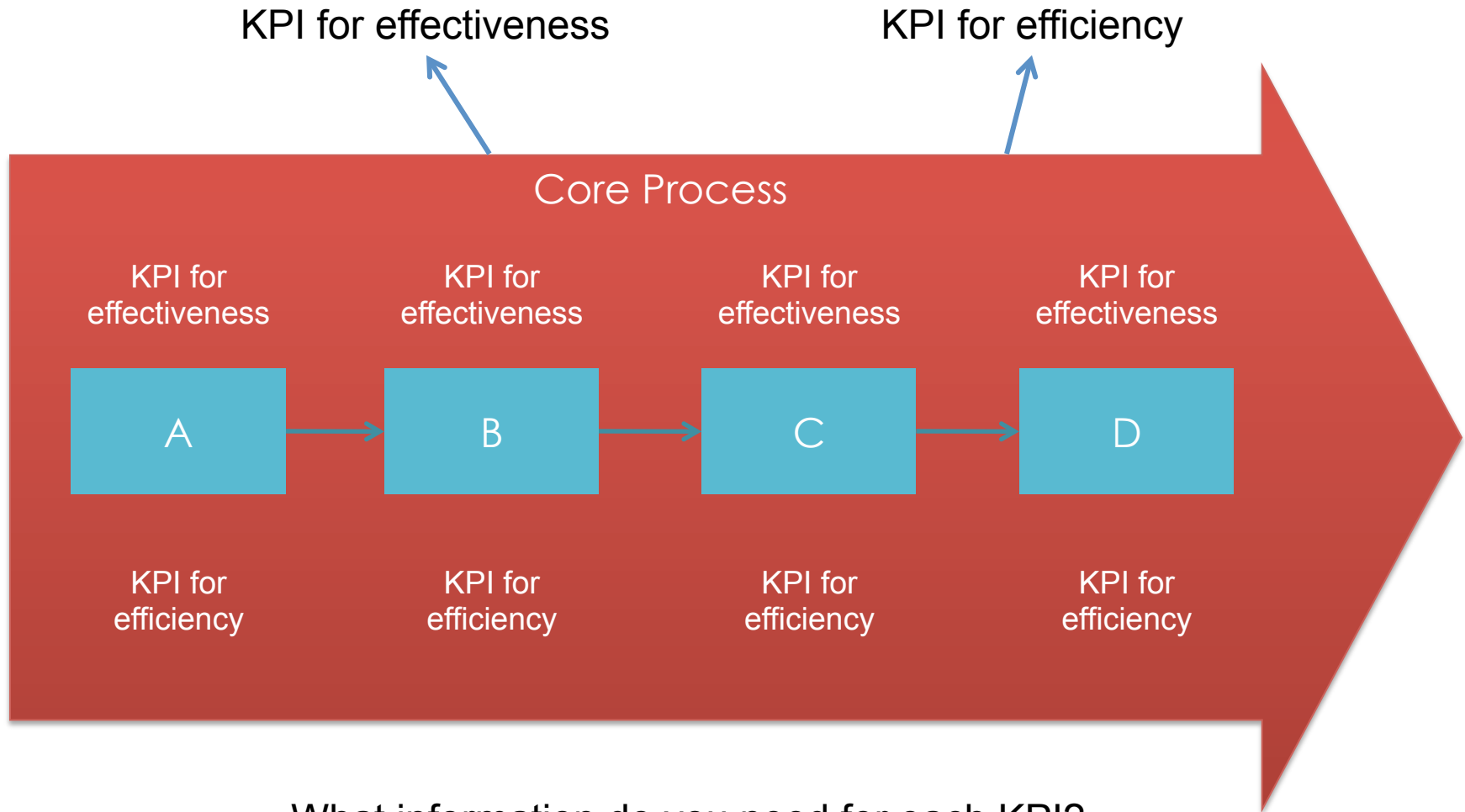- Will probably miss some performance measures

- May not be thought through

Identify the processes

Information required to support process decisions

Information

A

?

