A new Approach to Competence-based Business Partner Profiles for Collaborative Business Process Management

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Topics

- Introduction
    - Collaborative Networks and partner selection
    - Business Process Management - BPM
- Ressource Management
    - Competences & Skills
- Resource Meta Model
- Use Case
    - Aggregation of partner profiles and requirements
- Summary & Outlook

Collaborative Networks and partner selection

- Collaborative Networks gain importance
  - Can be intra- or inter-organizational
  - Focus management of projects and services

- Business partner selection is a crucial factor of success
  - Sound selection decisions are required
  - Wrong selections influence overall performance

➢ Competences build an integral part of partner selection

➢ Resource and competence management

Business Process Management

- Business Process Management (BPM) aims at efficient alignment of organizations with the customer requirements

- BPM is an attempt to continuous improvement of business processes by
  - Ascertainment & definition
  - Modeling
  - Documentation
  - Execution
  - Monitoring
  - Adjustment

- Business processes
  - indicate which tasks have to be performed successfully to complete a case
  - consist of tasks, resources, conditions and sub-processes
  - generate value for the executing organization

Why is this important ?

Importance of Collaborative Networks and Business Process Management

- Enhanced e-commerce capabilities

  - React swiftly to changed market situations
  - Adjust, transform and improve business processes continuously

- Choice of appropriate resources
  - Redesign of business processes and collaborative networks
    - Assignment of appropriate resources to tasks
  - Reorganization of relevant resources
  - Business processes often involve manual steps
    - Human interaction is important

Resource Integration

Resource Management

- **Resource** are instruments of production
  - May include actors such as financial resources, inventory, personell, machines, means of transport, applications, departments or business units

- **Resource Management:** efficient administration of resources within organizations
  - Assignment of human resources is driven by role descriptions
  - Roles should stipulate competences and skills
  - Explicit modeling of associations: roles, resources and competences

➢ Efficient selection of appropriate resources has to be based on business processes

Resource Management – Human Resources
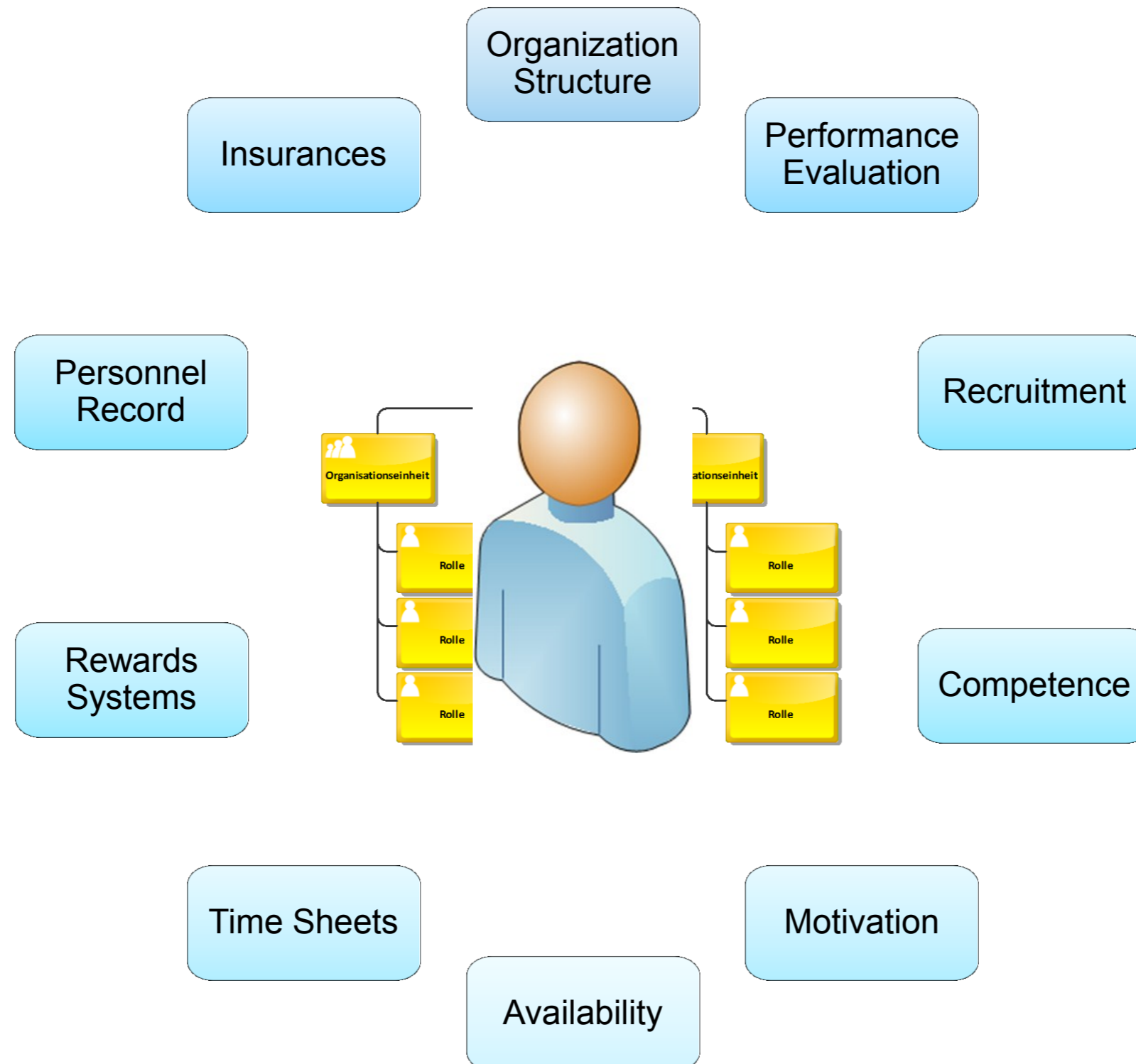
Resource Management – Competences

