

Research in Process

Orchestration for Semantic

Help!

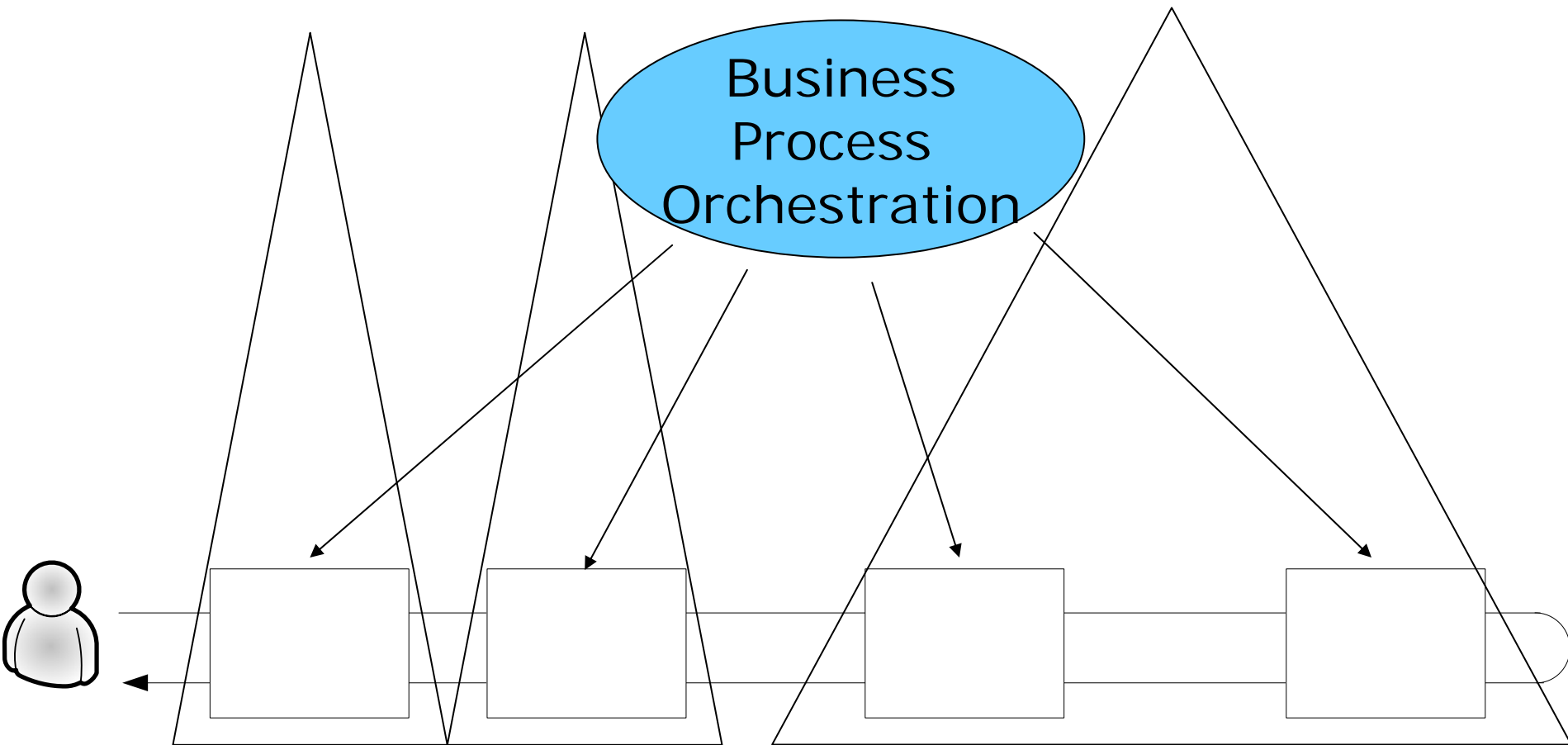
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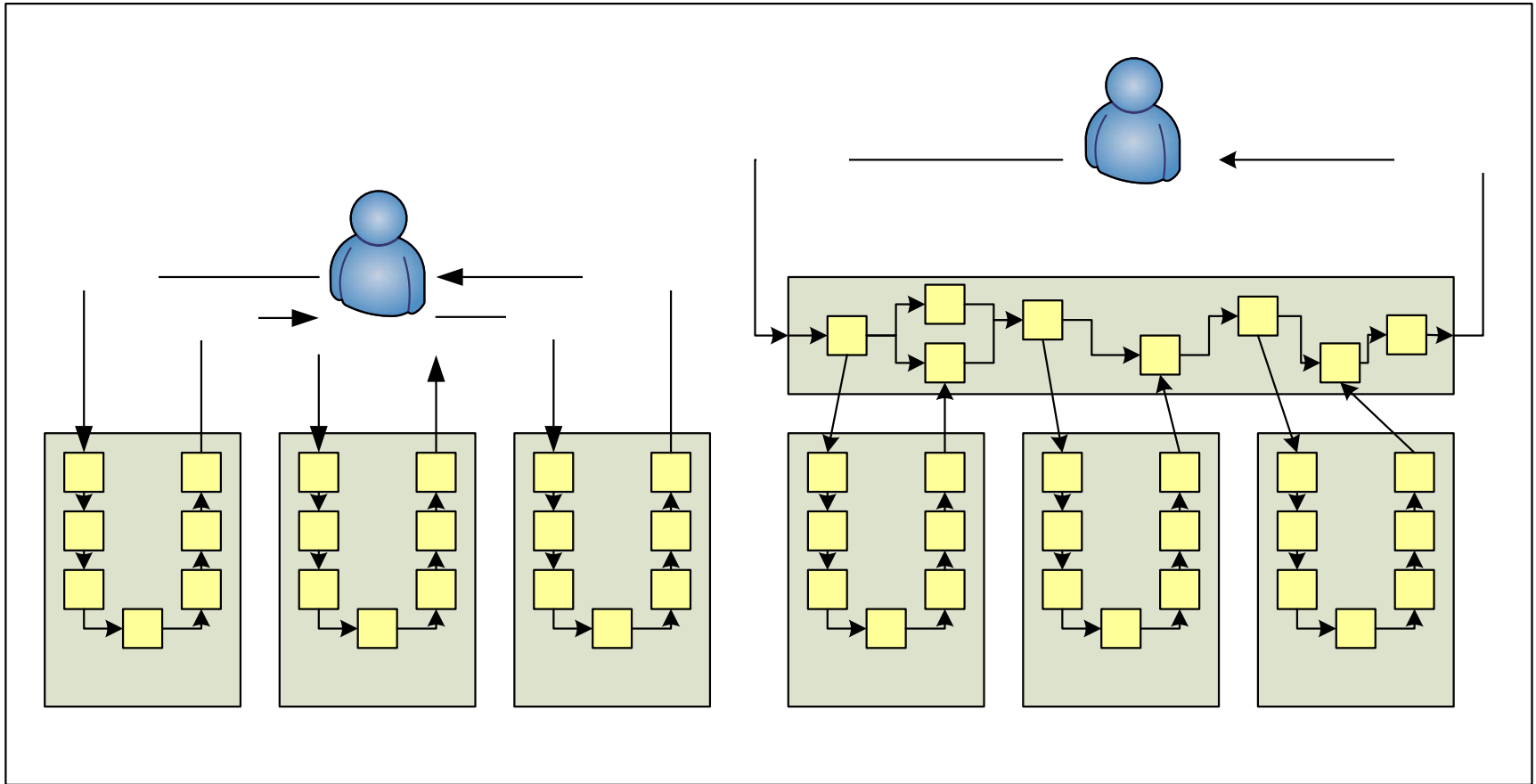
Starting situation