B

D

Key Performance Indicators

KPI for effectiveness

KPI for efficiency

Core Process

KPI for effectiveness	KPI for effectiveness	KPI for effectiveness	KPI for effectiveness
A	B	C	D
KPI for efficiency	KPI for efficiency	KPI for efficiency	KPI for efficiency

What information do you need for each KPI?

What makes a good KPI?

- Normalized

- Transparent

- More is always better

- Does not encourage inappropriate behaviours

- The levers are clear

Information required for legal or regulatory reasons
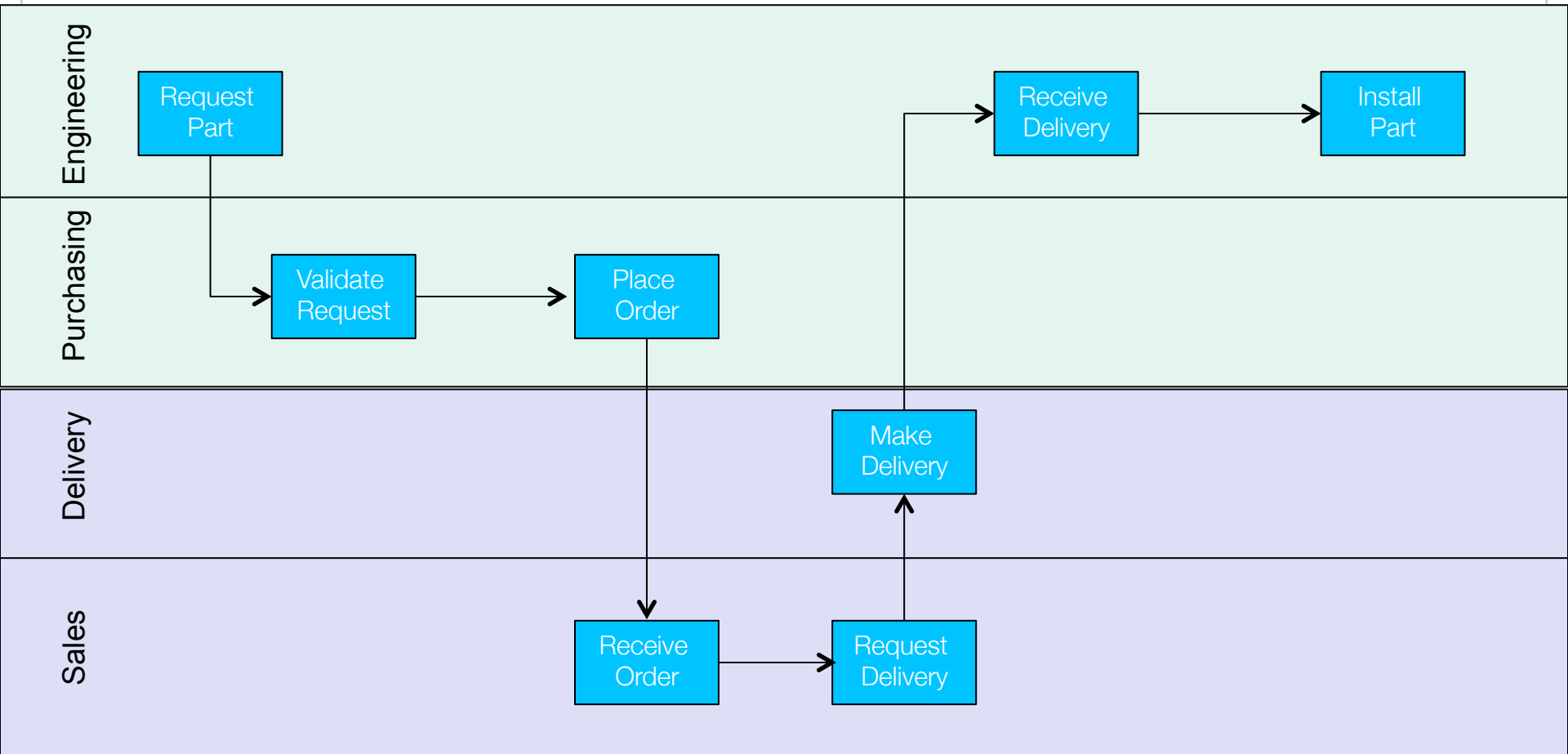
- What laws and regulations apply?

