

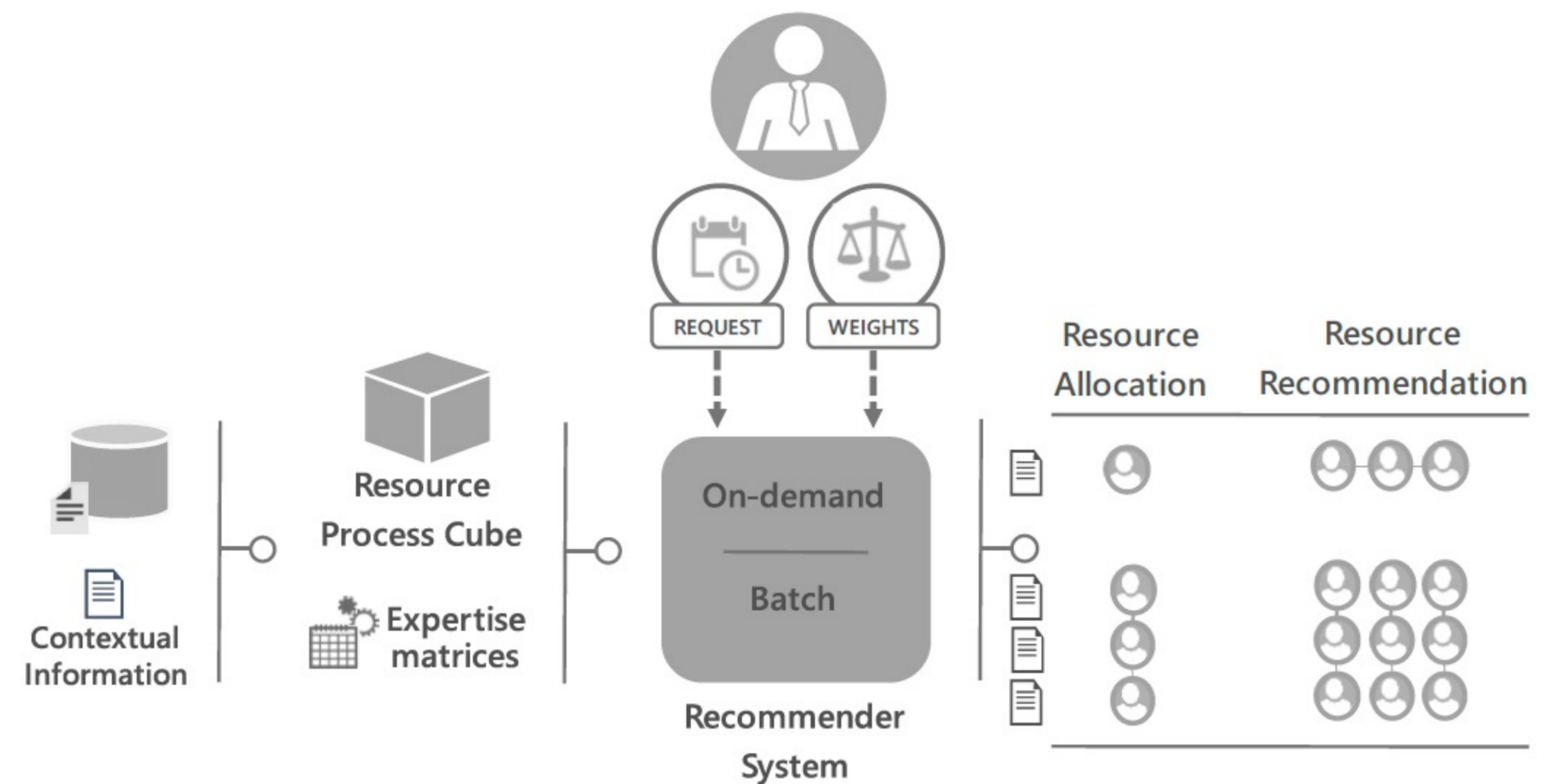
ResRec: A Multi-criteria Tool for Resource Recommendation

✉ Michael Arias, Eric Rojas, Jonathan Lee, Jorge Munoz-Gama, and Marcos Sepúlveda
Pontificia Universidad Católica de Chile

