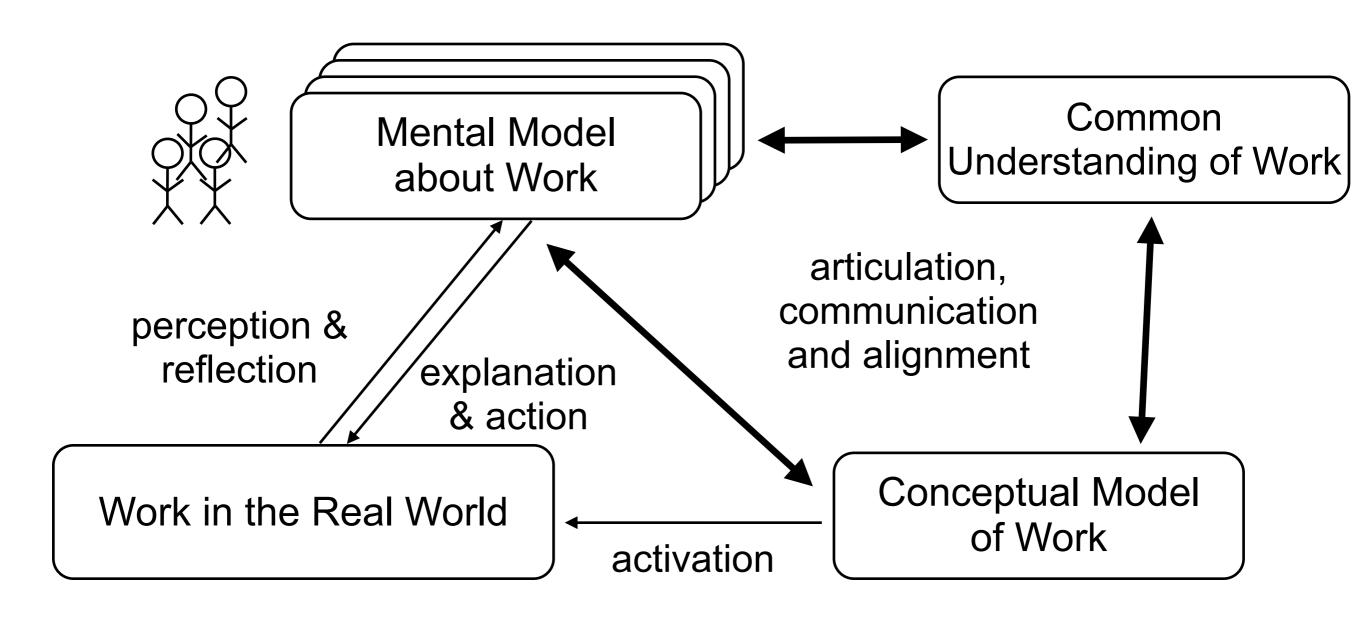
# FACILITATING ORGANIZATIONAL ALIGNMENT THROUGH PEOPLE-CENTRIC ARTICULATION OF KNOWLEDGE ABOUT WORK



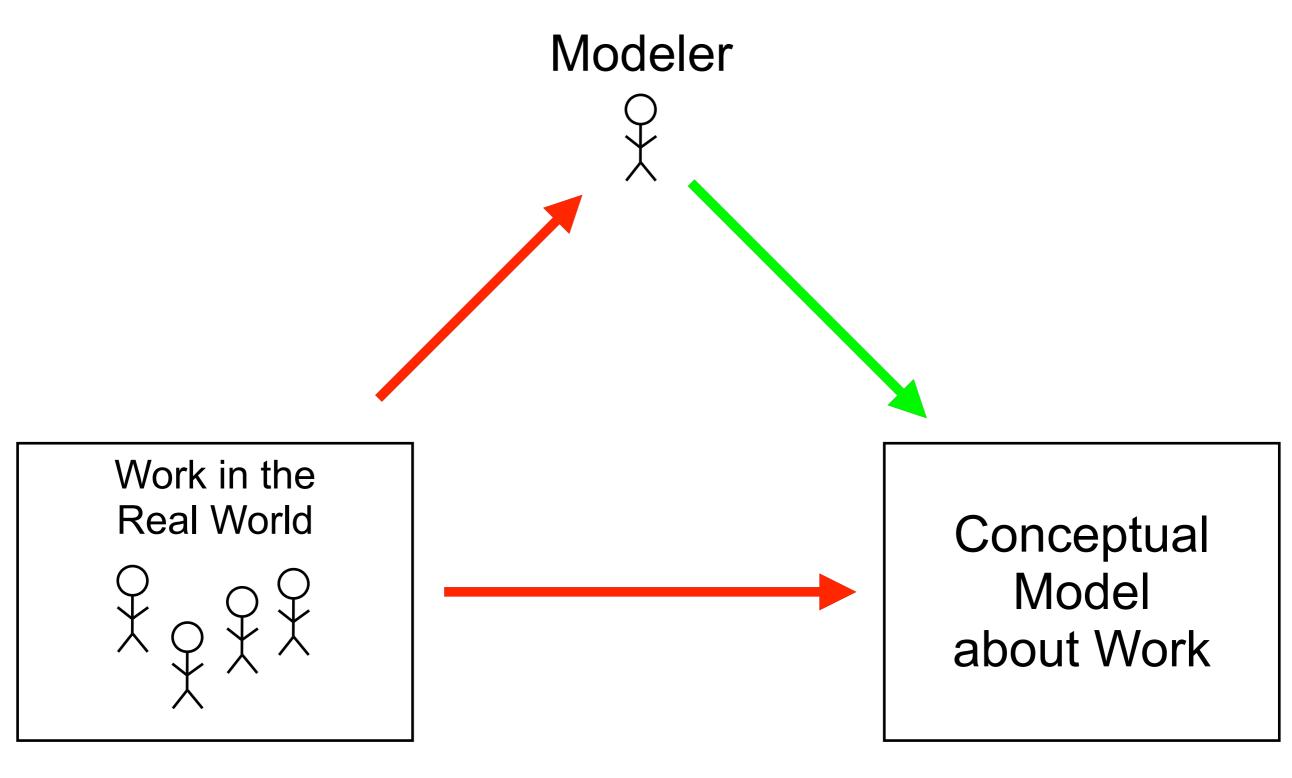
Stefan Oppl Institut für Wirtschaftsinformatik - Communications Engineering Johannes Kepler Universität Linz