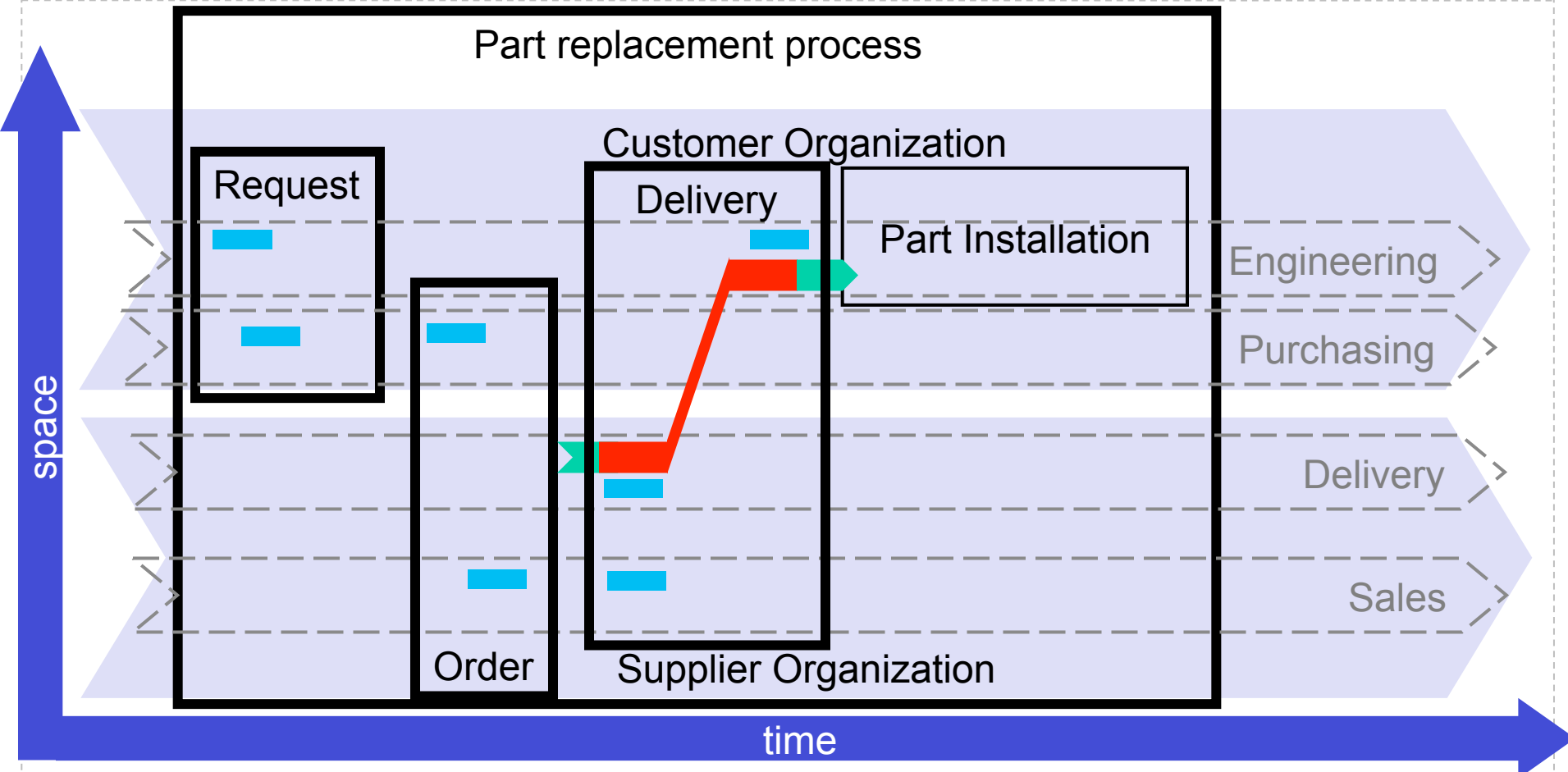- What are the information requirements?

Not usually hard to identify

Process Model Layers

- A process model should have three discernable layers, each of which may have a number of levels. These are:

  - **The Business Layer**—the material interactions within and between enterprises.