- Different standardization efforts
  - European Framework for e-Skills
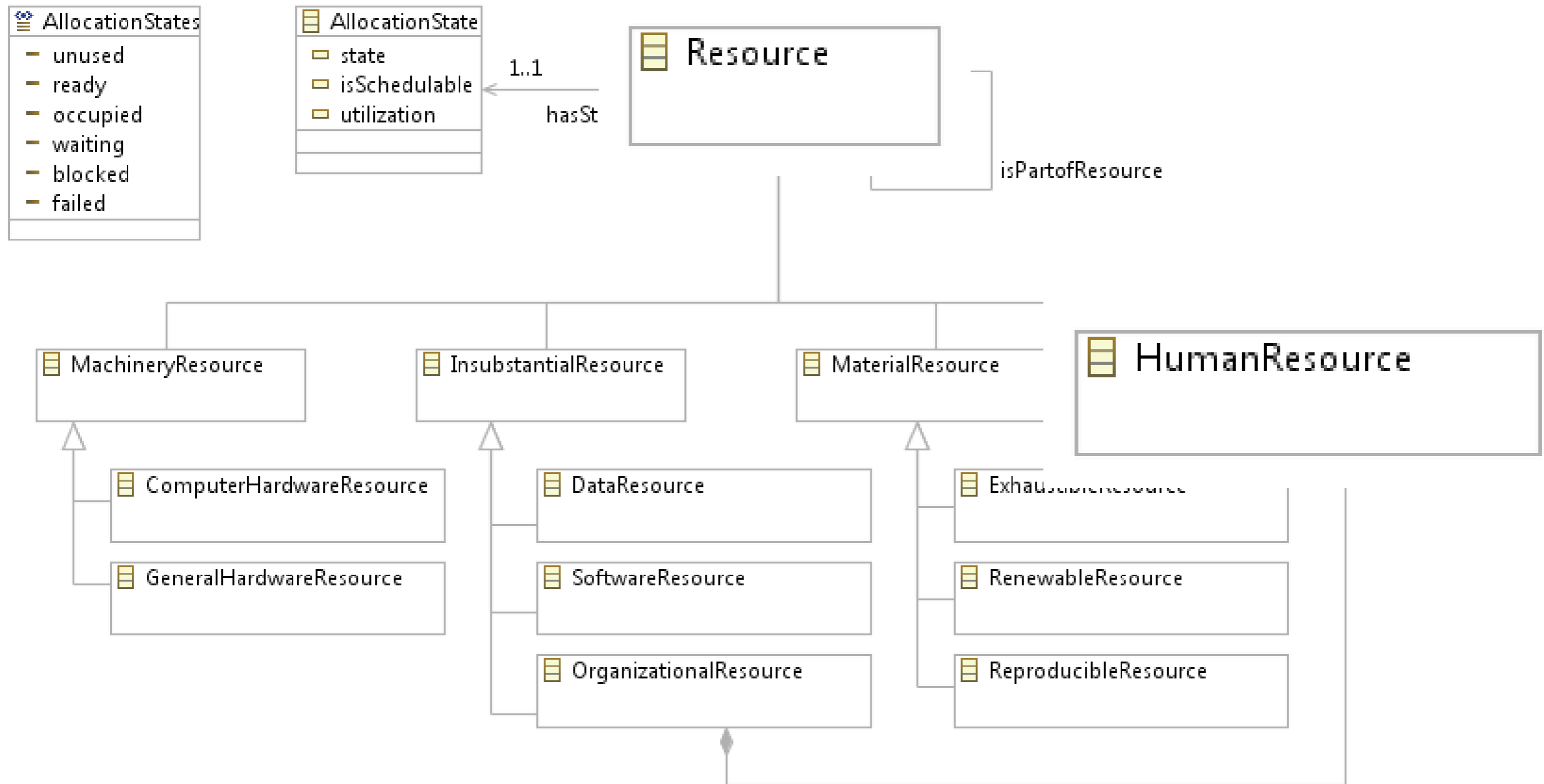 - HR-XML
  - RCD

- Basic concepts: competence, skill and knowledge

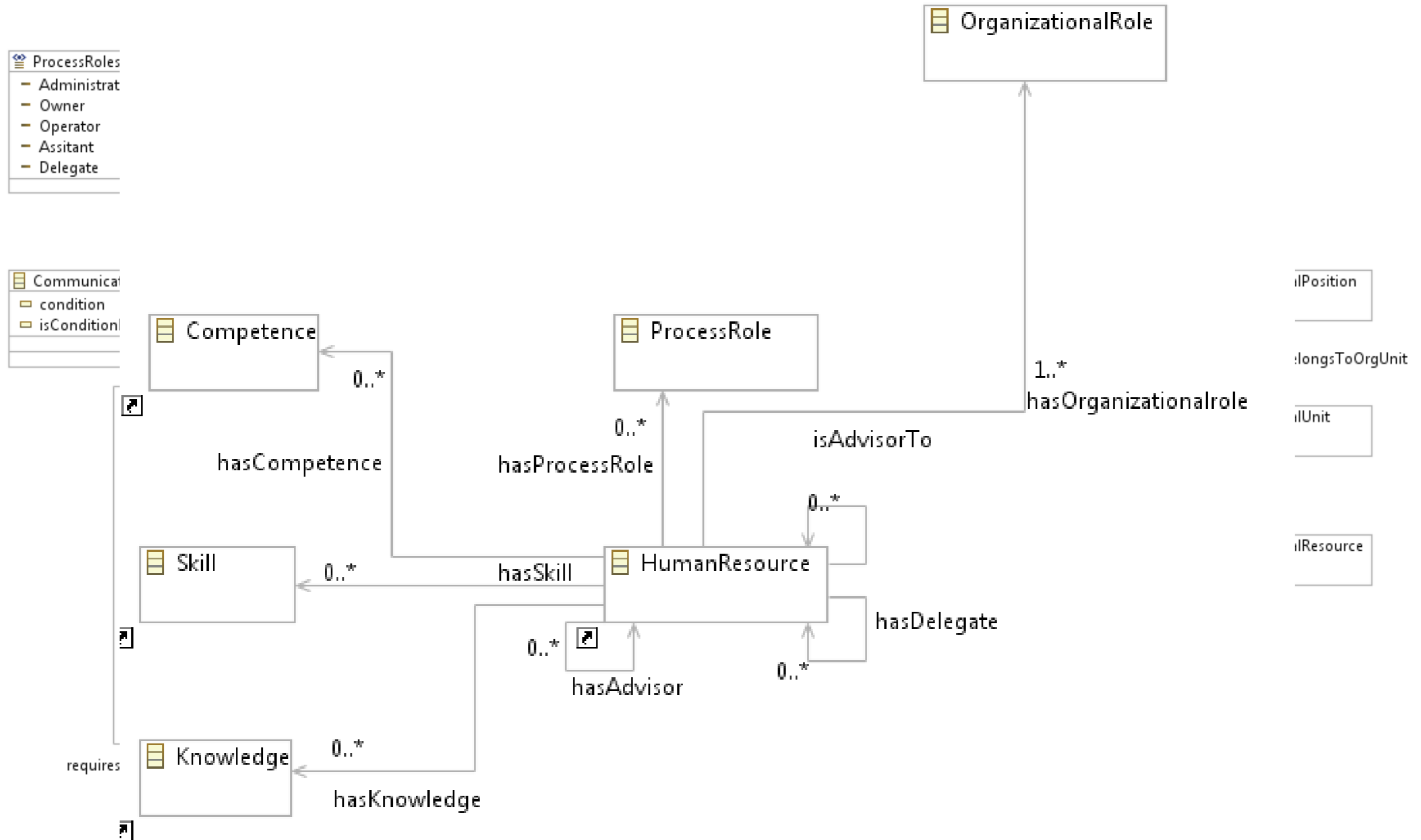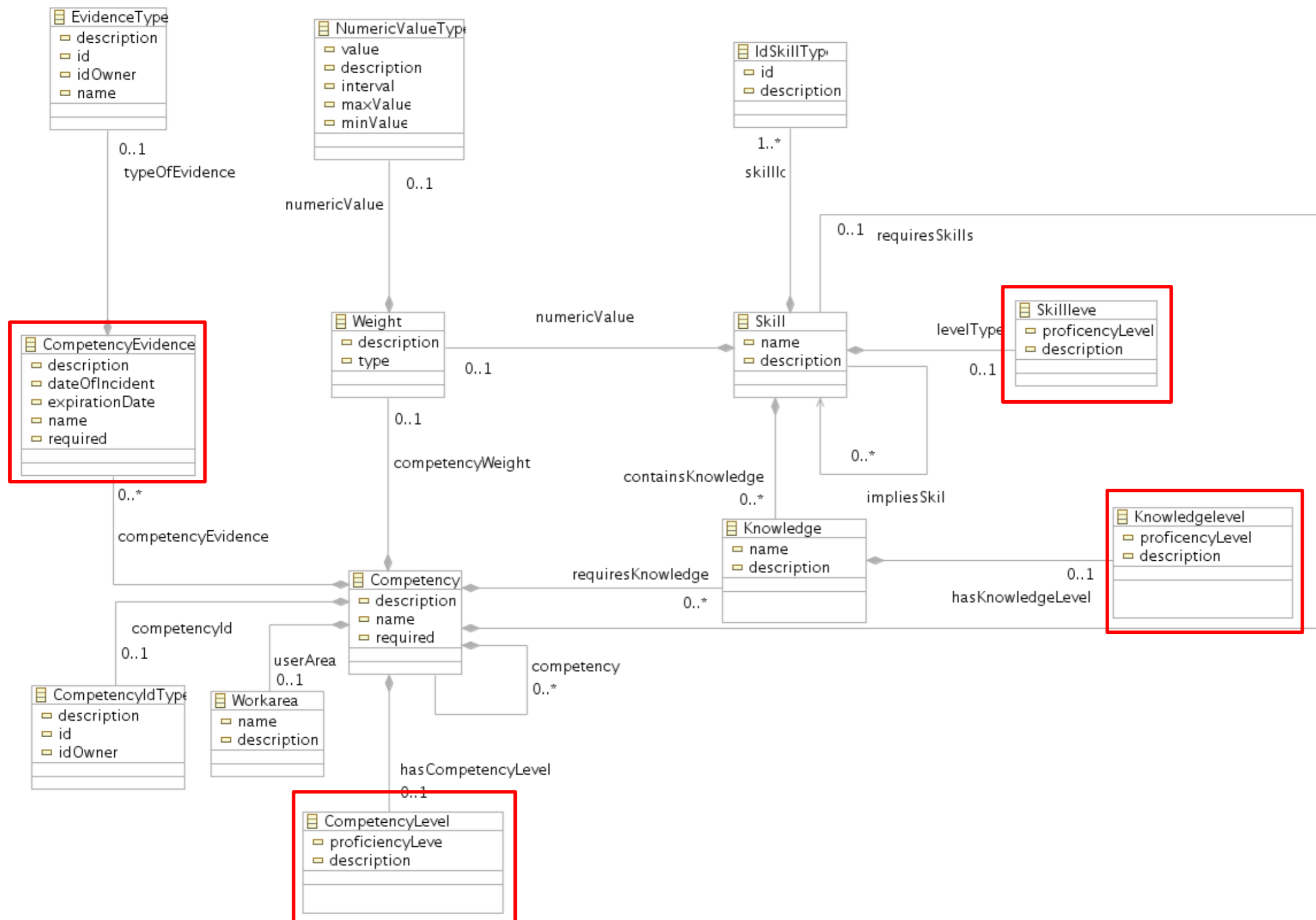- Different levels of formalization
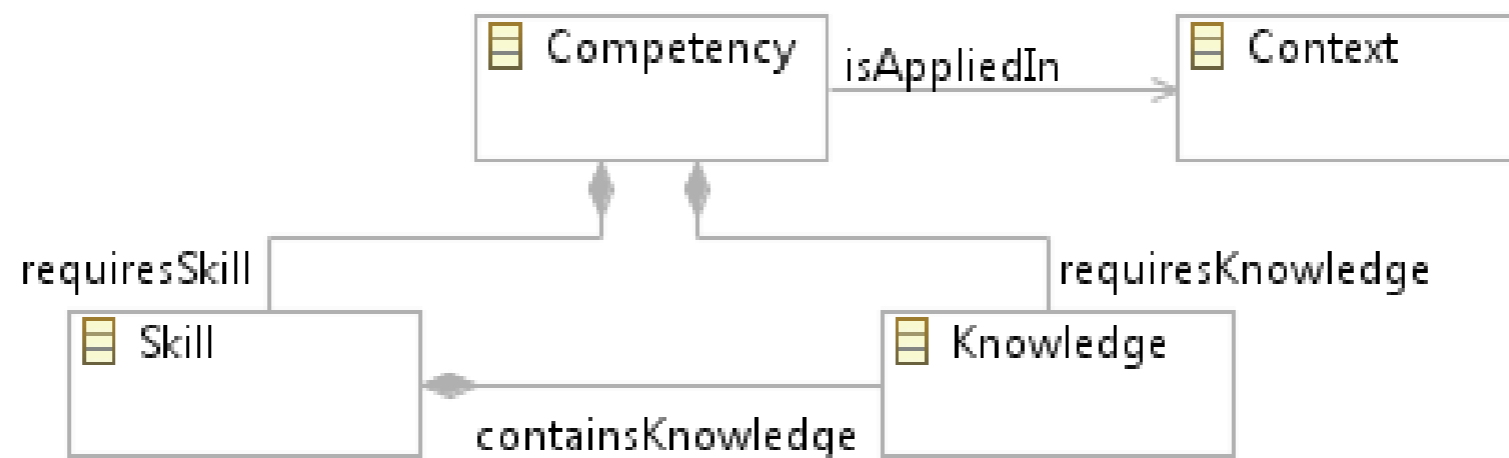
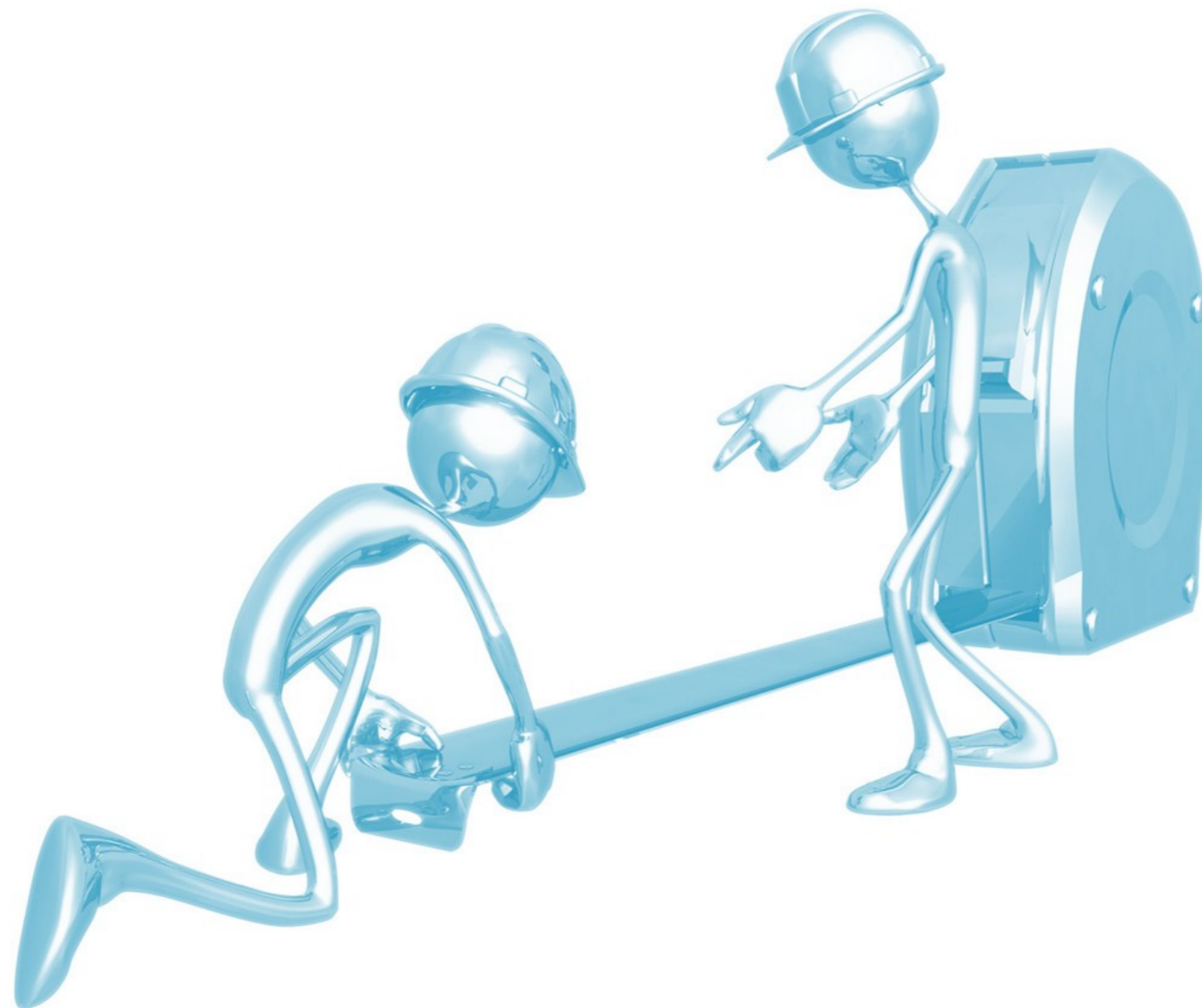# Resource Meta-Model (RMM)

Resource Meta-Model (RMM)
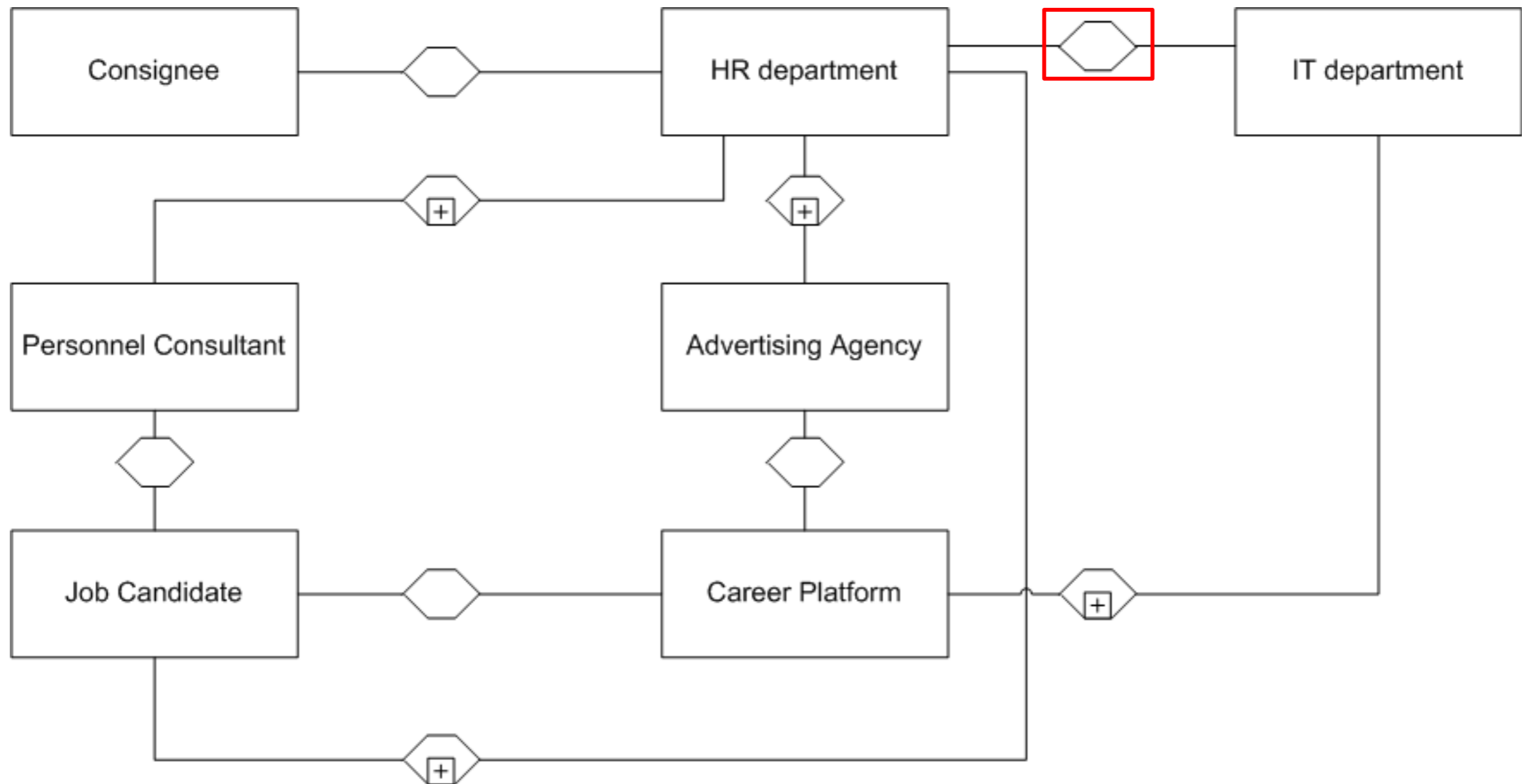
Human Resource Meta-Model (HRMM)

