A case is described together with a process (AS IS). In some cases, the TO BE process is also provided, in others a proposal must be made. From what has been described the following steps have to be taken:

1. **Organizational Model:** list roles or organizational units involved
2. **Functional Model:** design and model the TO BE process using BPMN + UML class diagram
   a. List the key processes. For each process define name, input, output, description, main organizational units or roles involved

   Processes

Name	input	output	description	OU involved

   b. Select one (or more) processes among the ones listed in the previous question and define a BPMN process model for it (for them). Use and external tool (ex camunda) for defining the process model, and load a file (jpg, png, pdf, html) with the model
   c. Describe key concepts and their relationships using UML class diagram. Use an external tool (ex StarUml, Astah or any other) and load a file (jpg, html, pdf, png) with the model

3. **A) IT Model / Technological model:** describe the hardware architecture of the system using UML deployment diagram. Use an external tool (ex StarUml, Astah or any other) and load a file (jpg, html, pdf, png) with the model
   B) Business rule: define (in English, or formally) at least one business rule for the process(es)
4. **Define the KPIs**, considering these high-level business goals (or CSF), CSF1 *csf*, CSF2 *csf*. If needed, also define indicators that are not KPIs.

   KPIs

CSF	KPI category	KPI name	Definition	Unit of measure

5. **Compare the previous and the current situation**, using the KPIs defined above

   Comparison

KPI name	AS IS	TO BE

6. Considering *entity/entities* and the infrastructure it/they must build or acquire for the TO BE, **define the software functions needed** (starting from the BPMN activities you have identified in question 2).

   Software functions

Process / activity	Software functions needed

7. Considering the comparison in point 5 **summarize pros and cons for the actors** in the TO BE situation (add actors if needed)

   Comparison

Actor name	PROS	CONS
..		
..		

Then there are 5 questions.

TIME: 2h