#### MENTAL MODEL ARTICULATION



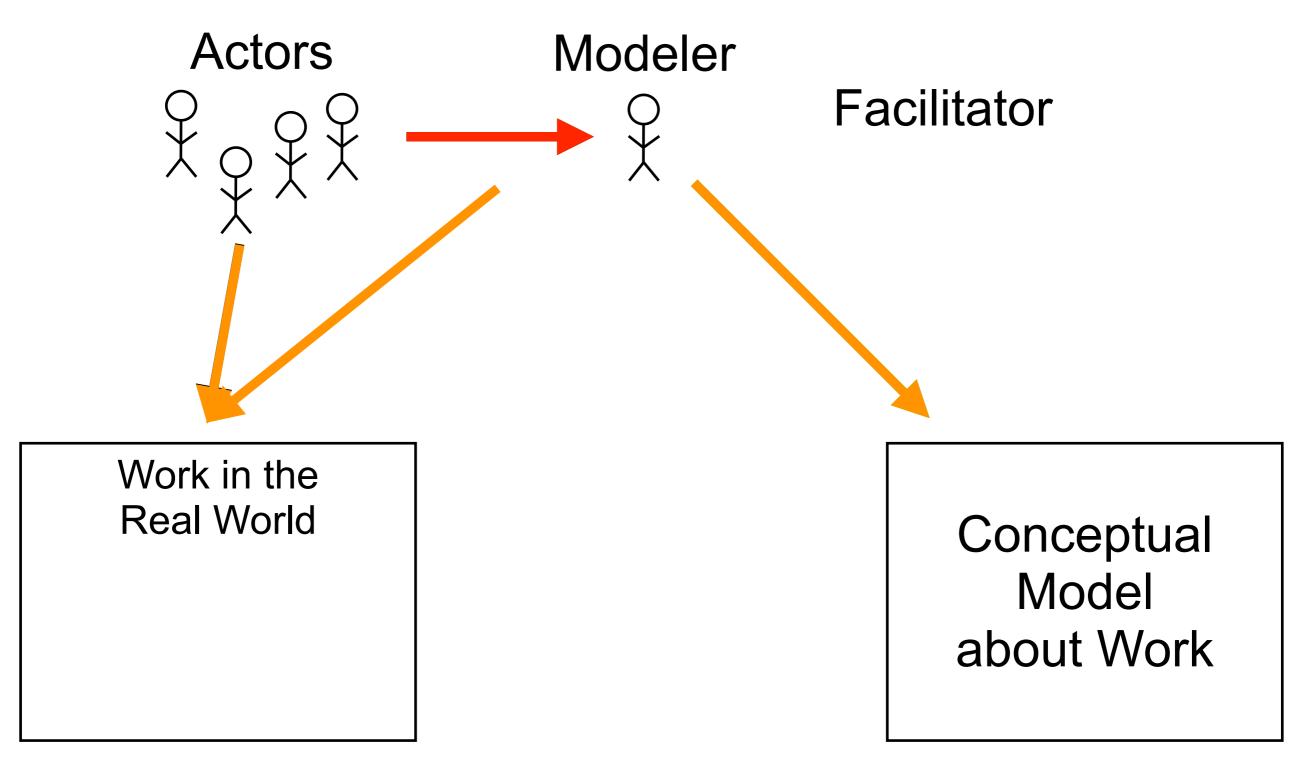


#### **MODELER'S BIAS**





#### PEOPLE-CENTRIC ARTICULATION

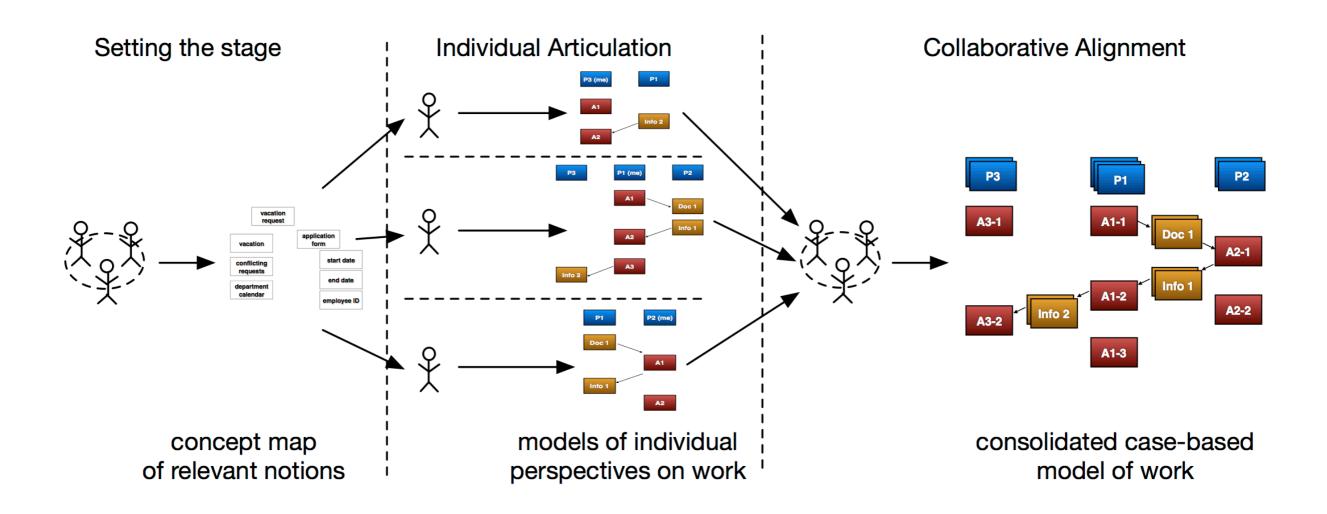




# ARTICULATION THROUGH MULTIPERSPECTIVE MODELING



#### **OVERALL PROCESS**

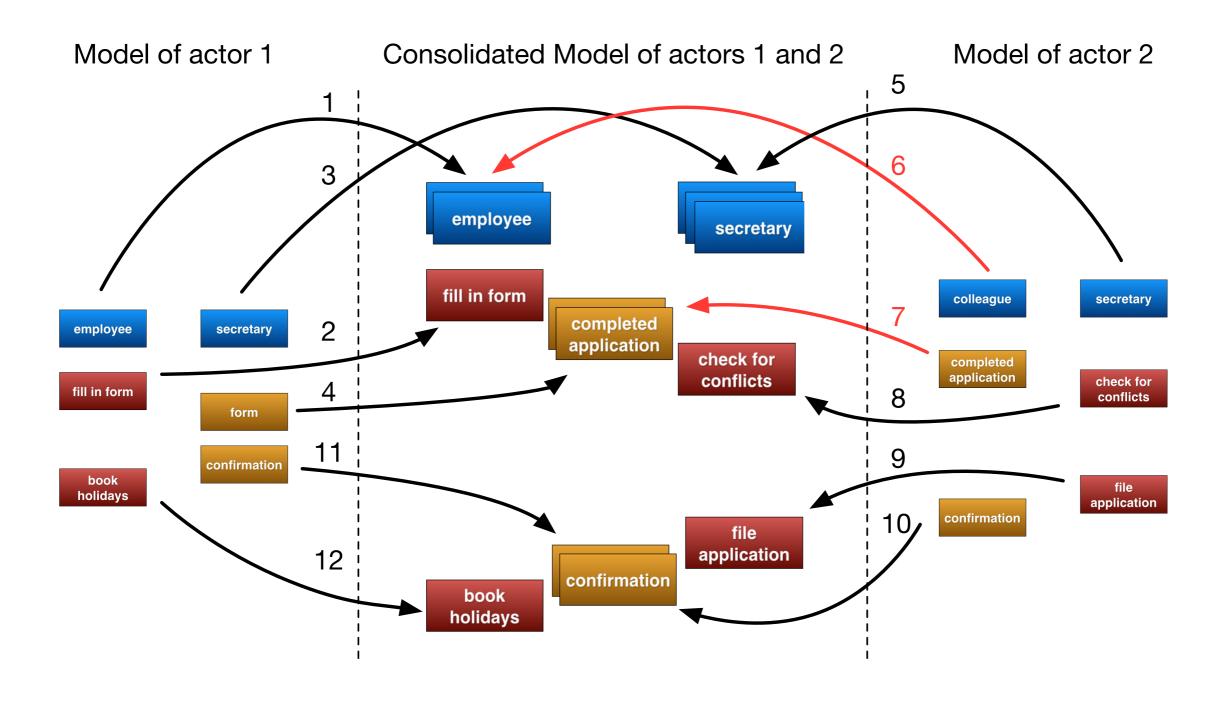




#### INDIVIDUAL ARTICULATION



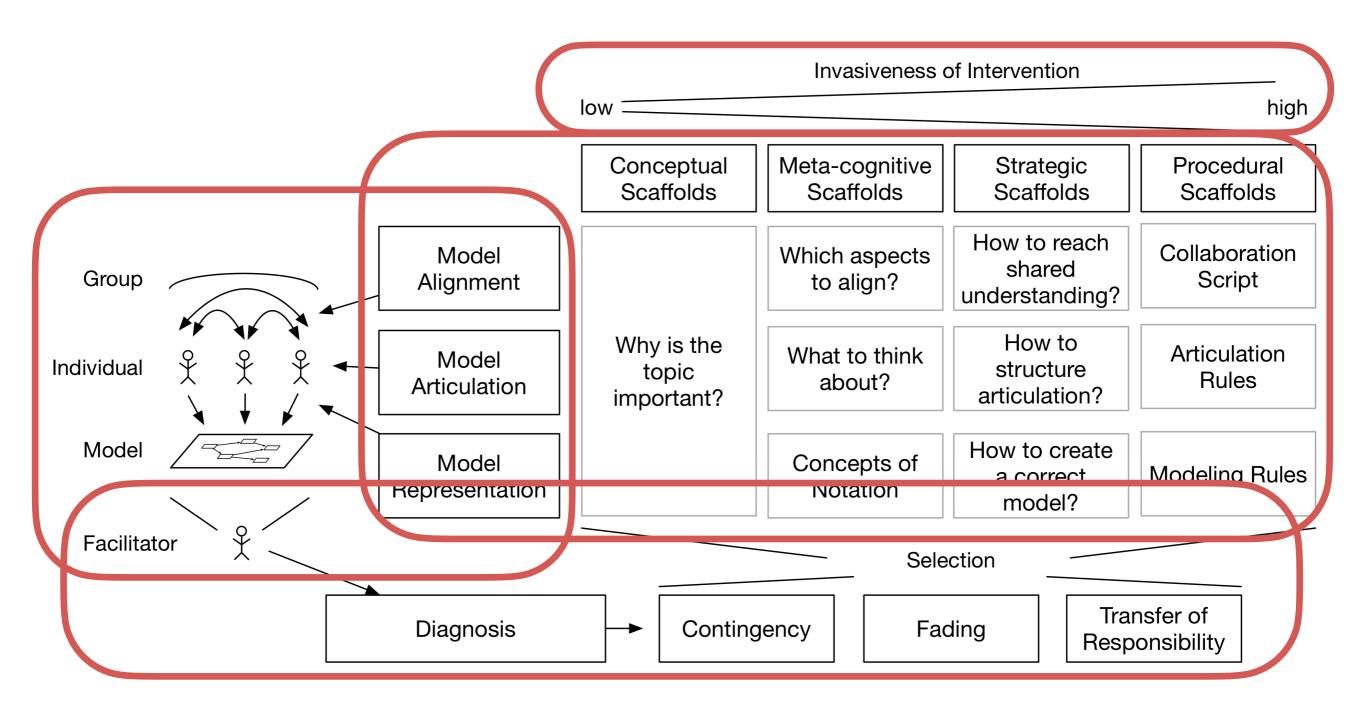
#### **COLLABORATIVE ALIGNMENT**





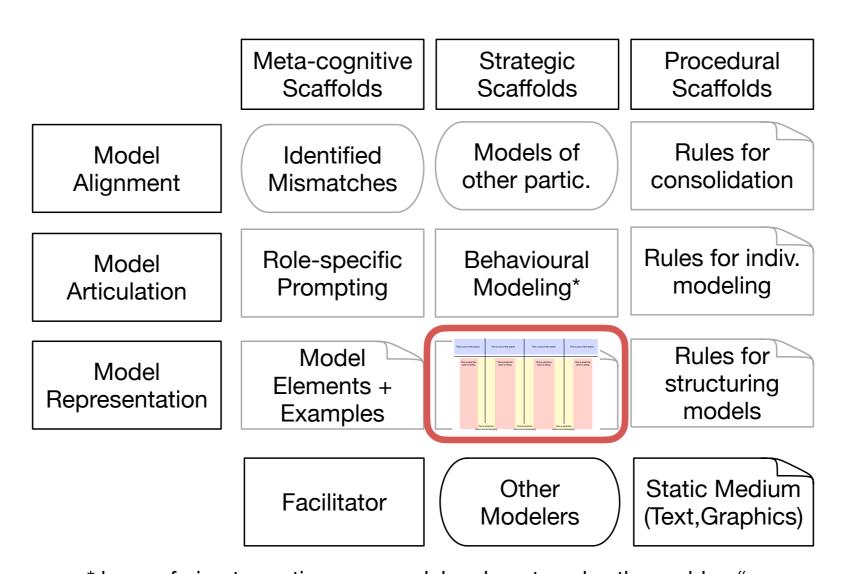
Oppl, S., & Alexopoulou, N. (2016). Linking natural modeling to techno-centric modeling for the active involvement of process participants in business process design. International Journal of Information System Modeling and Design, 7(2). http://doi.org/10.4018/IJISMD.2016040101