  - **The Human Computer Interaction Layer**—the interactions between people and the computer system, primarily to input and access data.

  - **The Automation Layer**—the processes carried out automatically by the computer, including calculation of derived values and direct action in the environment (e.g. robots).
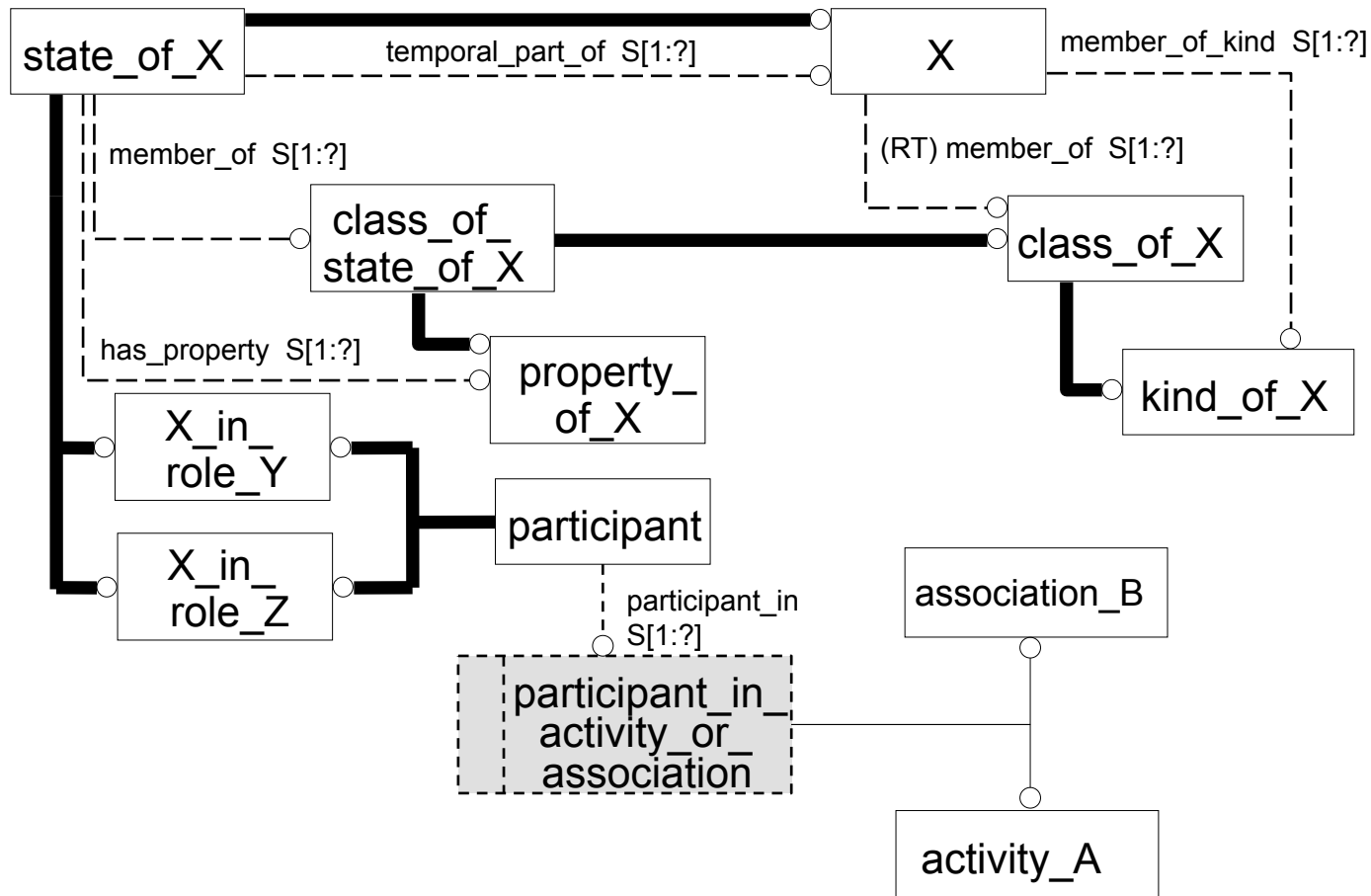