

# INTRODUCTION TO THE YAWL WORKFLOW MANAGEMENT SYSTEM

Business 2710 – Class 2

# Learning Objectives

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- Understanding the purpose of workflow management and its relationship to business processes

# Definition



A Workflow Management System (WfMS)

is a software system

that manages the

flow of work

in an organization.

# Definition



A Workflow Management System

performs resource allocation

for **work items**

using **organizational roles**.

# Work Items

- Specify a task to be carried out
- Each (human) resource has queues for work items that are offered or allocated it

Work Queues

Edit Profile

Logout

Offered (3)

Allocated (0)

Started (0)

Suspended (0)

Work Items

35:Lodge\_Preliminary\_Insurance\_Claim\_7  
35:Buy\_New\_Car\_6  
35:Have\_Car\_Fixed\_5

Specification

Accident.yawl

Case

35

Created

Nov:22, 2008 19:28:00

Task

Lodge Preliminary Insurance Claim

Status

Enabled

Age

0:00:00:22

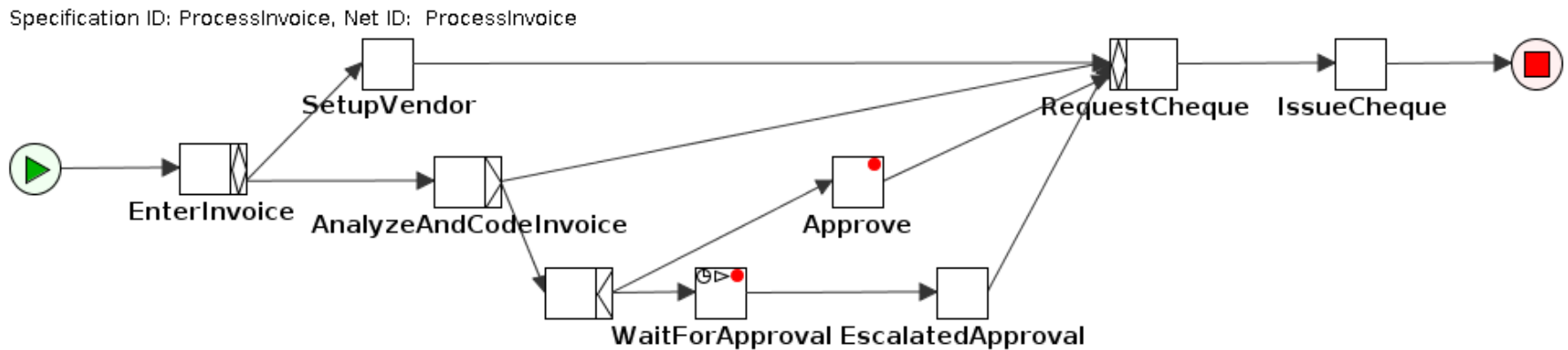
Accept Offer

Accept & Start

Chain

# In-Class Exercise

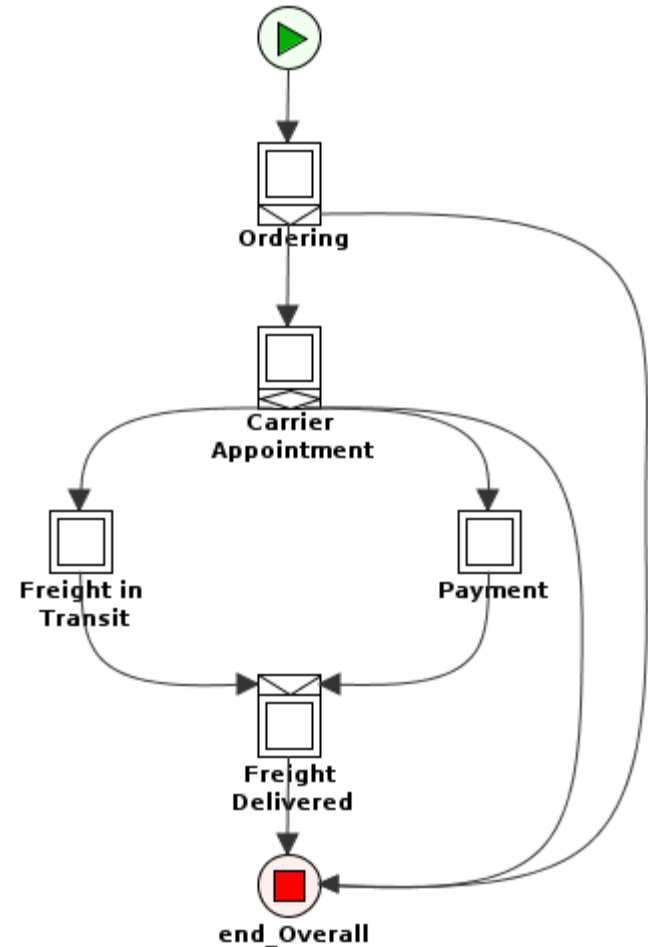
- Using the YAWL Workflow Management System to process invoices



# In-Class Exercise

- Using the YAWL Workflow Management System to manage order fulfillment

Specification ID: orderfulfillment, Net ID: Overall



# Debrief

- What features of a WfMS have you seen that are useful to an organization?
- What business benefits do you think a WfMS can bring to an organization? How?
- What did you not like about using the WfMS?