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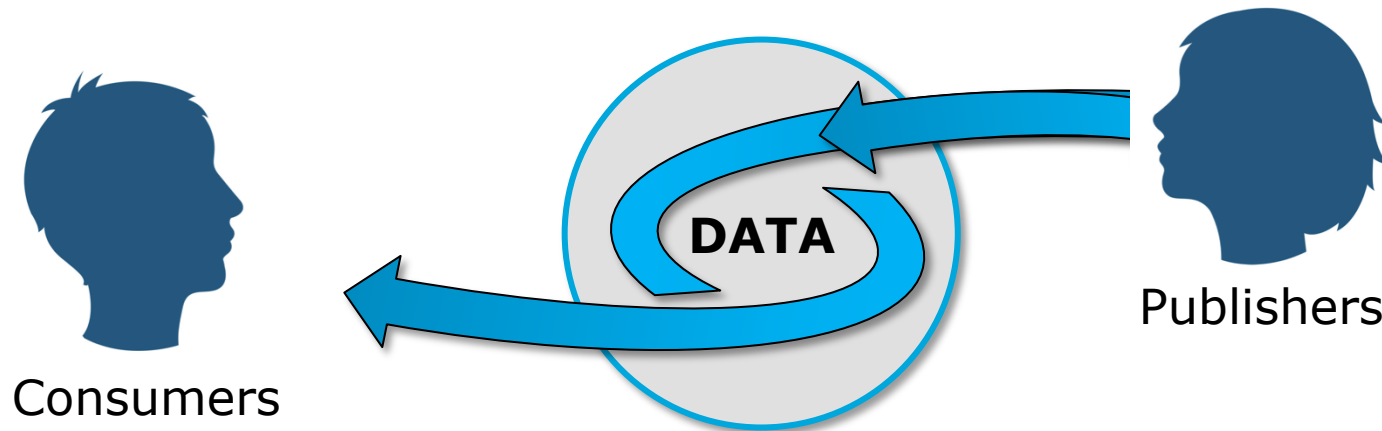
Improving The Usability Of Open Data Portals From A Business Process Perspective

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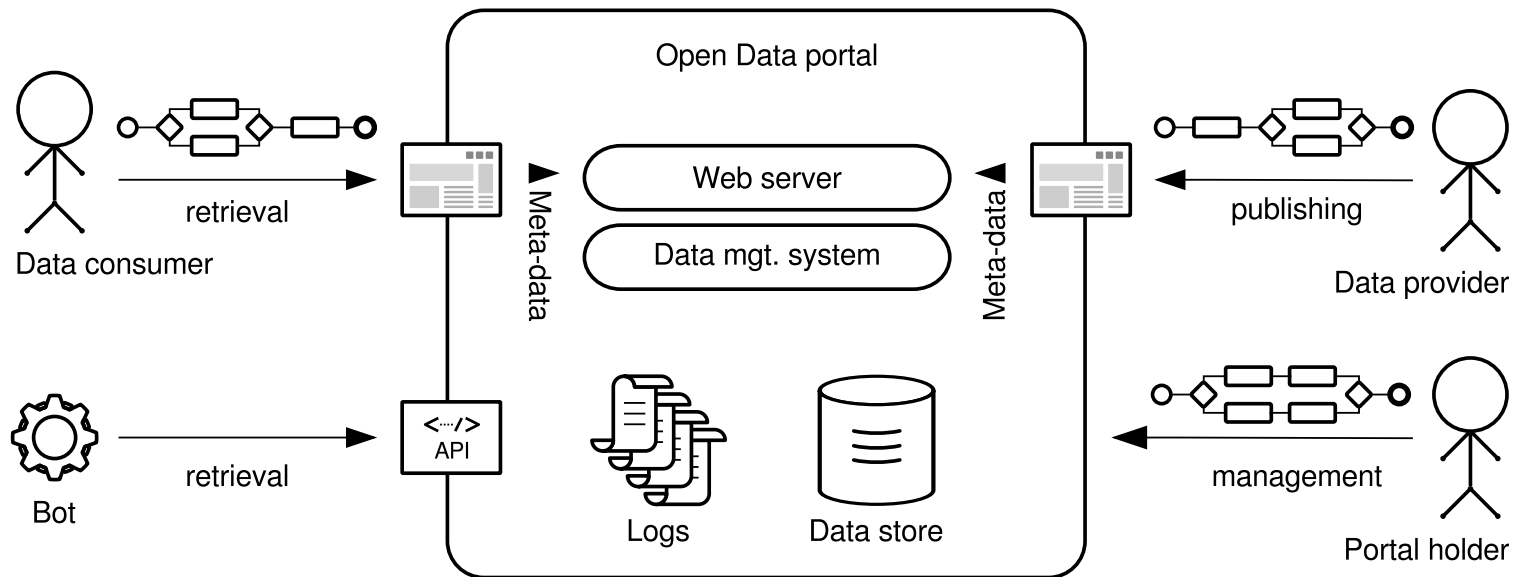
ODQ Workshop, 30.03.2014, Munich, Germany

