Business Process Technologies

ST2

Sheet 2: BPM Analysis

1 Process Analysis and Simulation (5 Points)

Please create a "Ressource Consumption Analysis Report" in Signavio for the Back Office Processes (Roles IT Specialist and Dispatcher) in the **As-Is process**.

How many persons are needed for the above mentioned roles?

Upload the generated report sheet!

Assumptions:

- Service Calls: 50 per day (365 days a Year)
- Time for initially handling the call: 5 min
- 70 % can be solved on the phone
- Time for explaining the solution: 5 min
- Time for creating & forwarding the problem description: 10 min
- Time for calling a service technician & explaining the problem: 10 min (Role Dispatcher)
- 8 hours worktime a day, 220 days per year, 0 % loss