**SLAs, KPIs and BPMN for the Digital Transformation of the Enterprises’ IT Business Processes (SUPPLEMENTARY MATERIAL)**

Athanasios G. Lazaropoulos \*

\*Corresponding author: [AGLazaropoulos@gmail.com](mailto:AGLazaropoulos@gmail.com)

**1.0 THE MATLAB / OCTAVE SIMULATION CODE**

In this Supplementary Material document, the MATLAB / Octave simulation code of BPMN IT business process of Figure 2 of the main manuscript is given (Lazaropoulos, 2022). The potential reader and the researcher can experiment with the MATLAB / Octave simulation code in (Tutorialspoint, 2022). The MATLAB / Octave simulation code has been built in a stepwise approach of this paper. In case the Researcher uses the MATLAB / Octave simulation code of this Supplementary Material paper, please cite the research article. Note that the simulation process of the MATLAB / Octave simulation code of this Appendix has been selected to perform 1,000 simulations for preventing the exceedance of the buffer length of the compiler of (Tutorialspoint, 2022).

Please cite the main manuscript of (Lazaropoulos, 2022) after using the MATLAB / Octave simulation code.

**REFERENCES**

Lazaropoulos, A. G. (2022). SLAs, KPIs and BPMN for the Digital Transformation of the Enterprises’ IT Business Processes. *International Journal of Synergy in Engineering and Technology,* vol. 3, no. 2, pp. 103-142, Dec. 2022. [Online]. Available: <https://tatiuc.edu.my/ijset/index.php/ijset/article/view/135>

Tutorialspoint, 2022: <https://www.tutorialspoint.com/execute_matlab_online.php>