Competence Meta-Model (COMM)

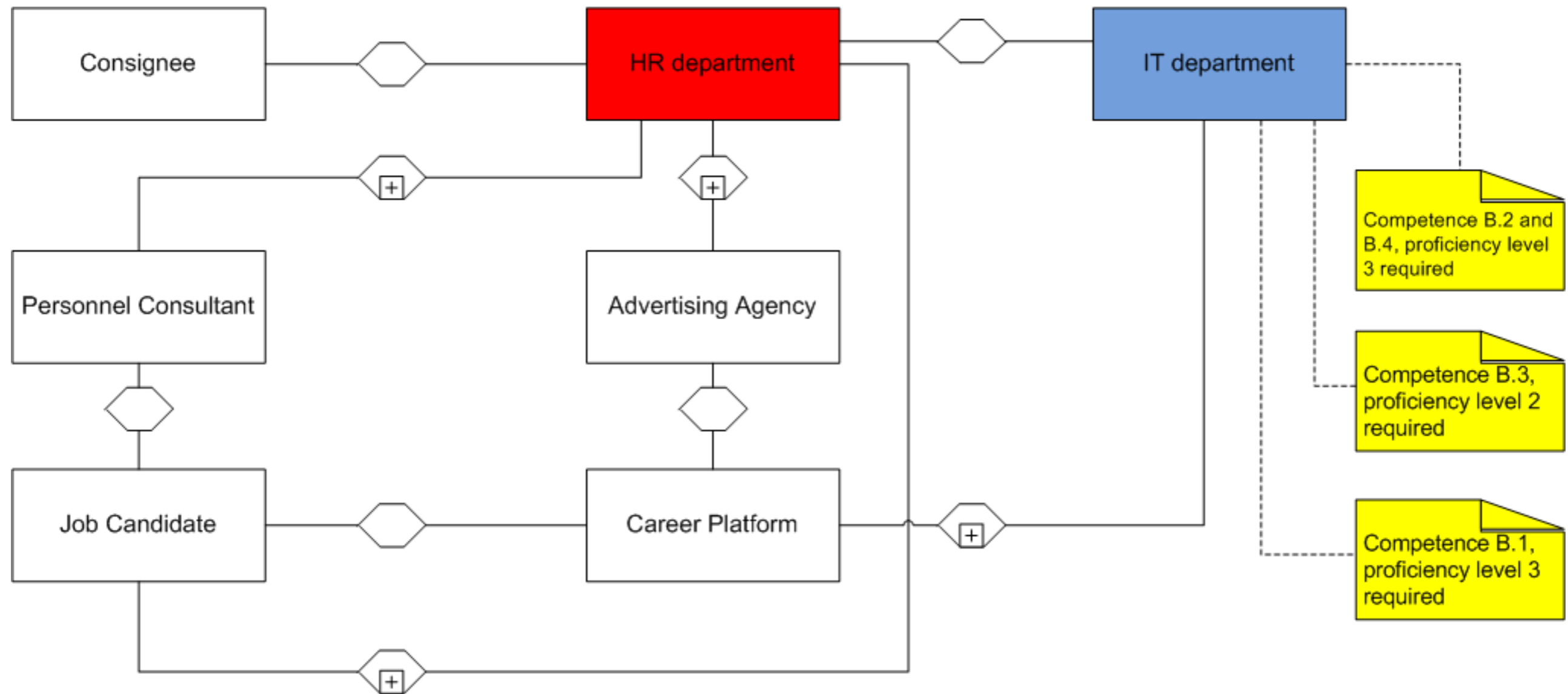# Use Case

Conversational Overview – A recruitment process

Collaboration Example