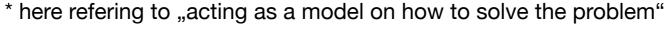
#### FACILITATION THROUGH SCAFFOLDING





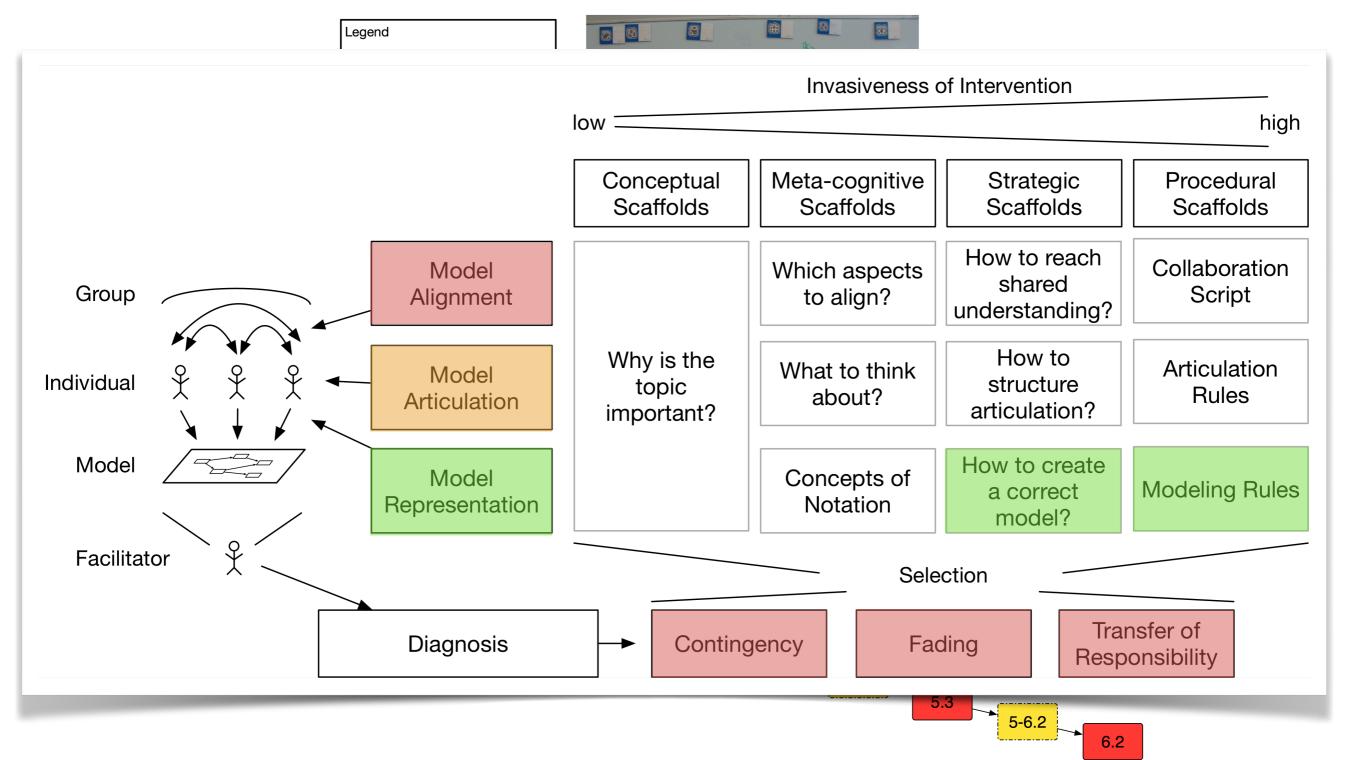
#### FACILITATION THROUGH SCAFFOLDING





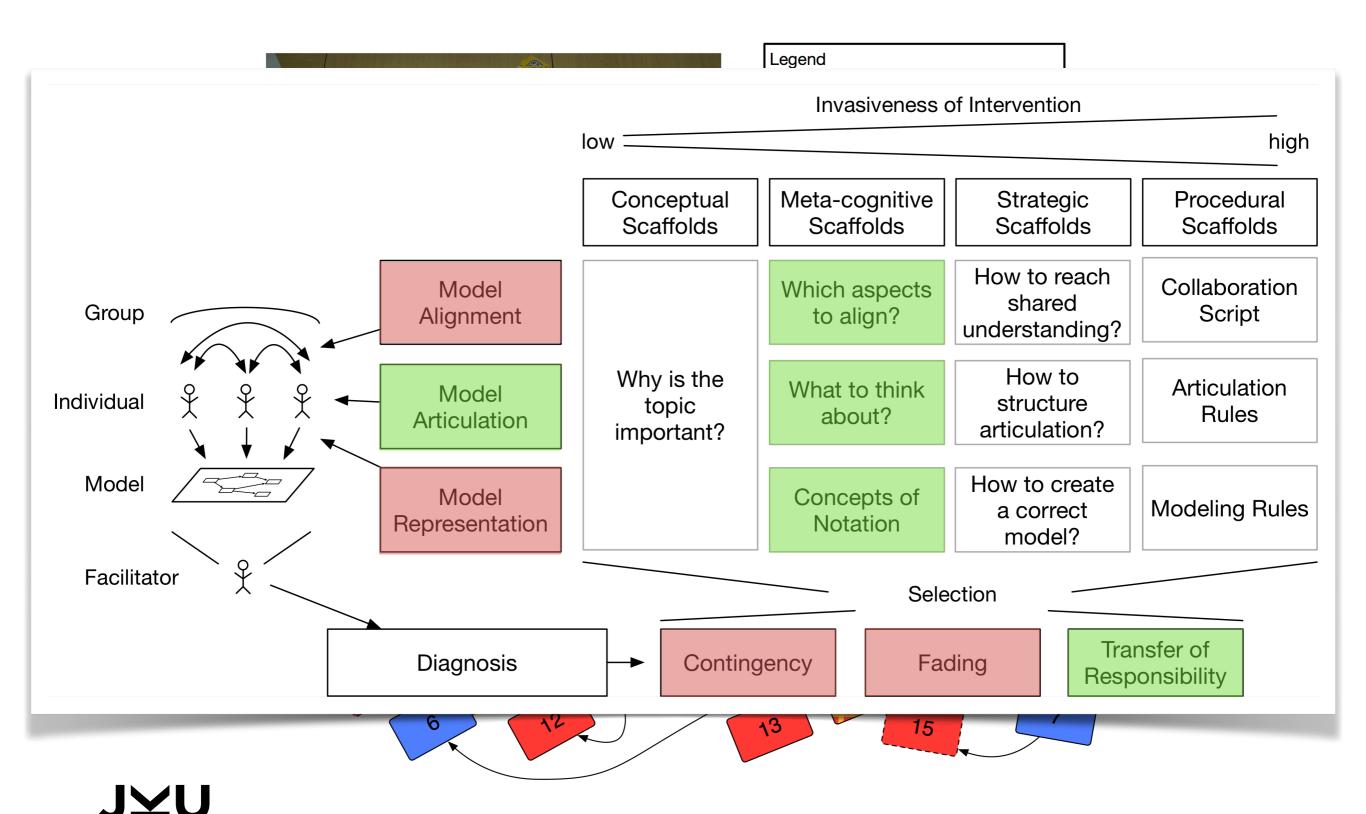


#### **EXAMPLE 1**

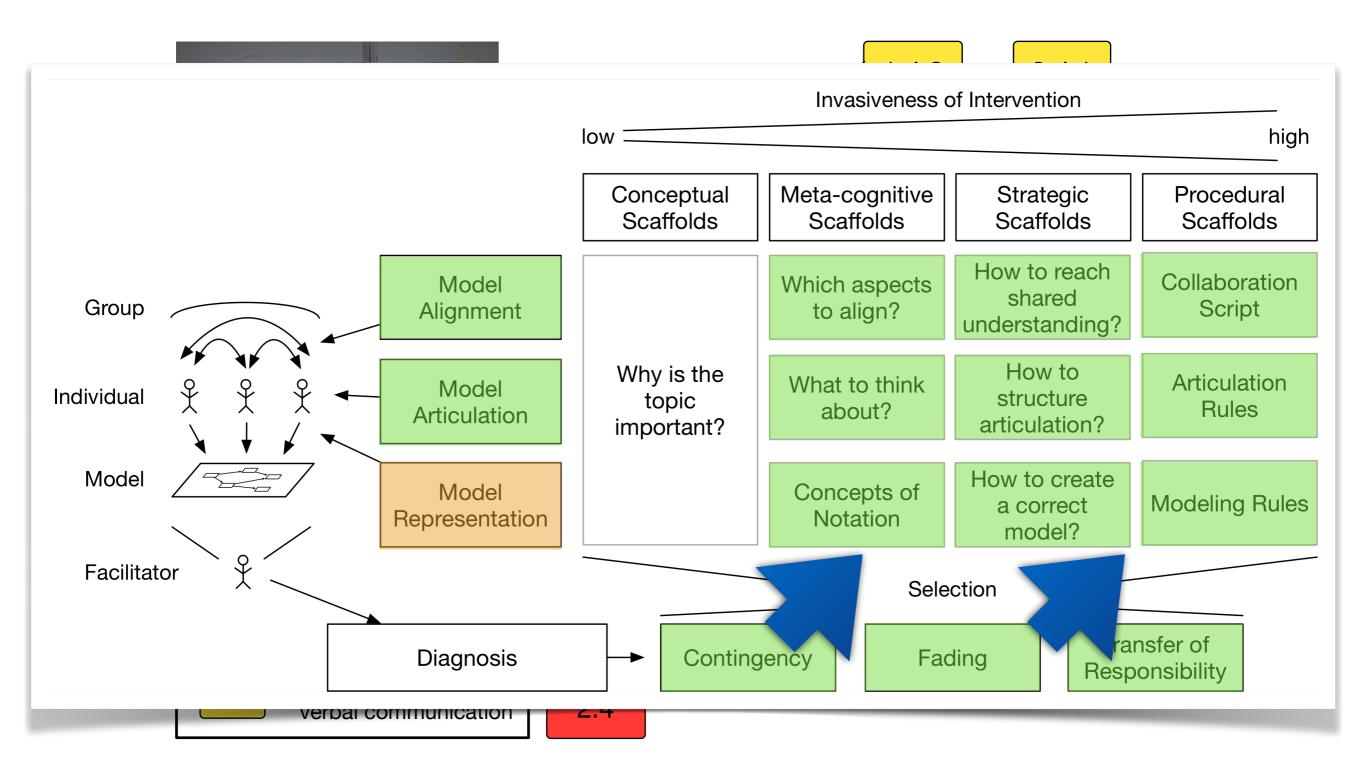




#### **EXAMPLE 2**

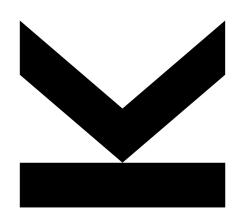