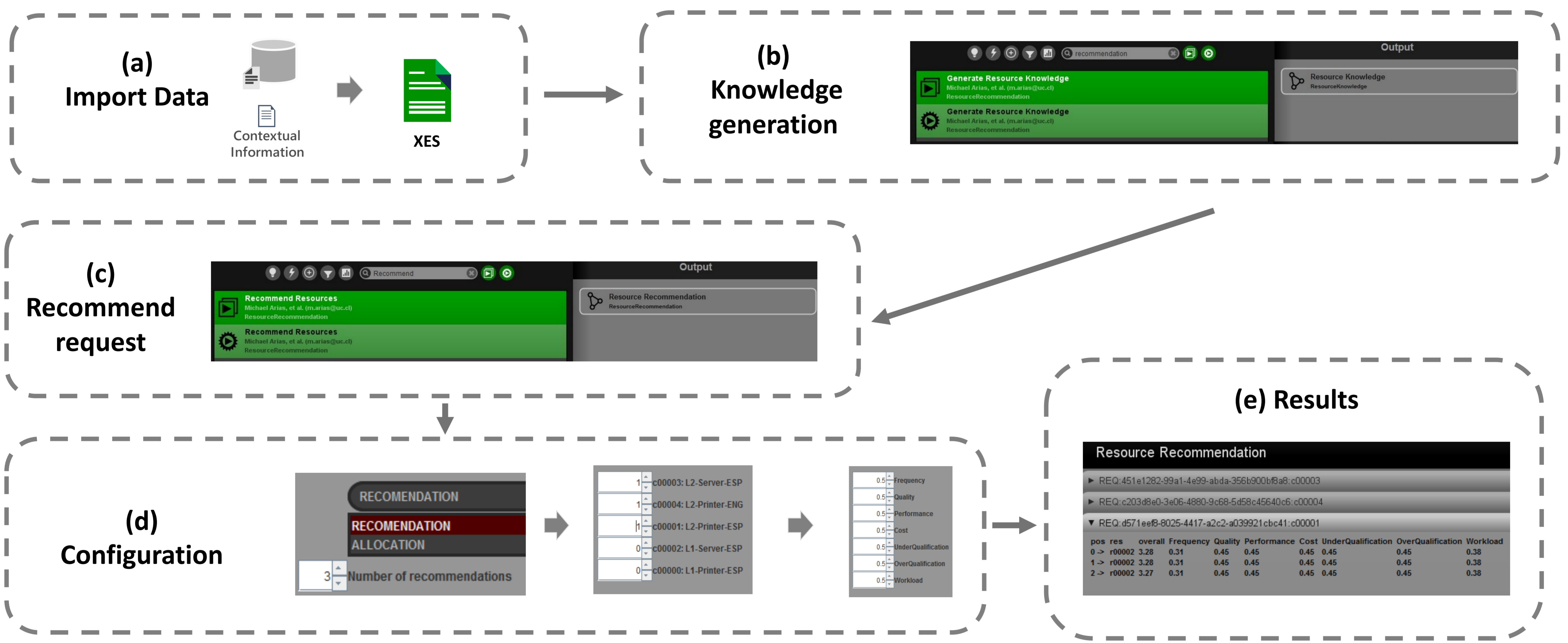
Introduction

On-demand
BPA2 method
Batch Recommendation
Dynamic Resource Allocation
Business Process Management
ILP method
Suitable Resources
Resource Usage
Resource Process Cube
Decision-Making Approach
Efficiency Allocation Costs
Productivity
Multi-Factor Criteria
Process Mining

Framework



Tool



Recommendation Criteria

- Frequency
- Cost
- Performance
- Workload
- Quality
- Expertise

Conclusions

- Resolution of individual requests (**On-demand**) or a set of requests simultaneously (**Batch**)
- **Recommend** or directly **allocate** resources
- Resource evaluation through the **combination of different criteria**
- Undertake resource allocation at **different levels of abstraction**
- **Flexible, extensible and user-oriented** approach

References

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Information Systems
Department of Computer Science
School of Engineering

<http://processmininguc.com>
✉ m.arias@uc.cl