Typical characteristics

- Many processes which can be started in several channels
- The dependencies among channels need to be orchestrated
- Opposing interests and objectives
- No central authority or control
- No single entity is responsible for complete process
- Separate organizations are necessary
 - fragmentation of governments within the constitutional, legal and jurisdictional limits
- Providing a set of services, often no pre-defined chain
- Legitimization of decisions

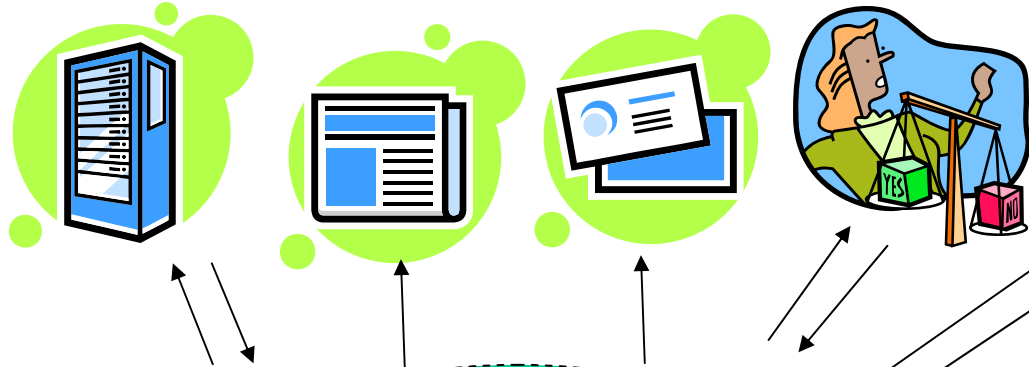
What is process orchestration?



