



## Research Talk by

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on

### Workflow Simulation for Operational Decision Support



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**Humboldt-Universität zu Berlin**  
**Institut für Wirtschaftsinformatik**  
**Raum 125, 1.OG**  
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**ABSTRACT:** Simulation is widely used as a tool for analyzing business processes but is mostly focused on examining abstract steady-state situations. Such analyses are helpful for the initial design of a business process but are less suitable for operational decision making and continuous improvement. Here we describe a simulation system for operational decision support in the context of workflow management. To do this we exploit not only the workflow's design, but also use logged data describing the system's observed historic behavior, and incorporate information extracted about the current state of the workflow. Making use of actual data capturing the current state and historic information allows our simulations to accurately predict potential near-future behaviors for different scenarios. The approach is supported by a practical toolset which combines and extends the workflow management system YAWL and the process mining framework ProM.

**SPEAKER:** Anne Rozinat received her BSc and MSc degrees in Software Engineering from the Hasso Plattner-Institute (HPI), University of Potsdam, Germany. She is currently a PhD candidate in the Information Systems group at the Faculty of Industrial Engineering & Innovation Sciences of the Eindhoven University of Technology (TU/e). Her research interests include process mining, data mining, business process management, process model evaluation techniques, and simulation.

**Confirm your participation before 18 June 2009:**

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