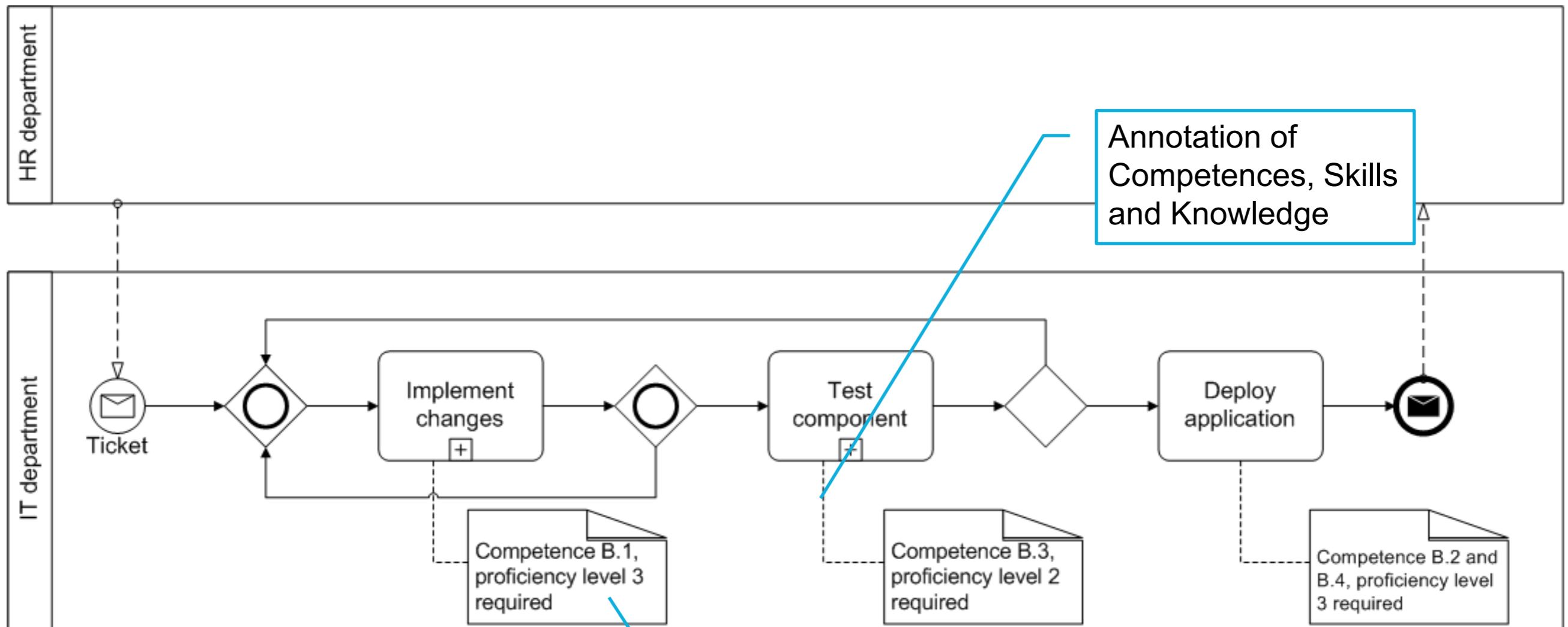
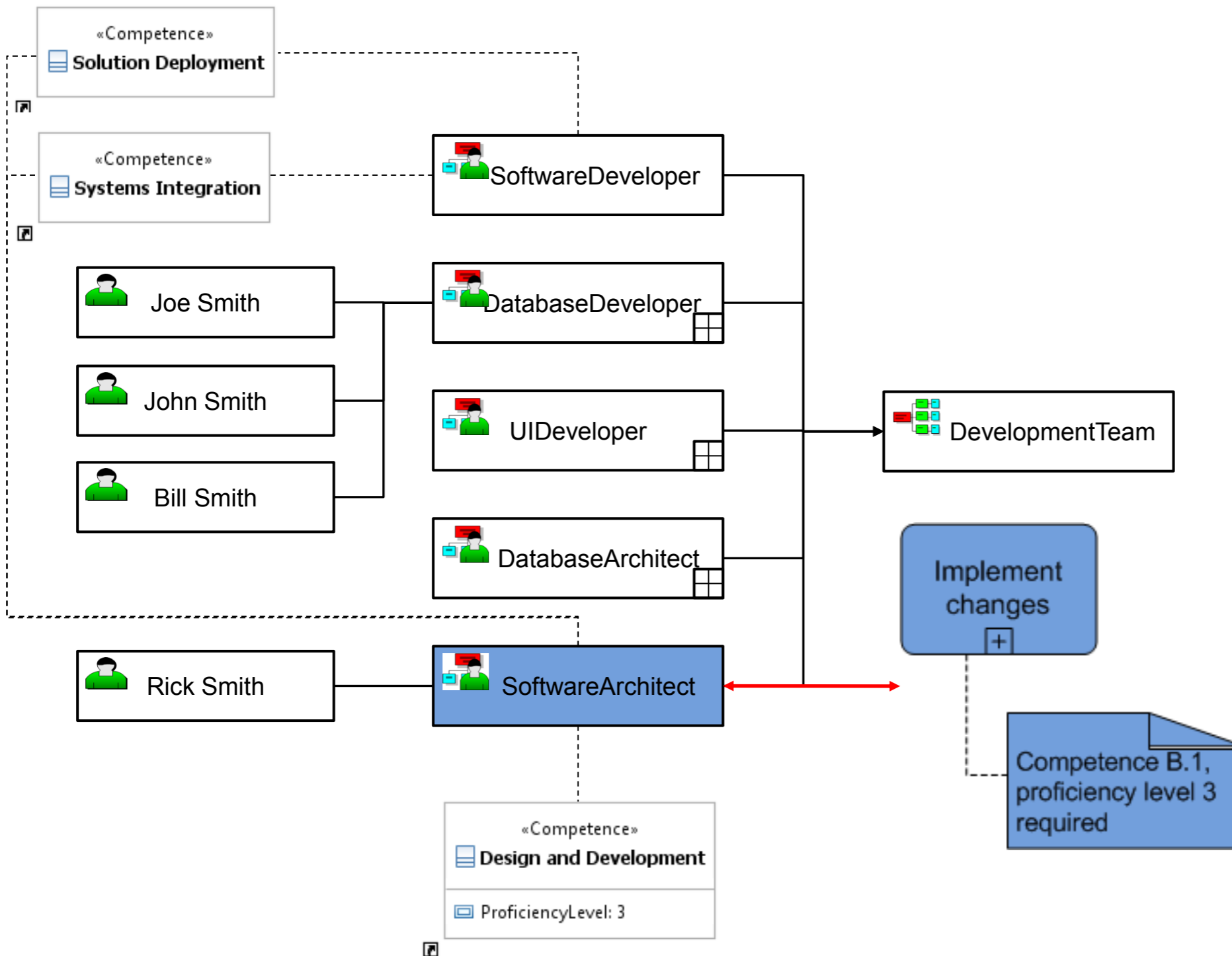# Conversational Overview – Attached competence requirements