#### **EXAMPLE 3**

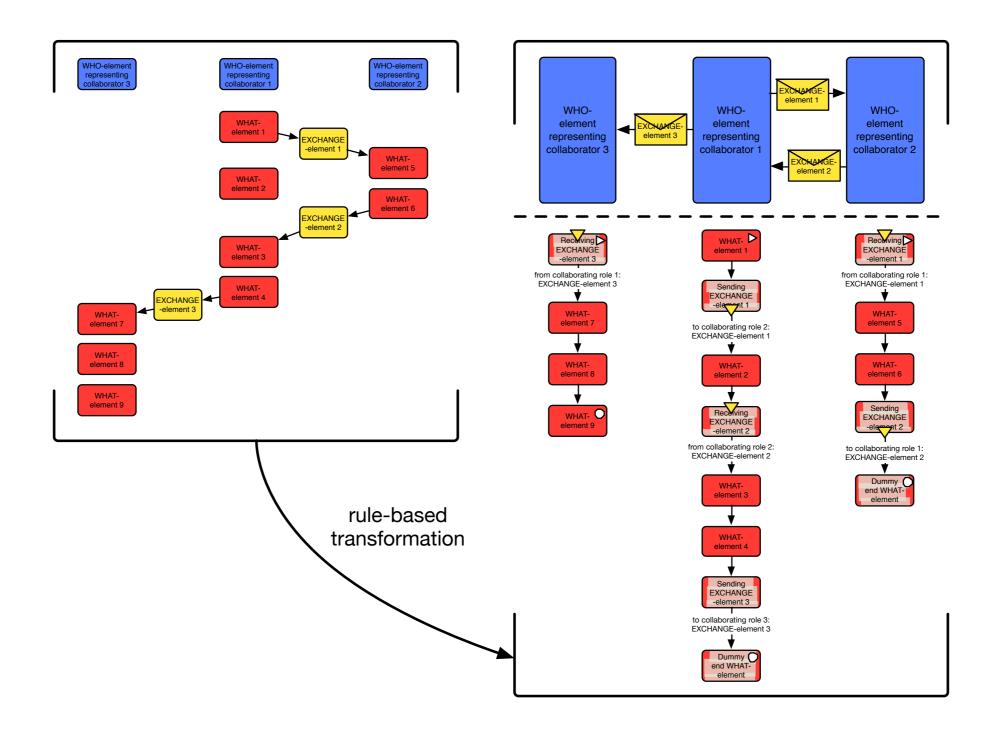




# ELABORATION AND VALIDATION OF ARTICULATION RESULTS

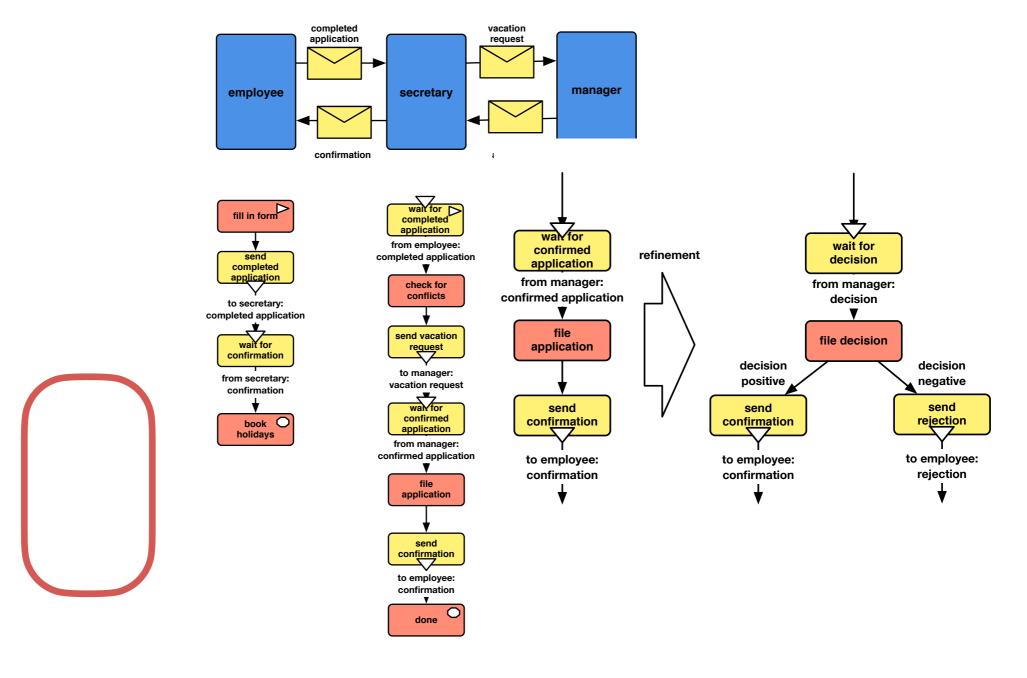


#### **TRANSFORMATION**



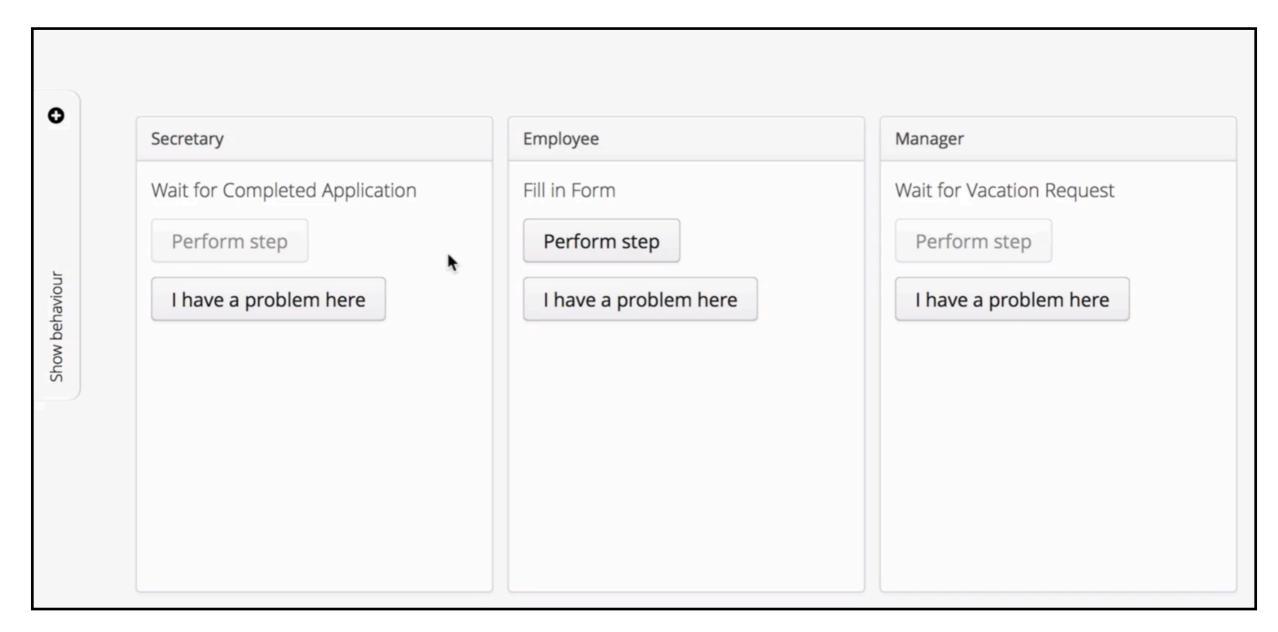


#### **ELABORATION**





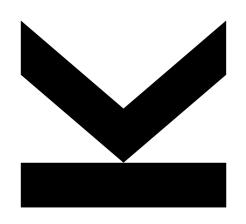
#### **VALIDATION**



http://adaptivetesting.ce.jku.at/VirtualEnactment/