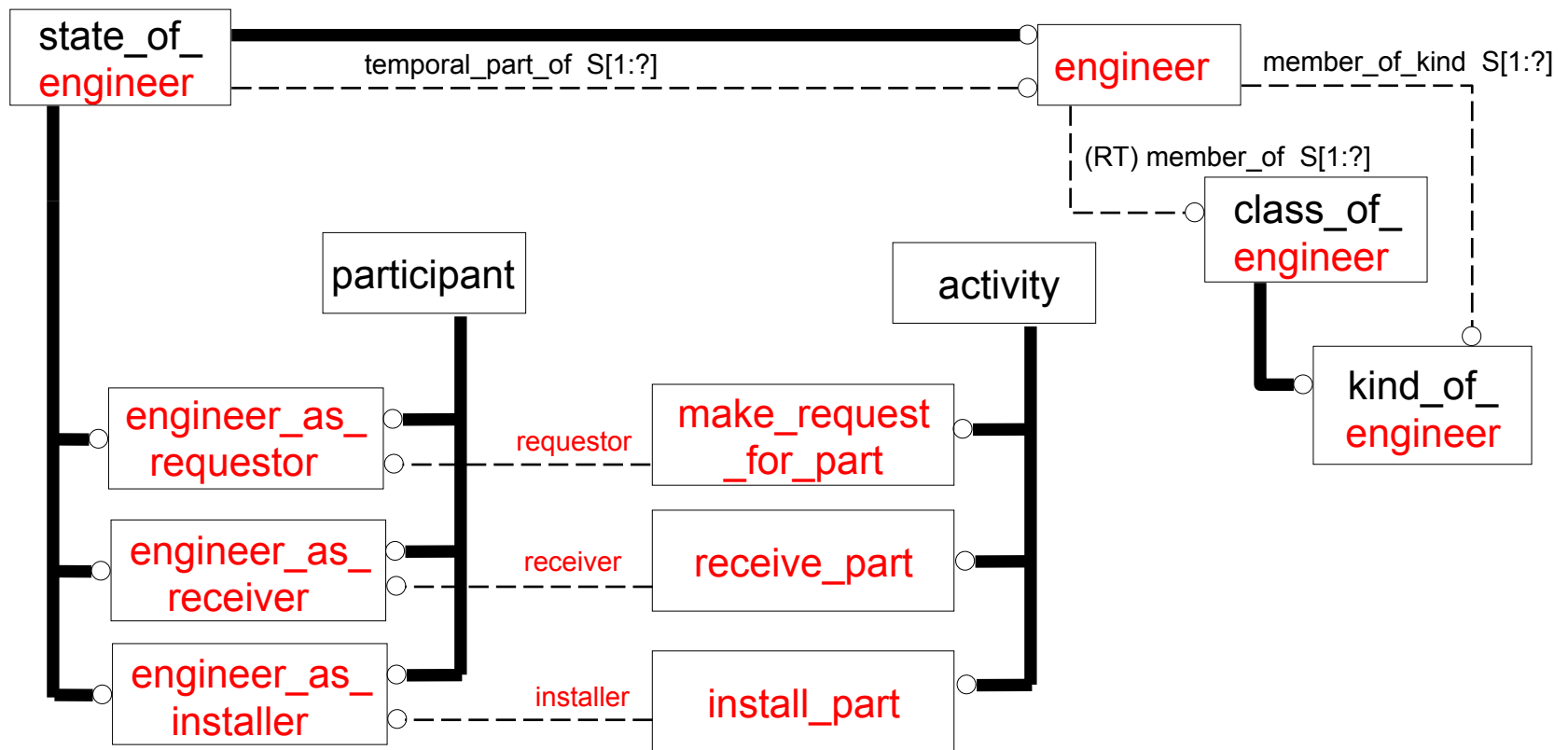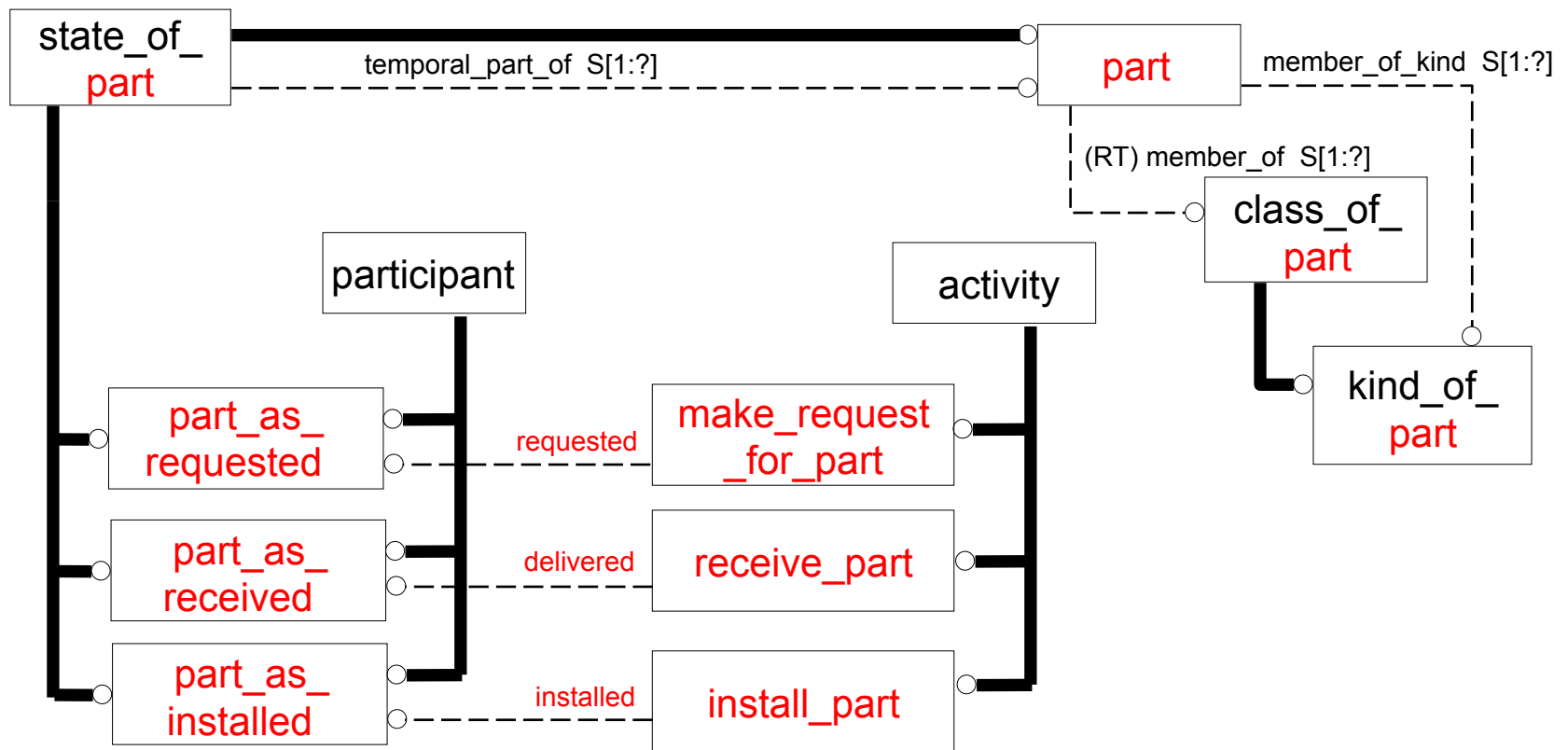
A swim lane diagram

A space-time diagram

An ontological Template

The engineer's roles

The part's roles

state_of_
part

temporal_part_of S[1:?]

part

member_of_kind S[1:?]

(RT) member_of S[1:?]

class_of_
part

participant

activity

kind_of_
part

part_as_
requested

requested

make_request
_for_part

part_as_
received

delivered

receive_part

part_as_
installed

installed

install_part

Conclusions

- You can develop models of your enterprise systematically

- To achieve this with consistent quality you need:

  - Methods for process analysis that discover the processes you need

  - Templates for ontological analysis to identify the things you need information about

Contents