Process documentation

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Diagram Type	Business Process Diagram (BPMN 2.0)
Path	Shared documents / SAP-SAM
Author	Marvin Völter
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Diagram Link	https://academic.signavio.com/p/editor?id=9ab17777e7cc427789127a2bbbdeb34f

1.1 Diagram
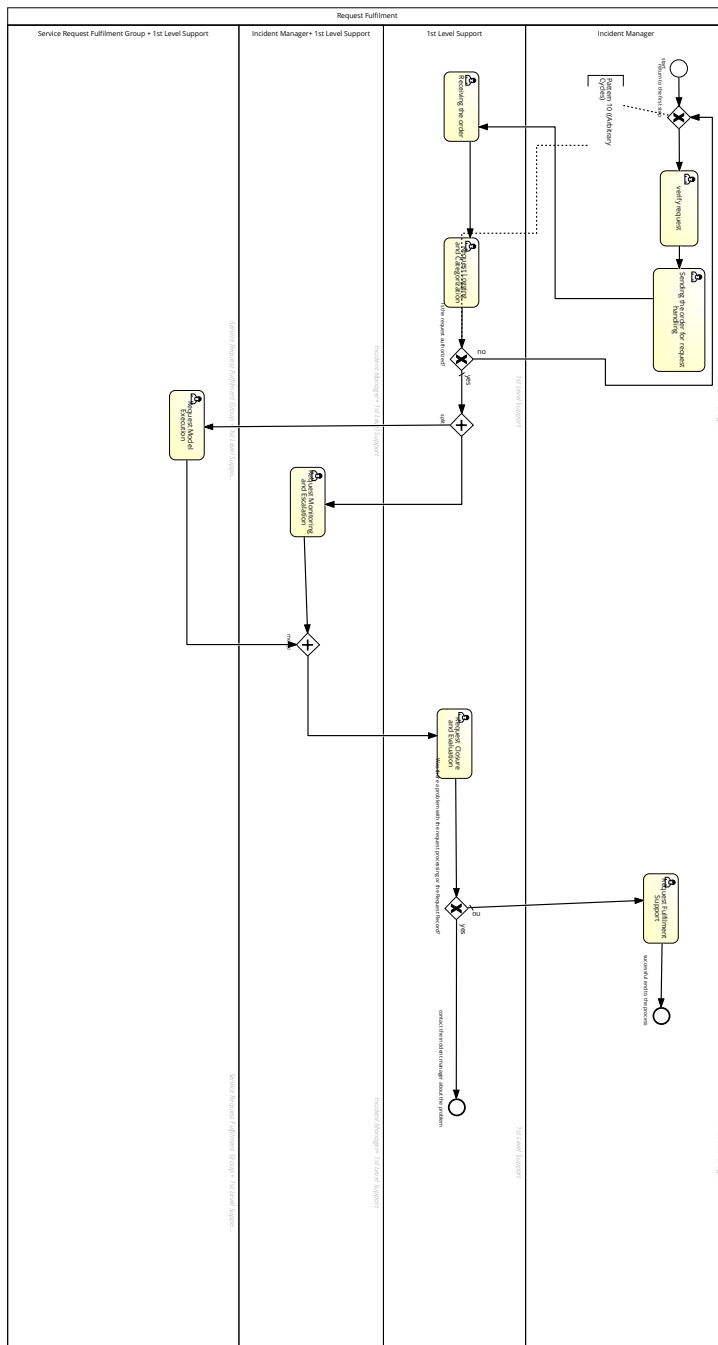
1.2 Elements

Process elements

start

Start Event

Organization units: Request Fulfilment - Incident Manager

return to the first step

Exclusive (XOR) Gateway

Organization units: Request Fulfilment - Incident Manager

verify request

Task

Organization units: Request Fulfilment - Incident Manager

Task type: User

Sending the order for request handling

Task

Organization units: Request Fulfilment - Incident Manager

Task type: User

Receiving the order

Task

Organization units: Request Fulfilment - 1st Level Support

Task type: User

Request Logging and Categorization

Task

To record and categorize the Service Request with appropriate diligence and check the requester's authorization to submit the request, in order to facilitate a swift and effective processing

Organization units: Request Fulfilment - 1st Level Support

Task type: User

Is the request authorized?

Exclusive (XOR) Gateway

Organization units: Request Fulfilment - 1st Level Support

split

Parallel Gateway

Organization units: Request Fulfilment - 1st Level Support

Request Monitoring and Escalation

Task

To continuously monitor the processing status of outstanding Service Requests, so that counter-measures may be introduced as soon as possible if service levels are likely to be breached.

Organization units: Request Fulfilment - Incident Manager+ 1st Level Support

Task type: User

Request Model Execution

Task

To process a Service Request within the agreed time schedule

Organization units: Request Fulfilment - Service Request Fulfilment Group + 1st Level Support

Task type: User

merge

Parallel Gateway

Organization units: Request Fulfilment - Incident Manager+ 1st Level Support

Request Closure and Evaluation

Task

To submit the Request Record to a final quality control before it is closed. The aim is to make sure that the Service Request is actually processed and that all information required to describe the request's life-cycle is supplied in sufficient detail.

Organization units: Request Fulfilment - 1st Level Support

Task type: User

Was there a problem with the request processing or the Request Record?

Exclusive (XOR) Gateway

Organization units: Request Fulfilment - 1st Level Support

Request Fulfilment Support

Task

To provide and maintain the tools, processes, skills and rules for an effective and efficient handling of Service Requests

Organization units: Request Fulfilment - Incident Manager

Task type: User

successful end to the process

End Event

Organization units: Request Fulfilment - Incident Manager

contact the incident manager about the problem

End Event

Organization units: Request Fulfilment - 1st Level Support

Organization units

1st Level Support

Lane

Organization unit: Request Fulfilment

Incident Manager

Lane

Organization unit: Request Fulfilment

Incident Manager+ 1st Level Support

Lane

Organization unit: Request Fulfilment

Request Fulfilment

Pool

Process type: NONE

Service Request Fulfilment Group + 1st Level Support

Lane

Organization unit: Request Fulfilment