## RECOGNITION OF PAPER-BASED MODELS



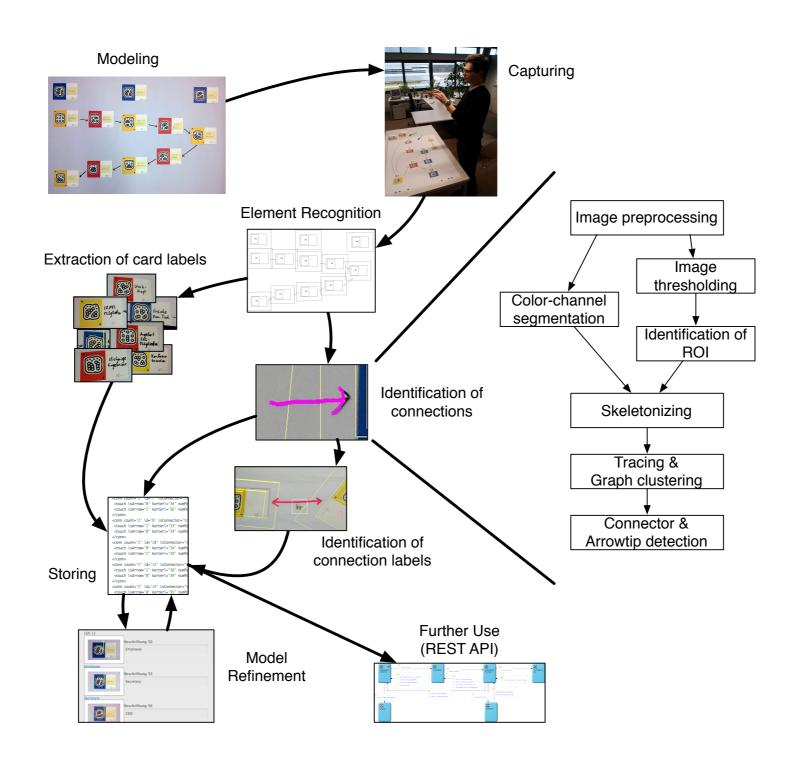
#### **PAPER-BASED MODELS**





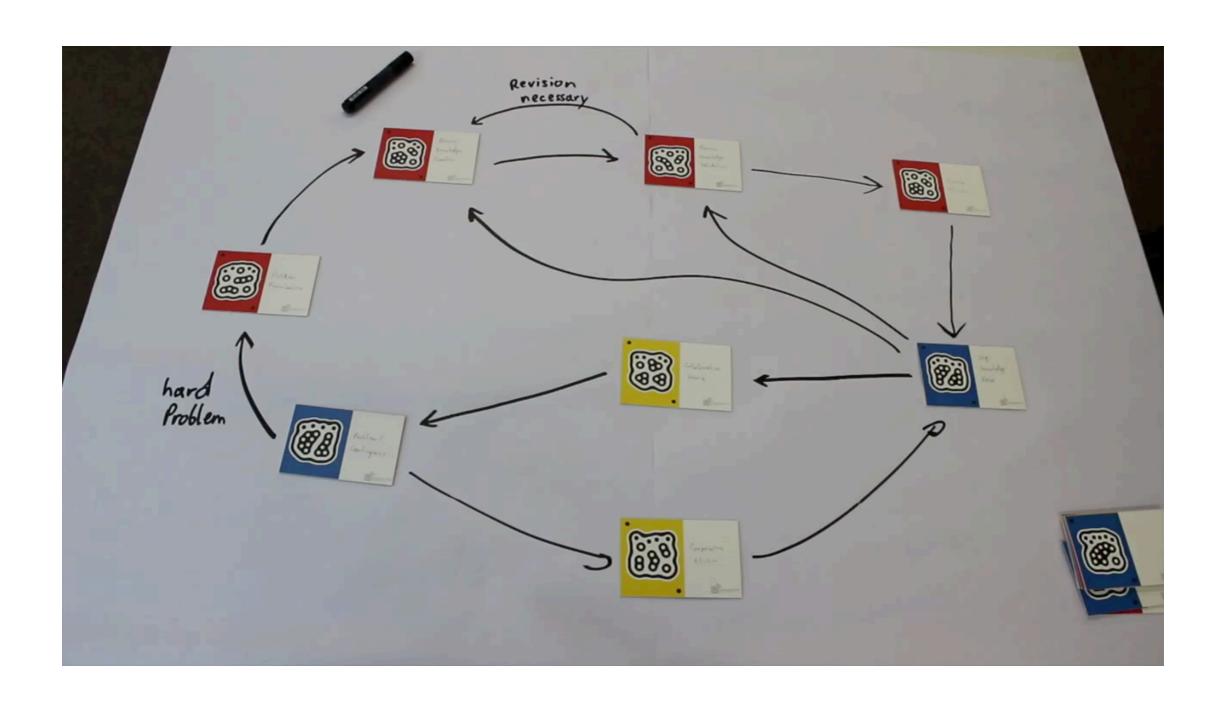
Oppl, S., Stary, C., & Vogl, S. (2016). Recognition of paper-based conceptual models captured under uncontrolled conditions. IEEE Transactions on Human-Machine-Systems, 47(2), 206-220. http://doi.org/10.1109/THMS.2016.2611943

