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

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**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 (Lazaropoulos, 2022)**. 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).

**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>