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

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OPEN DATA PORTALS (ODP)

Non-profit data marketplace

Consumers

Publishers

ckan

Socrata

Making Data Social™
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
AVAILABLE DATA

- **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
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,*
OPTIMISATIONS

- 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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