#### **RECOGNITION PROCESS**



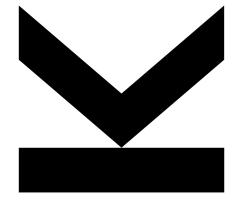


#### **MODEL RECOGNITION**

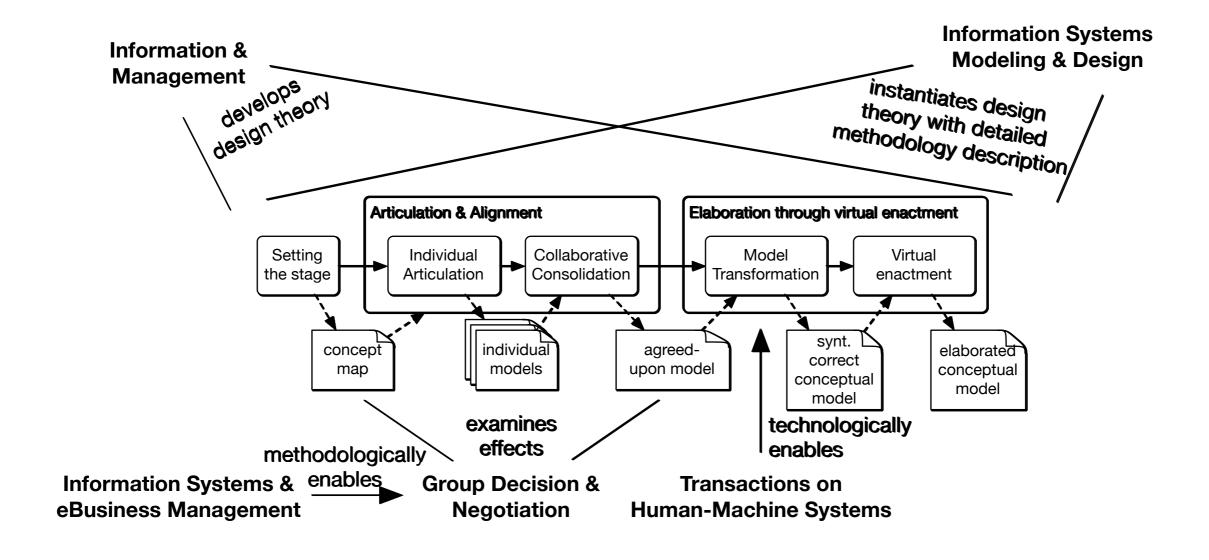




### SUMMARY



#### **COVERAGE**





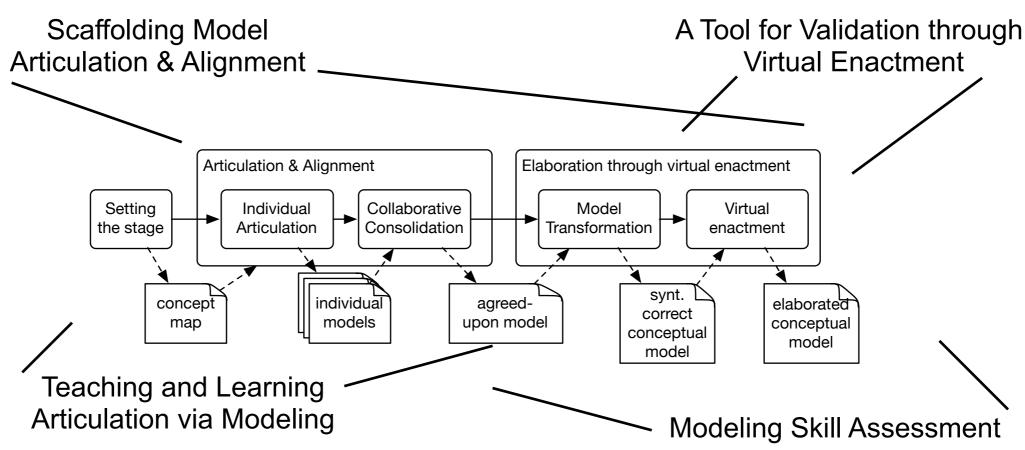
#### RECENT RESEARCH

Oppl, S., & Hoppenbrouwers, S. (2016). Scaffolding Stakeholder-Centric Enterprise Model Articulation. Practice of Enterprise Modeling (LNBIP Vol. 267, pp. 133–147). Springer. http://doi.org/10.1007/978-3-319-48393-1\_10

Oppl, S. (2016). Towards scaffolding collaborative articulation and alignment of mental models. Procedia Computer Science, 99, 124–145. http://doi.org/10.1016/j.procs.2016.09.106

Hochleitner, F. & Oppl, S. Validation of Business Process Models Through Virtual Enactment - An Empirical Study. In preparation for submission for S-BPM ONE 2018.

Oppl, S. (2017). Business Process Elaboration through Virtual Enactment. Proceedings of S-BPM ONE 2017. http://doi.org/10.1145/3040565.3040568



Oppl, S., & Hoppenbrouwers, S. (2017). Introducing Fundamental Concepts of Process Modeling through Participatory Simulation. Proceedings of T4SIS4T 2017, 286.

Oppl, S. Which concepts do inexperienced modelers use to model work? – An exploratory study. Submitted to MKWI 2017.

Oppl, S. Incentivizing Student Participation to adopt Flipped Classroom in Lectures. In preparation for submission to Higher Education Research & Development.

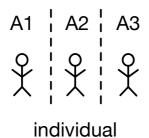
Oppl, S., Reisinger, F., Eckmaier, A., & Helm, C. (2017). A flexible online platform for computerized adaptive testing. *International Journal of Educational Technology in Higher Education*, *14*(1), 1–21. http://doi.org/10.1186/s41239-017-0039-0

Graf, D., Oppl, S., & Eckmaier, A. (2017). Towards BPM Skill Assessment using Computerized Adaptive Testing. Proceedings of S-BPM ONE 2017 http://doi.org/10.1145/3040565.3040567

