

Business Process Technologies

ST2

Sheet 1: BPM & BPMN

1 BPM – Definitions (6 points, max. 0.5 pages)

- a) Please look up 3 definitions of BPM including the source.
- b) Which one fits best in your opinion? Why?

2 Business Process modelling with BPMN (10 points)

Please create a simple and understandable BPMN model which reflects the following scenario

a) **As-Is**

Please separate the processes in 2 process areas (using Value Chain Diagrams):

- Incident Management
- Incident Administration (only in As-Is)

b) **To-Be Processes.**

Please upload the results as PDF

As-Is-Process

A company offers instant service for computer problems for business users. When a user in a company has a problem, they call a **hotline number**. There an IT specialist tries to solve the problem on the phone (for no cost). If it's not possible to solve the problem on the phone, **he/she makes a note on a paper and forwards it to the dispatcher who calls a service technician** to visit the customer. In most cases he has to contact multiple service technicians since they are occupied at a customer.

The service technician visits the customer and normally solves the problem. He writes down the time and cost of his visit on a sheet of paper which has to be signed by the customer.

At the end of the week, the service technician hands over all his time/cost-sheets to the office where an administrative clerk has to type it in the SAP system.

To-Be-Process

For the future it is planned that the IT specialist notes the problem in a trouble ticket system when he cannot solve it on the phone. The service technicians are equipped with mobile devices and look for unsolved tickets when they are finished with a customer or have spare time. When they find a suitable ticket they “grab” it and visit the customer. Time and cost are directly entered in the mobile device and are automatically transferred to the SAP system.