OPEN DATA PORTALS (ODP)

Non-profit data marketplace



FROM A BUSINESS PROCESS PERSPECTIVE

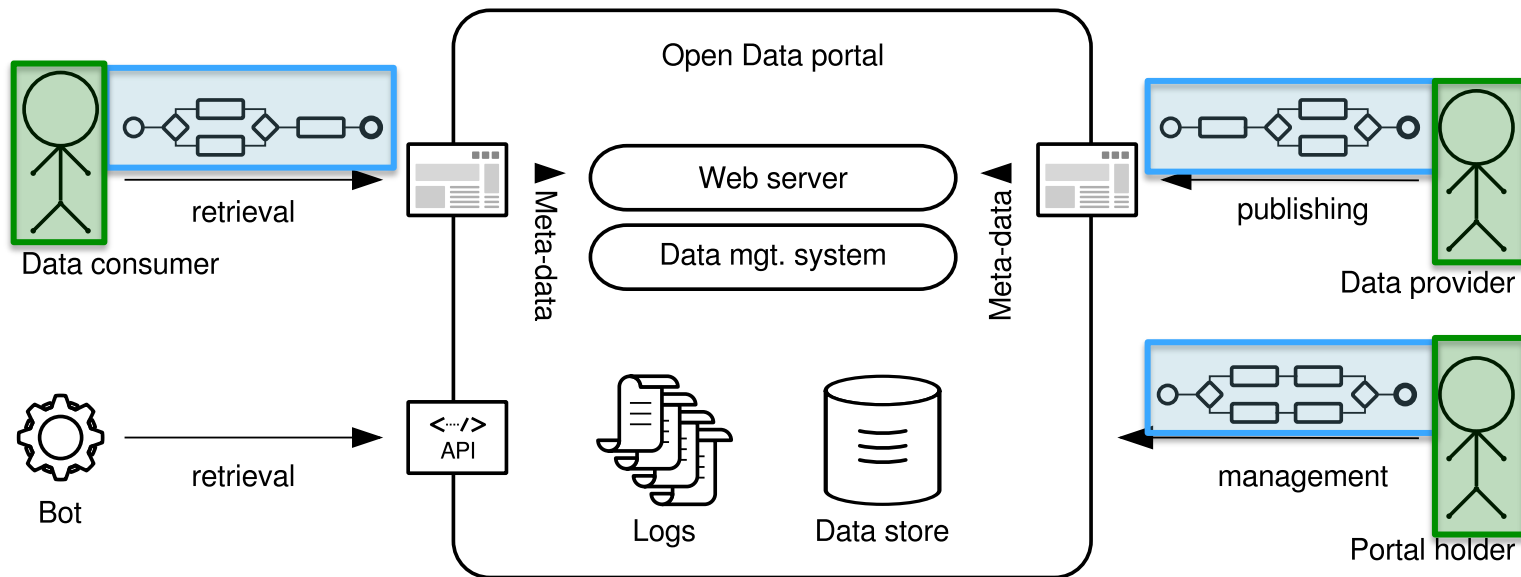


ODP Actors & Processes

- Data Provider in publishing process
 - Driven by directives/regulations or ROI
- Data Consumers and retrieval process
 - Use-case relevant information
- ODP Holders and management processes
 - provider of storage, platform and meta data



