

Business Process Management

Model paper

Answer All Questions

Question 01.

Event Management firm offering consultancy services to clients

Evento is a reputed firm that provides event management advises to individual clients or organizations. The clients can ask for advices from event management consultants at Evento whenever they need them.

When a client request on advices is received, the related consultant provides the requested advice and update the customer's inquiry data base. Then he puts the billable hours in the customer's time sheet data base. At the end of client's event, the accountants' clerk of Evento determines the billable hours based on time sheets and creates the invoice and post it to client. Client can then post the acceptance of invoice back to the accounts' clerk. The accounts' clerk should receive the payment from the client within 14 days after receiving the invoice acceptance. If the payment is not received after 14 days the accountants' clerk reminds the client. When the payment is received the invoice is settled and invoice database is updated. Each month a financial report is generated using the completed invoice details.

With respect to the above process, answer the following questions:

1. Who are the actors in this process?
(03 marks)
2. Identify the data objects of this scenario.
(05 marks)
3. Model the as-is process of the above scenario using the BPMN 2.0 standards.
(20 marks)
4. Identify two (02) performance measures that can be attached to this process.
(04 marks)
5. Identify two (02) issues that this process might have.
(04 marks)
6. Given the issues identified in part 5, suggest two (02) possible changes do you think could be made to this process in order to address these issues?
(04 marks)

Question 02.

1. Describe the need of Business process management in enterprises.
(04 marks)
2. Answer the following questions regarding the BPM lifecycle.
 - a. Briefly describe the stages in BPM lifecycle.
(06 marks)
 - b. Identify the outcomes of each stage identified in part a.
(06 marks)
3. Identify four (04) Stakeholders in the BPM lifecycle
(04 marks)

Question 03.

1. Describe how you can define the scope of the business processes that are to be managed.
(04 marks)
2. Does an assessment of the importance, dysfunction, and feasibility always point you to the same processes to be actively managed?
(05 marks)
3. Imagine you are involved in a BPM project conducted for a garment wholesaling business.
 - a. Identify core, support, and management processes of this business.
(06 marks)
 - b. Design the process architecture model of this business.
(05 marks)

Question 04.

1. Process serves as a tool for the understanding, improvement and management of business processes. Identify two (02) qualitative process analysis techniques and two (02) quantitative process analysis techniques.

(04 marks)

2. Briefly explain the concept “resource utilization”.

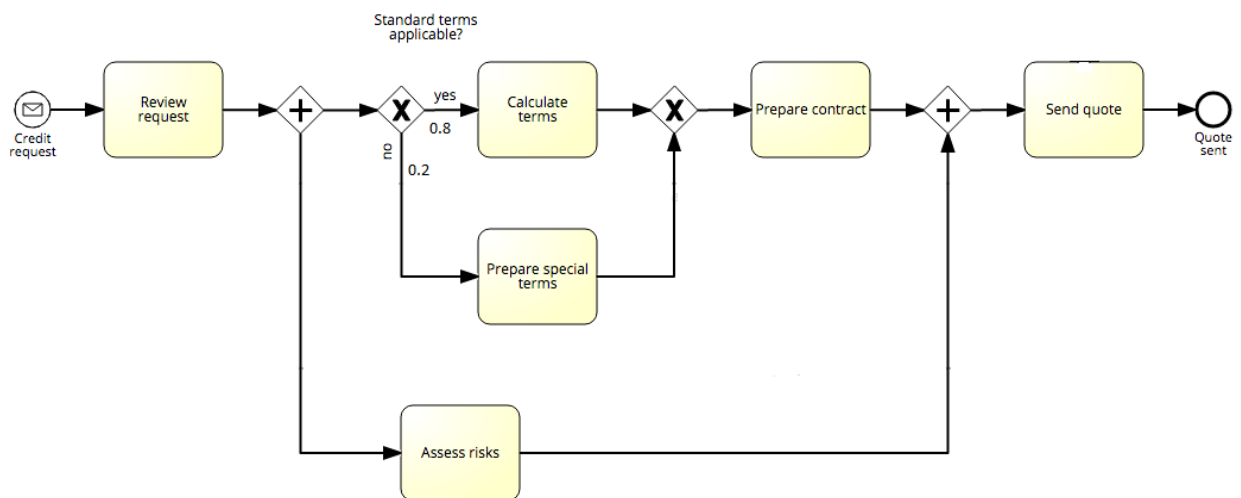
(02 marks)

3. Explain the relationship between resource utilization and the waiting time of a business process.

(03 marks)

4. Following diagram displays a quotation handling process of a bank. The participants spend below mentioned time periods in respective activity. Calculate the cycle time of this process.

Activity	Time
Review request	1 day
Assess risks	5 days
Calculate terms	1 day
Prepare special terms	4 days
Prepare contract	2 days
Send quote	1 day



(10 marks)
