Business Process analysis

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Research purpose

To gain insight into what a process is, describe the process our software affects and visualise said process.

Research methods

This research was done following the DOT framework. The following methods were used:

-Literature study

Business process

What is a business process?

A business process involves the steps required to produce a product or service. A process like this can often be seen visualised in a flowchart.
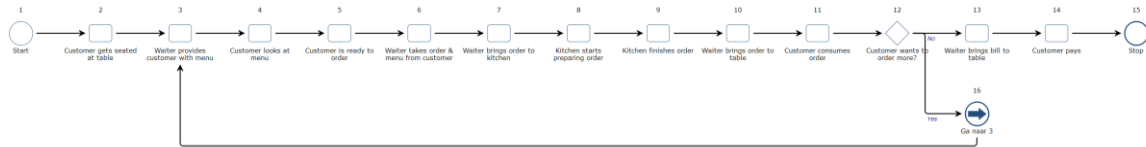
How does a business process relate to a software application

A business process relates to a software application in the way that a software application always supports, facilitates or automates a business process.

Business process & project

Business process visualised

The business process in my group project is the ordering in a restaurant. This can be visualised as follows:

Roles of people involved in the process

The people involved in this process are:

The customer: wants to eat food.
The waiter: interacts with the customer, facilitating the process of ordering and receiving food.
The kitchen staff: receives order and produces food.

Business process & software visualised

Our software makes it possible for customers to browse the menu themselves and place orders without the need of a waiter to start the process. In addition the waiter is no longer involved in the payment of orders.

A possible failure point however is that the menu could not load, due to the menu itself being offline or due to the customer not having a stable internet connection. The process with software looks like this: