

# Unit 10 Seminar - Using BPMN/UML

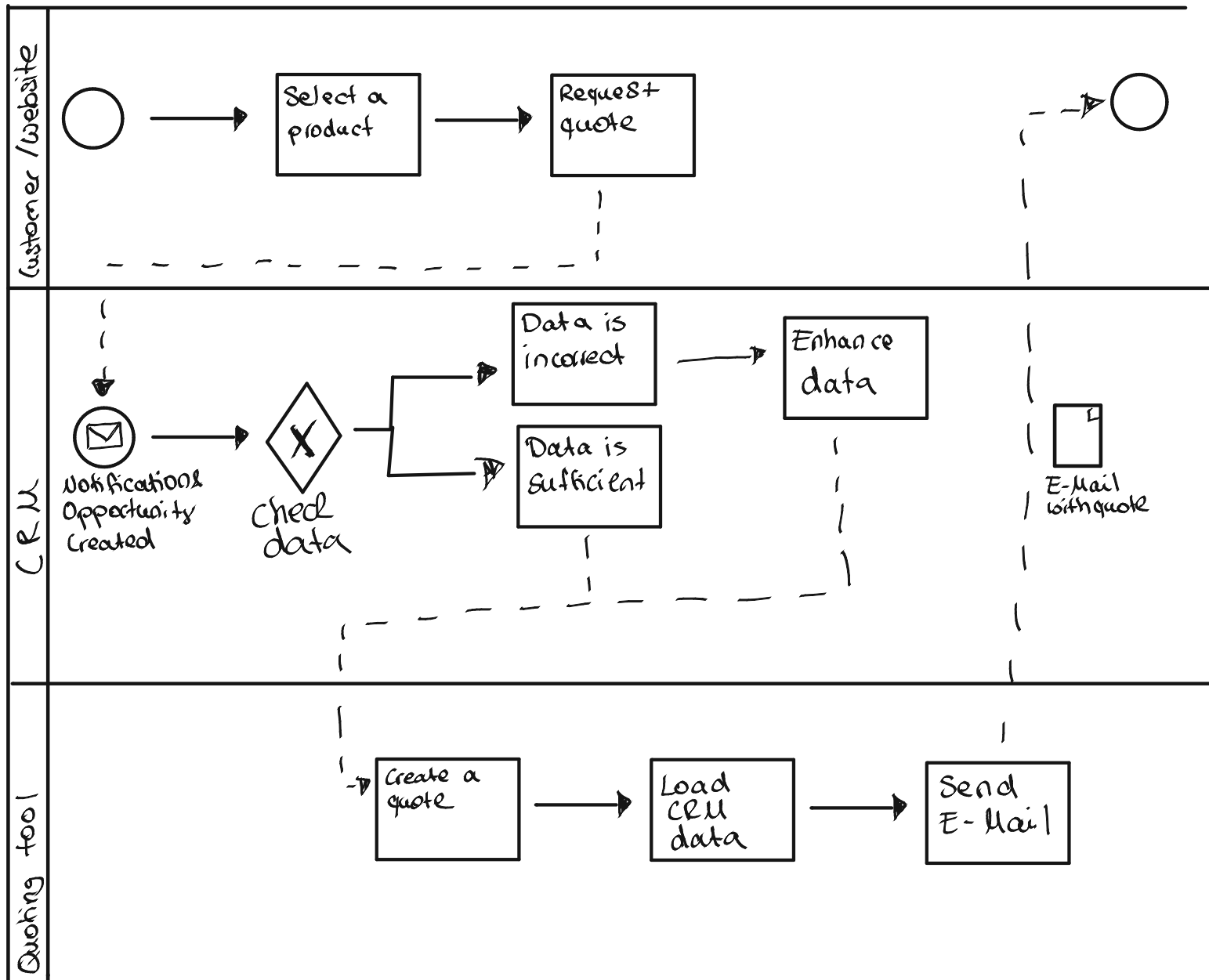
## Preparation for this week's seminar

1. Choose a **non-digital** business process (based on the example provided in Unit 9's lecturecast) and create a flow chart of its digital transformation. Why is the digital version better – justify your answer.
2. Represent your **digitalised** process, using BPMN/UML notation, and be prepared to share your design at this week's seminar; and
3. Create a one-page outline of your proposed reflection (due at the end of Unit 12). This should be a high-level outline, containing titles and brief summaries of each page only. You will be given a maximum of 5 minutes to discuss your outline in this week's seminar.

Your tutor will allocate you into groups (those who ~~who~~ agreed with your selection) during this week's seminar in preparation for the group task seminar in Unit 12.

## Learning Outcomes

- Review what is meant by EIT and how it differs from business computing and Industry 4/5.0.
- Discuss various techniques and approaches including the increased use of automation and how digital information is changing the face of Enterprise IT.
- Review emerging trends in EIT including the effect of Web 3.0, Artificial Intelligence and the increasing risks of Cyber Security threats.



# Requesting a Quote via E-Mail

Customer sends  
E-Mail to  
Sales Backoffice



Employee sorts  
E-mails to  
respective Product  
Area



Employee creates  
(Customer) & Opportunity  
in CRM system



Employee writes  
quote in quoting  
system



Employee downloads  
PDF quote



Employee writes  
E-Mail & sends  
the quote to the  
customer

Customer selects  
product on website  
& presses button  
"Request quote"



Opportunity is  
automatically created  
in CRM & respective  
employee is notified



Quote is created  
in quoting tool &  
sent out automatically

⊕ Faster process

⊕ Less manual  
tasks needed

⊕ Less mistakes

⊕ More customer  
satisfaction