Publicação: Eliciting intrinsic knowledge in the business processes of electronic government with UML extensions

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Abstract.

The use of Unified Modeling Language (UML) extensions as a technique for knowledge modeling is a domain still little explored in literature. Although UML was originally designed to assist in systems modeling, its application has been extended to business and knowledge modeling. This paper demonstrates the application of UML extensions on the elicitation of the knowledge that is intrinsic to the business processes of electronic government that will be available on digital TV. Based on the understanding that: (i) knowledge of e-government is inherent in the applications available to the citizen, (ii) these applications aggregate content and services, and (iii) business processes result in products or services that are available for the citizen; this study seeks to, through the use of diagrams proposed by Eriksson and Penker, elicit the knowledge intrinsic to business processes, facilitating the development of applications destined to digital TV.

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