

Individual Modeling Assignment #2 - Garden State Associates (F23)

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Consider the case of Garden State Associates (GSA), which is a management consulting firm specializing in process automation and redesign. They work with SJ Professionals (SJP) who provides additional staffing resources, when needed. The Chief Operations Officer (COO) feels GSA's project on-boarding process is inefficient and ineffective and would like your help in fixing it.

Here is the **As-Is** process:

When the Project Manager for GSA receives a consulting engagement proposal from a potential customer, it will go through the following procedure:

1. The Project Manager (PM) and the COO review the proposal and log the proposal for tracking purposes.
 2. The Resource Manager will identify the staff resources (consultants, designers, technicians, etc.) required for the proposal, based on proposal outcomes.
 3. The Resource Manager will check the availability of qualified staff resources from within GSA.
 4. If staff resources are available from within GSA then the Project Manager will create an internal project and assign the staff resources to the project.
 5. If staff resources are not available within GSA then the Resource Manager will contact SJP for the availability of staff resources for the project.
 6. If SJP is not able to provide staffing resources, then the Project Manager will contact the customer to find out if they can wait for resources to become available.
 7. If the customer can wait, then the Project Manager will schedule the work for a future assignment.
 8. If customer cannot wait, then the Project Manager will escalate the request to the COO for resolution.
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- **Pools & Swimlanes:**

1. Create a pool labeled "GSA".
2. Within "GSA":
3. Create a swimlane labeled "Project Manager".
4. Create a swimlane labeled "COO".
5. Create a swimlane labeled "Resource Manager".
6. Create a black box pool labeled "Customer" and "SJ Professionals (SJP)".

- **Customer Pool (Black Box):**

1. Events: Start Event: "Send Consulting Proposal".
2. Message Flows: From the "Send Consulting Proposal" Start Event to "Receive Consulting Proposal" task in the "Project Manager" swimlane.

- **Project Manager Swimlane (within GSA pool):**

1. Activities:
 - 1.1. User Task: "Receive Consulting Proposal".
 - 1.2. User Task: "Review Proposal with COO".
 - 1.3. User Task: "Log Proposal for Tracking".
 - 1.4. User Task: "Create Internal Project & Assign Resources"
 - 1.5. User Task: "Escalate to COO" (activated if SJP can't provide and customer can't wait).
2. Gateways:
 - 2.1. Exclusive Gateway: Decision on resource availability
3. Sequence Flows:
 - 3.1. From "Receive Consulting Proposal" to "Review Proposal with COO", then to "Log Proposal for Tracking".
 - 3.2. From the gateway either to "Create Internal Project & Assign Resources" (if resources available) or the "Identify Staff Resources" task in the "Resource Manager" swimlane (if not).

- **COO Swimlane (within GSA pool):**

1. Activities:
 - 1.1. User Task: "Resolve Unavailability Issue" (triggered if escalated by the Project Manager).
2. Events: End Event: Concludes after "Resolve Unavailability Issue".

- Resource Manager Swimlane (within GSA pool):
 1. Activities: User Task with Multiple Instances Marker: "Identify Staff Resources".
 2. User Task with Multiple Instances Marker: "Check Availability of Staff Resources Within GSA".
 3. Send Task: "Contact SJP for Staffing" (activated if no resources available).
 4. Gateways: Exclusive Gateway: Decision post "Check Availability of Staff Resources Within GSA".

- SJP Pool (Black Box):
 1. Events: Message Start Event: "Receive Staffing Request".
 2. Message End Event: Respond to GSA about resource availability.
- Sequence Flows: Depending on the outcome, a sequence from the start event to the end event.
 3. Message Flows: From "Contact SJP for Staffing" in "Resource Manager" swimlane to "Receive Staffing Request" in SJP pool.
 4. Based on the decision in SJP pool, a message flow back to either the Resource Manager or directly to the "Project Manager" swimlane in the GSA pool.

- End Events:
 1. After each final task or outcome, for instance:
 2. After "Create Internal Project & Assign Resources" in the "Project Manager" swimlane.
 3. After "Resolve Unavailability Issue" in the "COO" swimlane.

Below is the Diagram:

