

Business Process Management

A Killer App for Agents?

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Business Process Management

- Resurgence of interest in industry
 - Recognition of limitations of workflow
 - Natural fit with service-oriented computing
 - Standardization efforts: several but muddy
- Obvious nail for the agents hammer?
 - Is this the killer app we have been waiting for?
 - Already solved in agents many times over?

Goals of this Panel

- Identify key challenges of business process management
- Understand what agents can offer to BPM
- Describe major limitations of agents
- Identify key directions for agents research

Business Process Needs

- What are some challenges and pitfalls in business process
 - Modeling?
 - Enactment?
 - Methodologies?
 - Administration?

Agents Pros and Cons

- What do agents bring to the table?
 - Better modeling abstractions?
 - More flexible implementations?
- What are the hazards of trying to use agents?
 - Methodologies?
 - Maintenance?
 - Difficulty of prediction and control?

Hunches and Prognostications

- What are the most pressing business process challenges?
- What are the best agent strengths?
- What are the worst agent weaknesses?
- What should agents researchers be doing?
- Or is it mainly a problem for practitioners now?

War stories that support the above?

Panelists

- Navi Radjou
- Jörg Müller
- Donald Steiner
- Tom Wagner