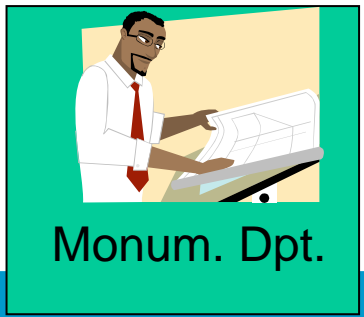
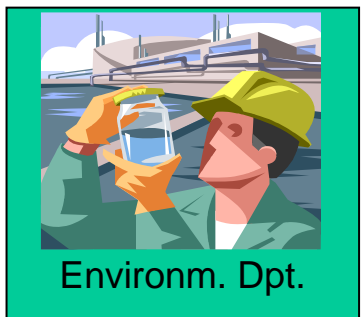
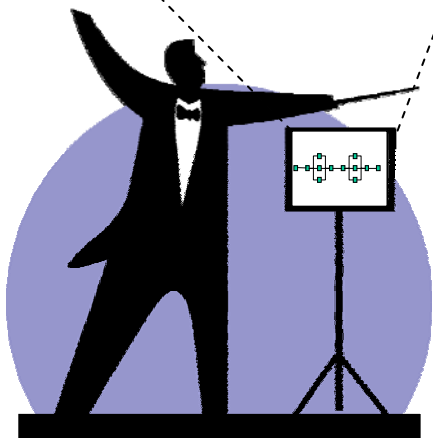
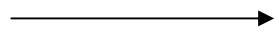
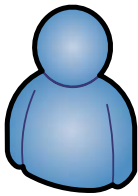
What is process orchestration?

coordinating process which runs across several service-delivery processes in different department and agencies