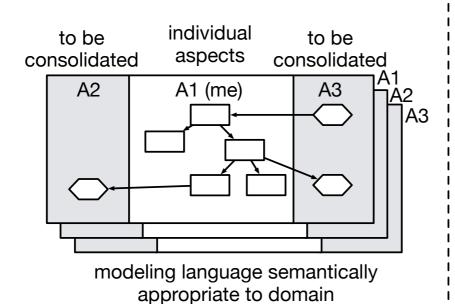


#### **PERSPECTIVES: GENERALIZATION**

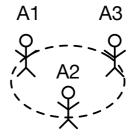
Step 1



articulation

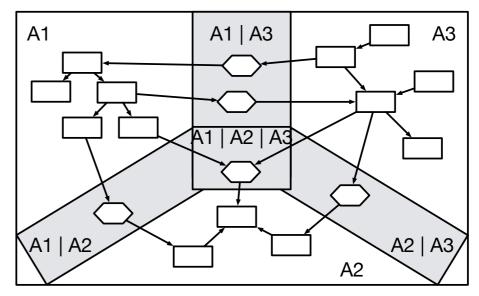


Step 2



confrontative consolidation

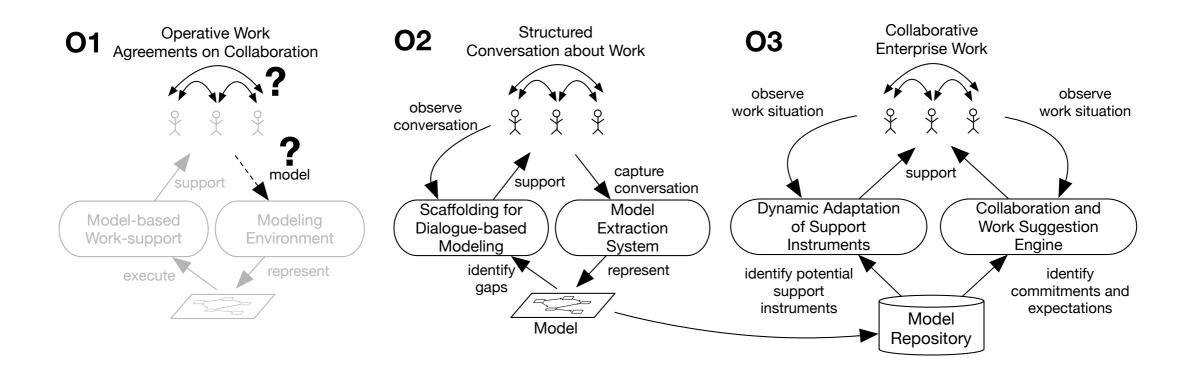
A1+A2+A3



modeling language semantically appropriate to domain

#### PERSPECTIVES: BROADENING SCOPE

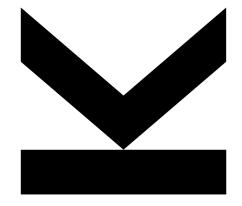
### Scaffolding Conversational Modeling for Situation-specific Work Support







