**1)** As consultant of myLibro Plc. you were engaged to reorganize the process concerning business trips. For a basis you first want to ascertain the actual process. Therefore you question not only Mrs. Roofer, who does a lot of traveling because of her job in the sales department, but also the young secretary, Mrs. Kermit, who receives requests of employees for approval by the manager.

Interview with Mrs. Roofer:  
*When a business trip is necessary, I make an application for a business trip, which I hand in at the secretary's office for approval. The application is normally approved by the manager after a while and comes back again to my post box. Then I ask around whether our company car is available. If it is available, I book it, otherwise I order a rental car. At the date of the business trip, it is realized and at the end of it the accounting takes place. Is a business trip not approved, I check whether I have to discard it, and, for example, integrate it into another business trip some time. Otherwise I go over the part of reasoning in particular and hand it in at the secretary's office once more.*

Interview with Mrs. Kermit:  
*If an employee places a request for a business trip, I check at first whether the business trip is in accordance with the requirements for business trips of myLibro Plc. Then I hand in the request with a respective note at the manager's office. Only if the business trip is accepted, I make a note of the employee and period of the business trip into the presence file. I put the request, approved or re-jected, into the pigeon hole of the employee.*

Model the process as an event-driven process chain EPC (leave out organizational units)!