

A Workflow Glossaryⁱ

Activity: the actual performance of a work item by a resource as part of a particular case

Actor: a principal or a contractor

Synonyms: agent, player, role player, user, work performer, workflow participant

Assignment: the work that a person or machine has been ordered to perform

Case: a specific or abstract object that is in the process of being produced

Synonyms: job, product, service, item, deal, project, service, process cycle, assignment, workflow instance, process instance

Case Attribute: the specific characteristics of a case

Case State: the representation of the internal conditions defining the status of a case at a particular point in time

Synonyms: process state

Case Type: the grouping of similar cases

Conditions: the requirements that must be met before an activity can take place

Contractor: a person who is assigned a task

Synonyms: comaker, outsourcer, resource

Parallel: of or pertaining to the simultaneous performance of two or more tasks related to a specific case

Principle: the person (customer or boss) that assigns or outsources work to a resource

Process: a number of tasks that need to be carried out and a set of conditions that determine the order of the tasks

Synonyms: procedure, project

Resource: the generic name for a person, machine, or groups of persons or machines that can perform specific tasks

Synonyms: contractor

Selection: a point in a process when two or more tasks can be chosen from

Sequence: two or more tasks that must be performed in a strict order

Synchronization: a point in a process when multiple tasks must complete before the procedure can continue

System: all those people, machines, and computerized information systems that carry out particular processes

Task: 1. a logical unit of work that is carried out as a single whole by one resource
2. a process that cannot be subdivided any further: an atomic process.

Synonyms: activity, work assignment, work item

Work Item: an actual piece of work to be carried out in the context of an activity within a case

Synonyms: element, task, work, work object

Workflow Management System: a class of information systems that make it possible to build a bridge between people's work and computer applications.

Synonyms: WMS, WFMS

ⁱ Compiled from *Workflow Management* by Wil van der Aalst and Kees van Hee and [Workflow Management Coalition Terminology & Glossary](#) by The Workflow Management Coalition.