Recommending Resource Allocation to Activities in Business Processes Combining Organizational and Temporal Process Mining Perspectives

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INTRODUCTION

Research question:
Is it possible, based on historical information about past process executions, to build an appropriate resource profile in order to allocate suitable resources to perform activities within a business process?

Goals:
1. Characterize activities and resources using historical and contextual information
2. Build a new resource allocation technique
3. Verify and validate the technique

RESULTS

General Framework

Resource Allocation Request: characteristics, information, weights

Example: Help-Desk scenario

FUTURE WORK

1) Case studies using real data.
2) Potential application domains: help desk, consulting, software quality assurance, and healthcare processes.
3) Validate the approach incorporating final users feedback.
4) Explore new criteria to perform the allocation. E.g., new dimensions.

REFERENCES


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CONCLUSIONS

1) A framework for recommending resource allocation based on multi-factor criteria.
2) The framework provides a fine-grained degree of customization, and it is designed to be generic and extensible.
3) Organizational, time and case perspectives.
4) Specific dimensions to assess different resource features.