ABSTRACT

PROCESS MORT SYSTEM AND SIMULATION METHOD

There is provided a process management support system and the like which supports searching continuously a business process appropriate to a change of the external environments.

The system defines an action of a CLIENT 103 as a mode of progress of client operations (COPs), and correlates each COP to each SERVICE 104 of a service provider 101. In a simulation, the COP to be executed is specified based on the defined mode of progress of COPs, and a request for the SERVICE 104 is made occur from the specified COP under a predetermined condition. Then, each time the request occurs, the SERVICE 104 correlated to the specified COP is provided to the CLIENT 103 from which the request occurred.

Fig. 1