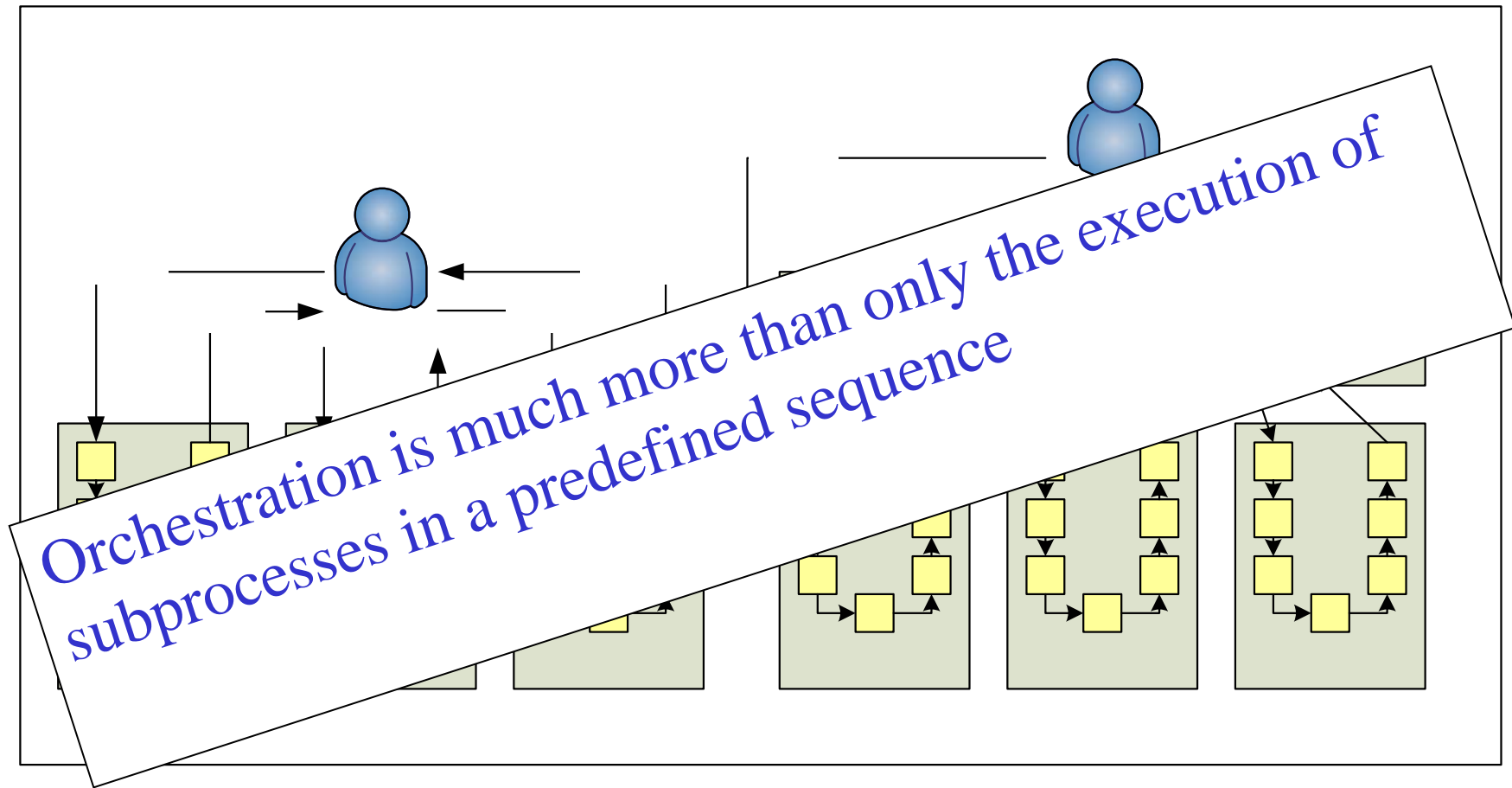


- 1: send application
- 2: check admissability
- 3: admissability-check (content) (3st)
- 4: confirm admissible application
- 5: publish application
- 6: procedure building permit
- 7: procedure environmental permit
- 8: procedure "monumentpermit"
- 9: make integral decision
- 10: draft & send decision



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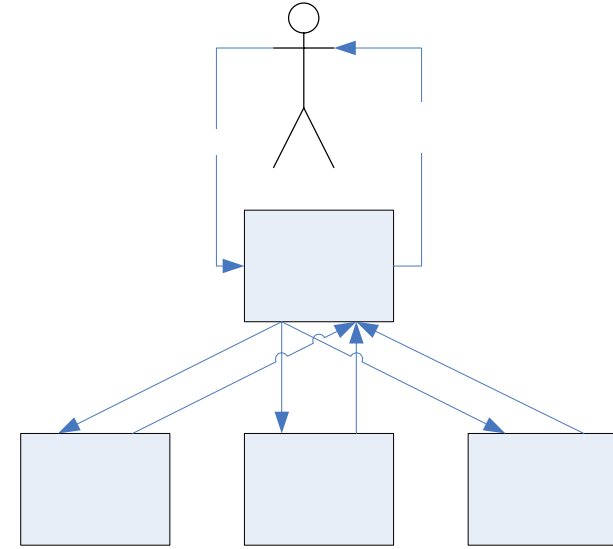
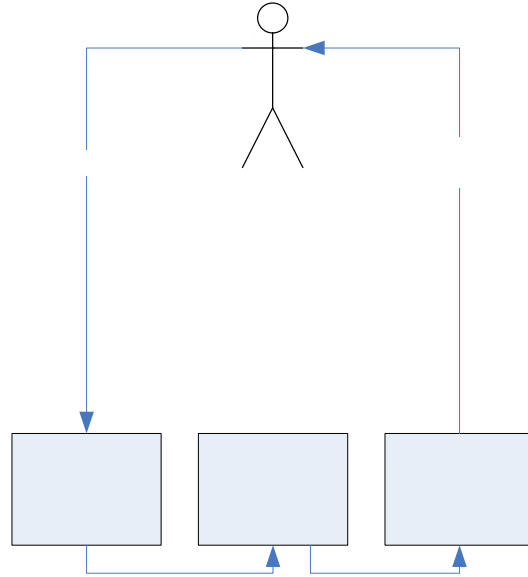
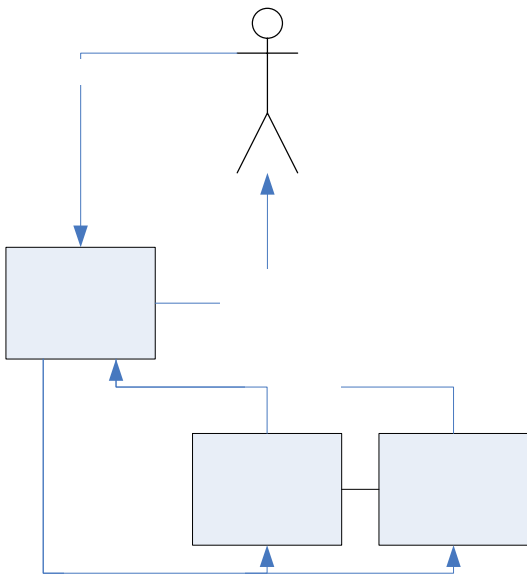
Orchestration activities?



