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