

TOWARDS AN ENTERPRISE KNOWLEDGE MANAGEMENT FROM A BPM VIEWPOINT

Kopp A.M., Orlovskyi D.L.

National Technical University «Kharkiv Polytechnic Institute», Kharkiv

Problems of formalization, sharing, and reusing knowledge about enterprise's activity are considered from the BPM (Business Process Management) viewpoint. As the foundational tool of BPM and KM (Knowledge Management) concepts, business process modeling is used to formalize knowledge about enterprise's activity, as well as to facilitate knowledge sharing and further reuse. Therefore, the business process model lifecycle is considered according to the knowledge management framework SECI (Socialization, Externalization, Combination, Internalization). Hence, business process modeling is used to document tacit knowledge about enterprise's business processes using certain modeling notations, such as BPMN (Business Process Model and Notation), EPC (Event-driven Process Chain), IDEF0 (Integrated DEFinition) or DFD (Data Flow Diagram) [1].

Continuous analysis of a business process models quality is required to produce understandable business process models which are less error-prone. Correctness of business process models might be analyzed according to various

guidelines, metrics (size, density, complexity, etc.), and corresponding thresholds [2].

The PDCA (Plan-Do-Check-Act) approach can be used as a basis to support continuous analysis and improvement of business process models (fig. 1).

Implementation of a business process model repository solves the problem of business process models sharing and reusing. Thereby, the repository should be considered as the centralized storage used to store and reuse formalized knowledge on enterprise's business processes.

Existing exchange file formats, such as XPD (XML Process Definition Language) or BPMN 2.0, play a significant role in sharing and reusing of business process models. In order to overcome gaps between existing formats, the RDF (Resource Description Framework) is proposed to be used to represent knowledge about enterprise's business processes.

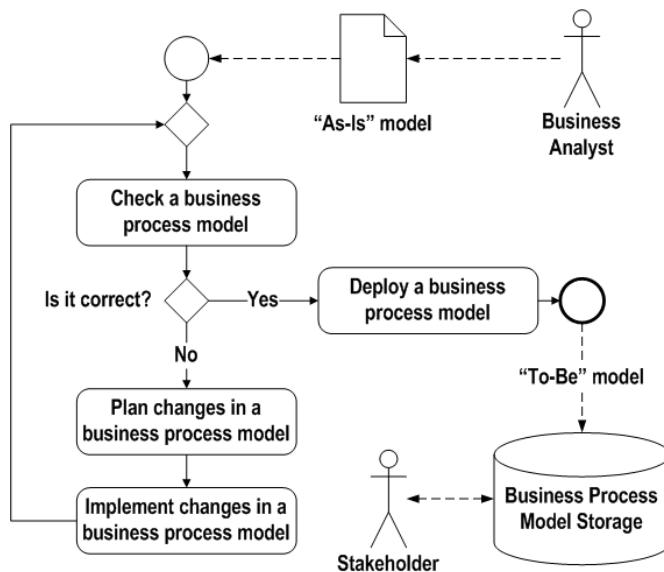


Fig. 1. – Continuous analysis and improvement of business process models

References:

1. Kalpic B. Business process modeling through the knowledge management perspective / B. Kalpic, P. Bernus // Journal of Knowledge Management. – 2006. – Vol. 10. – No. 3. – P. 40–56.
2. Corradini F. Quality Assessment Strategy: Applying Business Process Modelling Understandability Guidelines / F. Corradini, et al. – University of Camerino, 2015.