We also need

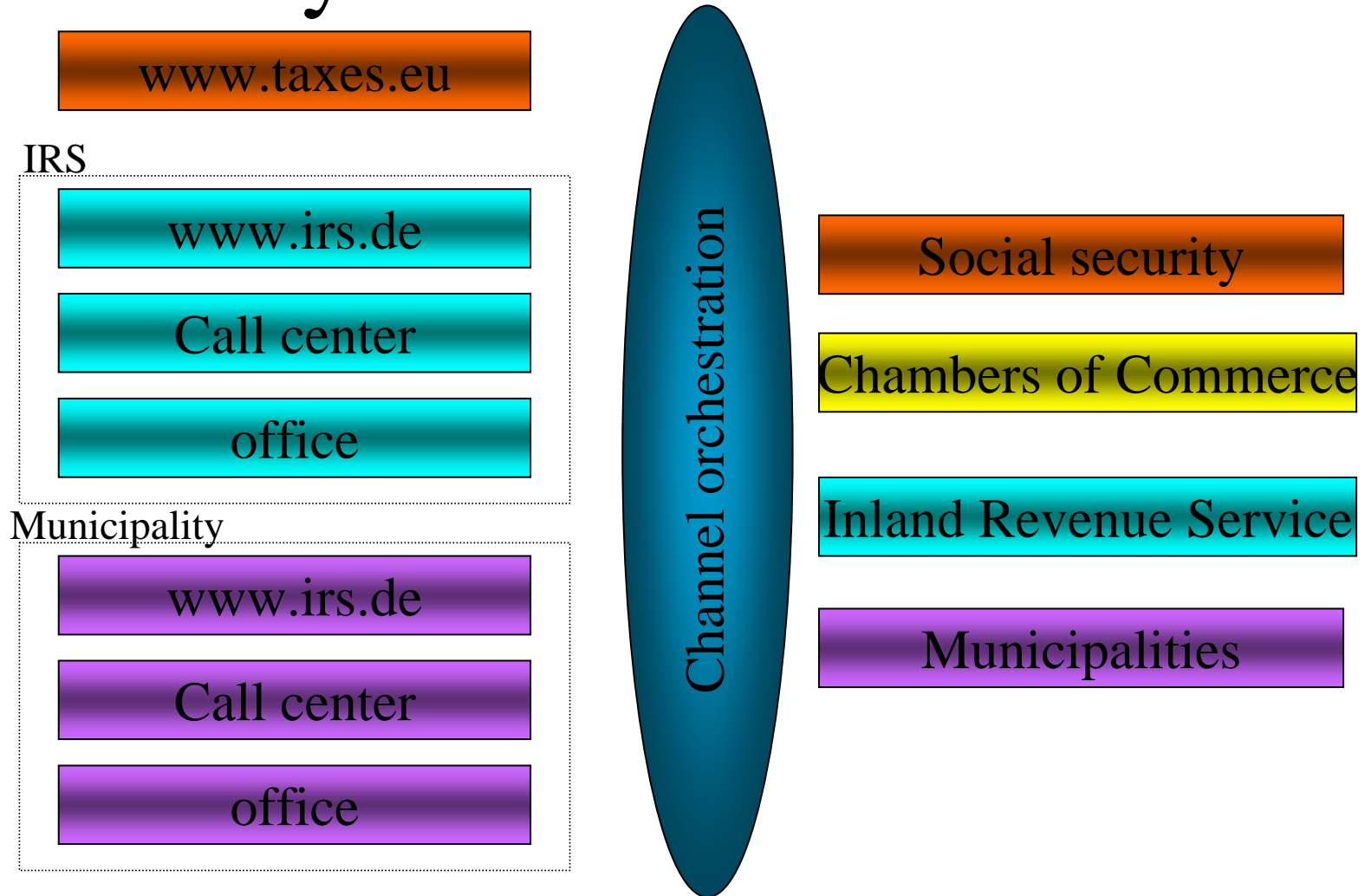
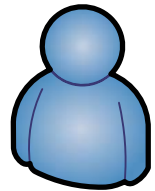
- Monitoring and taking measure
 - But is the subprocess visible?
- Which information to share among agencies?
- Who's to blame in case of failure?
- How to adapt due to changing circumstances (e.g. laws)
-

Who is the orchestrator?



First in chain

How to synchronize channels?



In summary

- Orchestration is a necessity for integrated service delivery
- Orchestration is more than just executing sub processes in a predefined sequence
- Orchestration of cross-organizational processes *and* channel interactions
- Who is the orchestrator? In the current situation it is the citizen/business having a need



Questions?

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