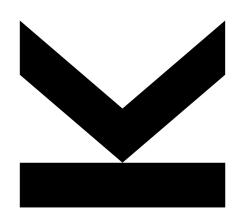
### THANK YOU



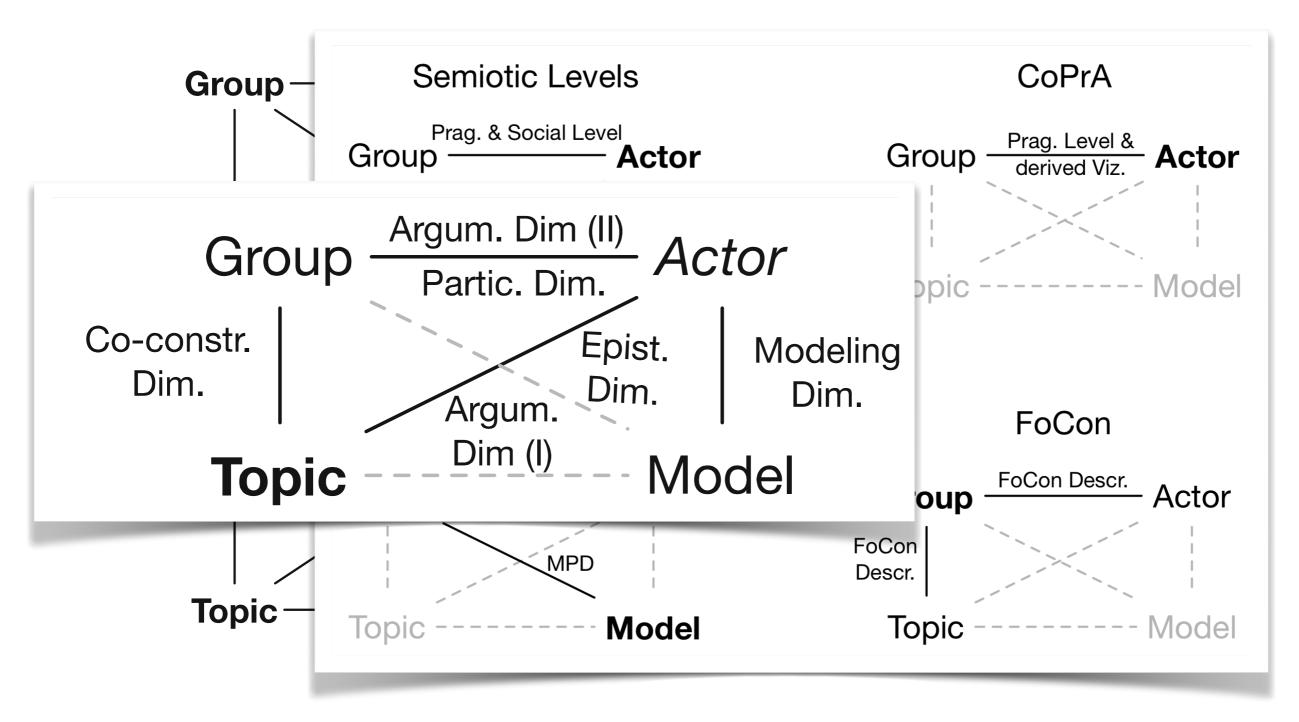
#### JOHANNES KEPLER UNIVERSITY LINZ

Altenberger Strasse 69 4040 Linz, Austria www.jku.at

# EVALUATION OF MODELING FOR KNOWLEDGE ARTICULATION



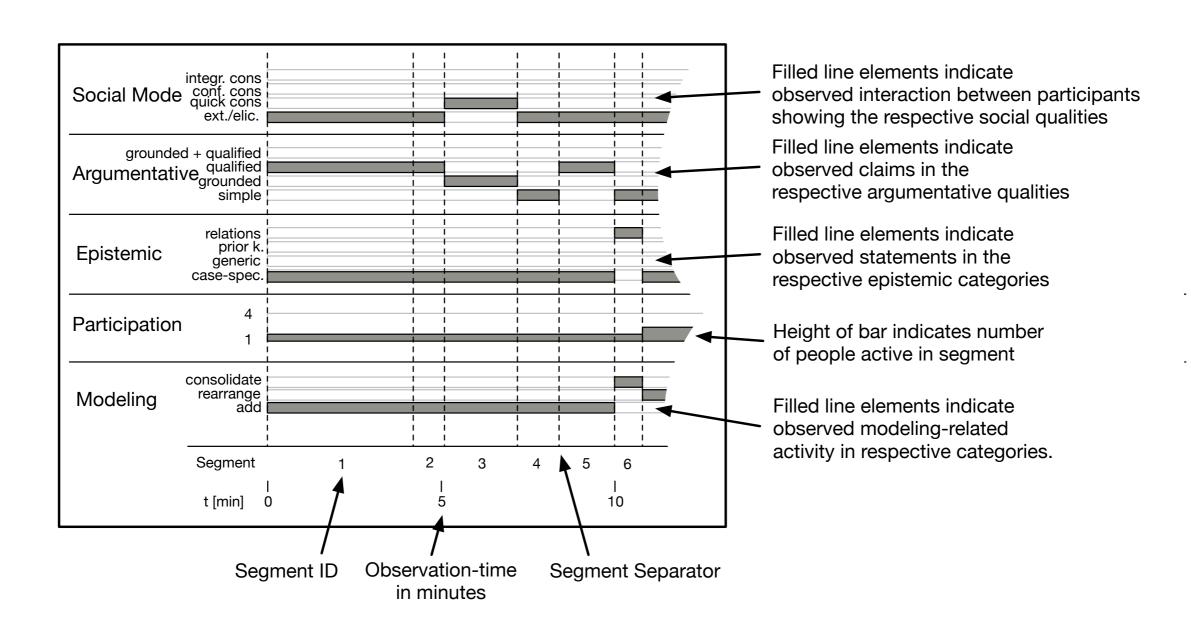
#### **ANALYTICAL FRAMEWORK**





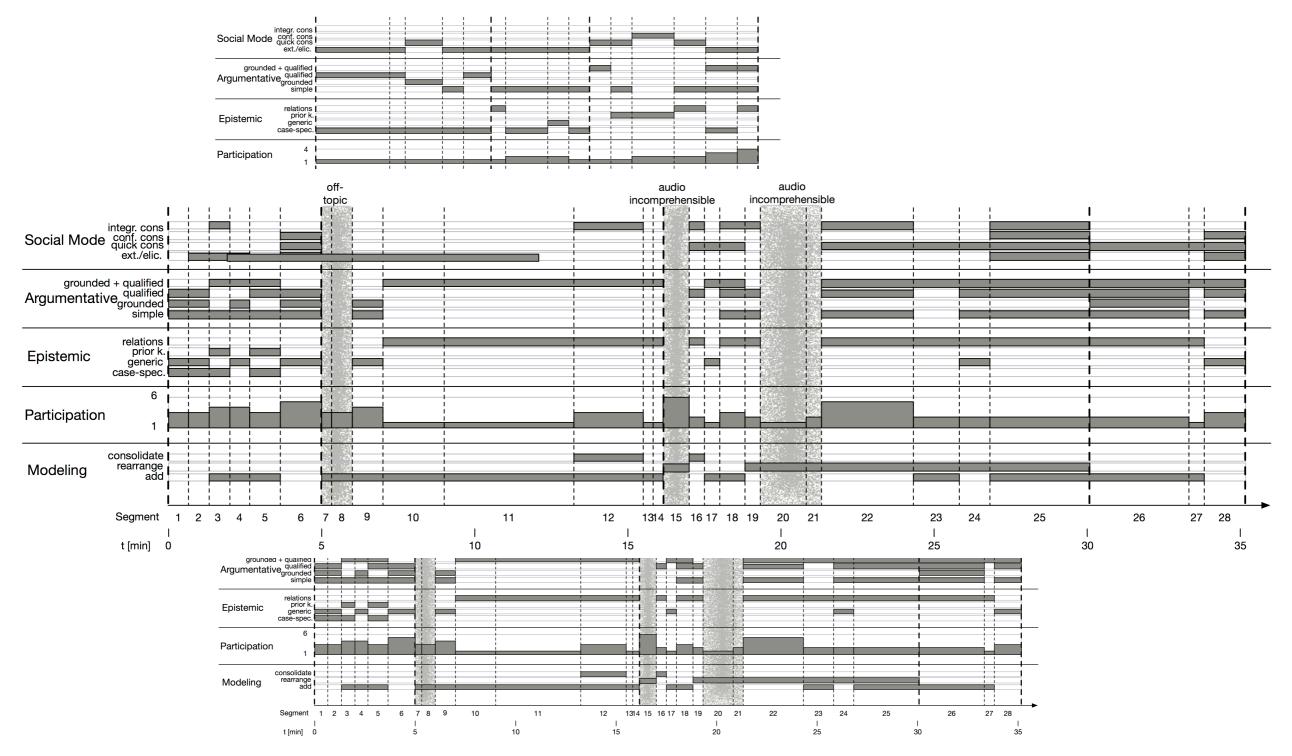
Oppl, S. (2016). Evaluation of collaborative modeling processes for knowledge articulation and alignment. Information Systems and E-Business Management, 1–33. http://doi.org/10.1007/s10257-016-0324-9

#### **ANALYSIS SCHEME**





#### **SAMPLE RESULTS**



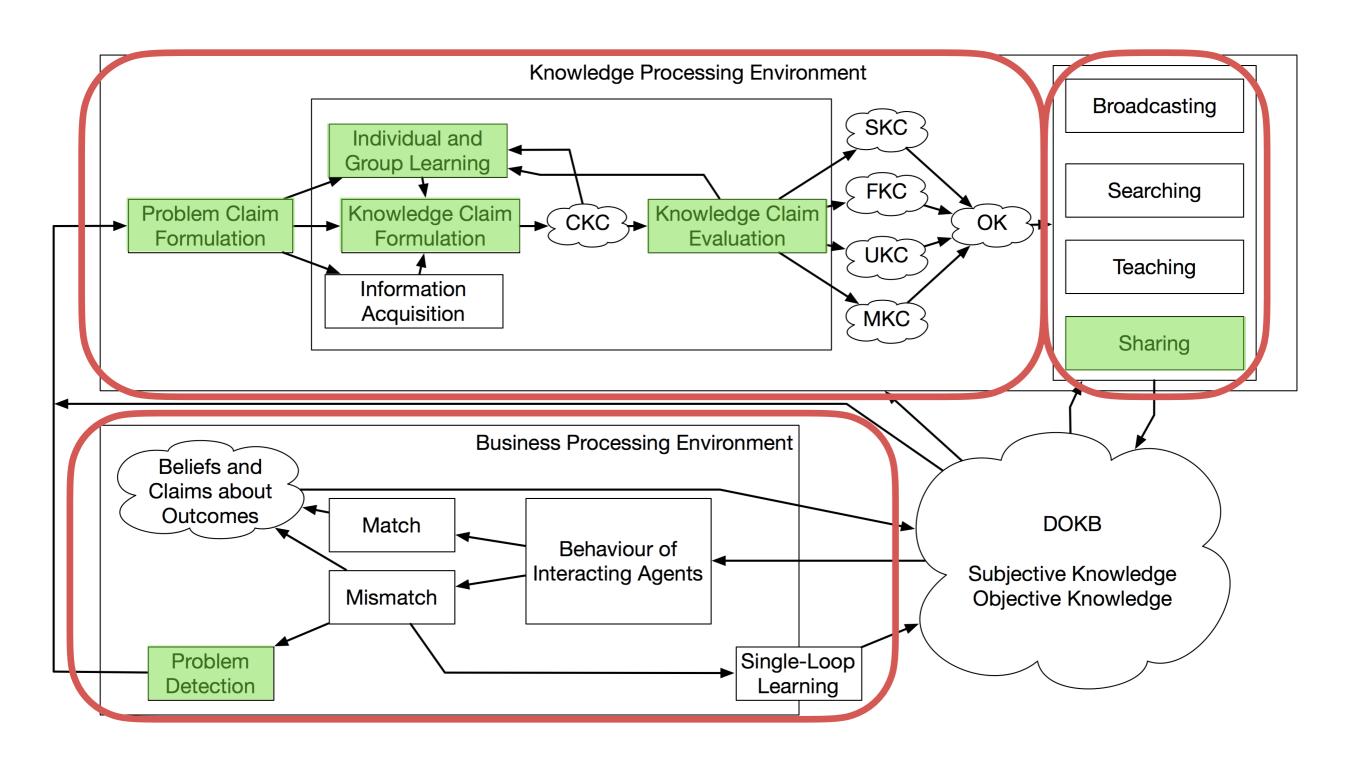


Oppl, S. (2017). Supporting the collaborative construction of a shared understanding about work with a guided conceptual modeling technique. Group Decision and Negotiation, 26(2), 247–283.

### **THEORIES**

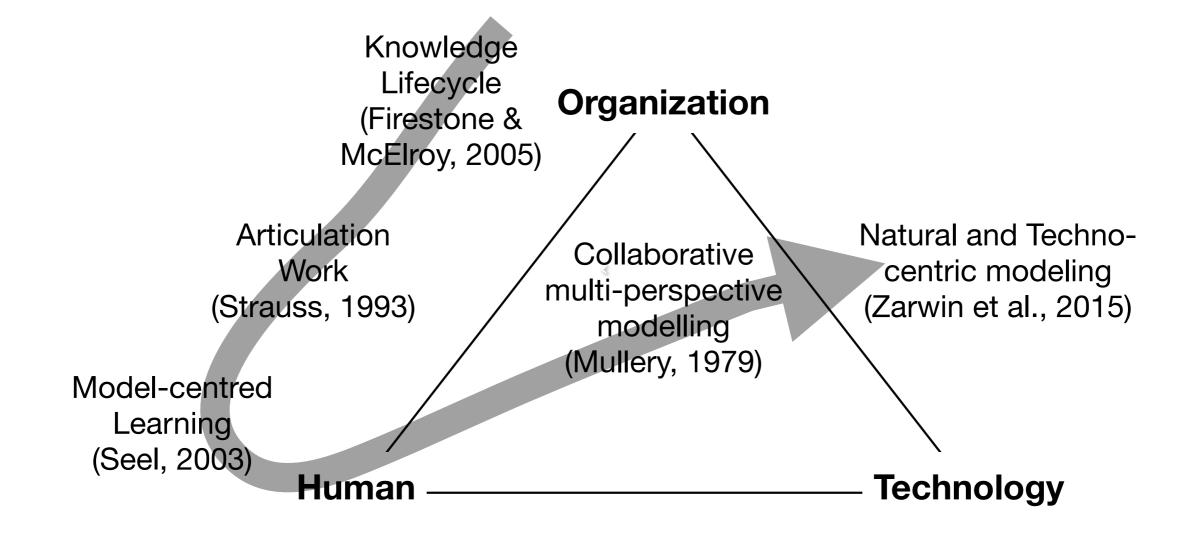


#### **KNOWLEDGE LIFE CYCLE**





#### **KERNEL THEORIES**





#### A DESIGN SCIENCE PERSPECTIVE