Instance of Human Resource Model
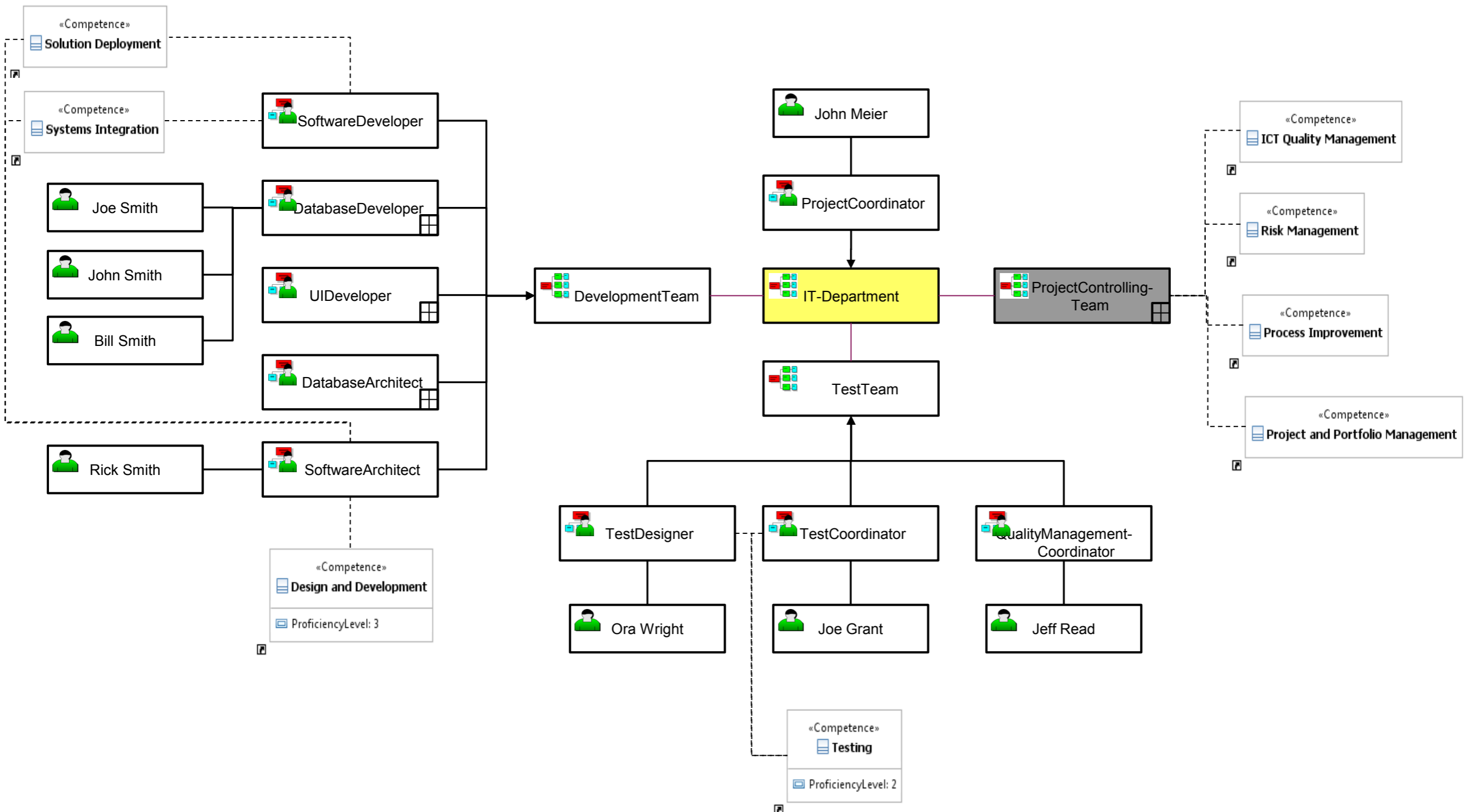
Matching competence requirements

Summary

- Importance of
  - resource and business process modeling
  - resource management and collabortive networks

- The resource meta-model (RMM) demonstrates the combination of
  - resource modeling,
  - competence modeling and
  - business process modelling

➢ Partner profiles can be gained from business processes and competence information

➢ Explicitly modeled competences of resources can improve business processes and partner selection in collaborative networks

Outlook

- Calculation of profiles (e.g. partner or role) by competence aggregation in business processes

- Competence gap analysis
  - Definition of metrics to measure matching

- Combination of staffing strategies and business process modeling
  - Reuse of competence and resource models (hr-departments)
  - Adaptation of competence models through business processes
  - Improve recruitment and further education

- Automated model generation and derivation

- Extension of scheduling mechanisms

Thanks for paying attention!