FROM A BUSINESS PROCESS PERSPECTIVE



Actors

Processes

- **HTTP access logs**

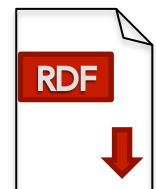
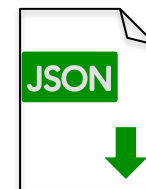
- high level interaction between users and portals
- page request, query terms, GET, POST
- Apache, NGINX

- **ODP specific logs**

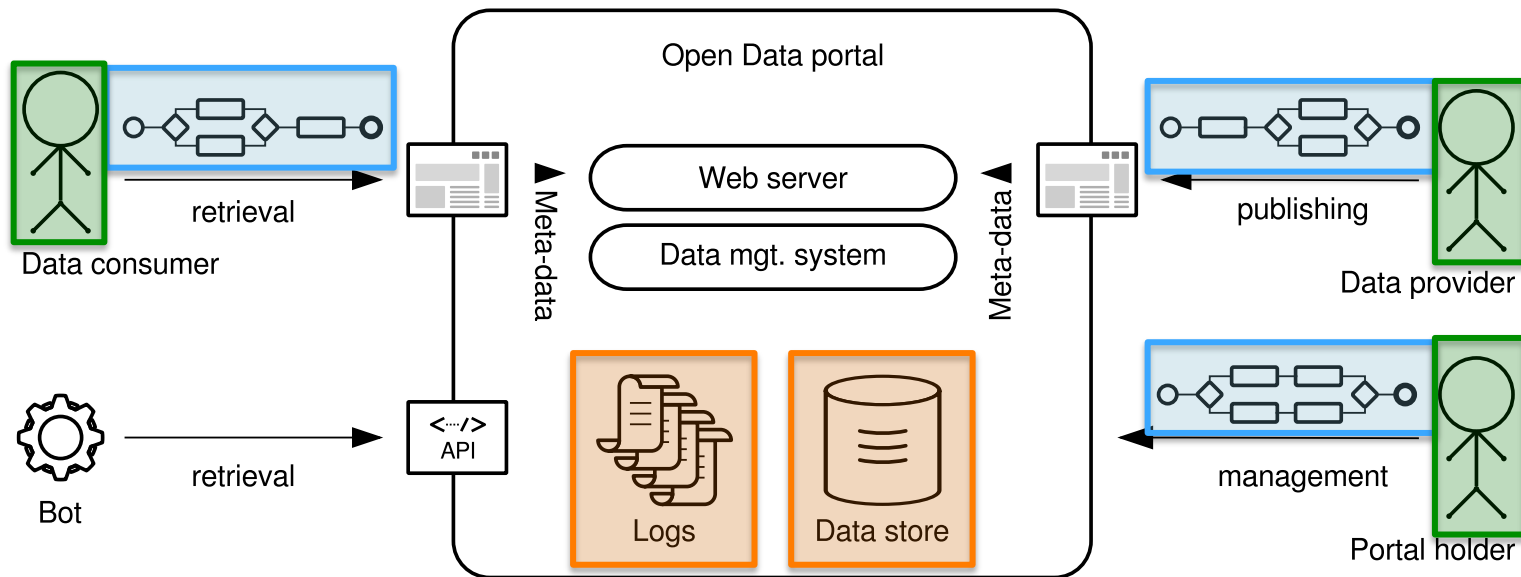
- internal processes
- submitted POST content, pagination, user filters
- PiWiki (Google Analytics)

- **Data store content**

- actual data of the store (iff uploaded)



FROM A BUSINESS PROCESS PERSPECTIVE



Actors

Processes

Data

1. **discovery** and characterisation of user interaction behaviours

- Define processes: *search, browse, filter*
- Mine patterns/sequences (*search-> filter-> browse*)

2. **understanding** of the interplay among the different interaction behaviours

- Understanding processes:
search refinement, finding related datasets,



- Interaction design
 - **Adaptive User Interface**
 - *new filter, rearranging results*
 - **Change monitoring, usage audit and control**
- Data quality
 - **Meta-data cleaning, enrichment and reachability improvement**
 - *New tags, identify misleading information,*
 - **Data aggregation**
 - *Identify related data (commonly accessed)*

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