



# Process documentation

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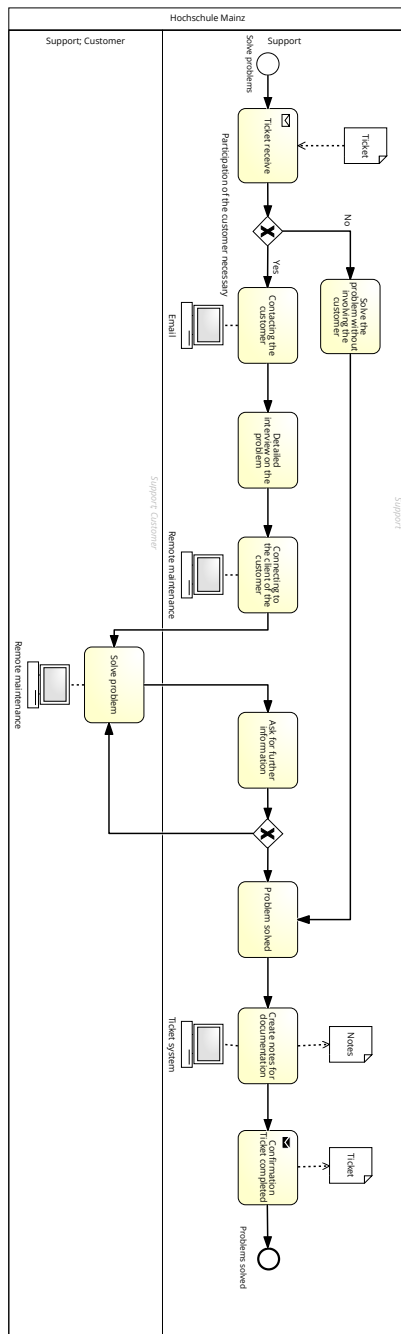


# 1 15\_model

<i>Diagram Type</i>	Business Process Diagram (BPMN 2.0)
<i>Path</i>	Shared documents / SAP-SAM
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# 1.1 Diagram



## 1.2 Elements

### Process elements

#### Solve problems

*Start Event*



Organization units: Hochschule Mainz - Support

### **Ticket receive**

*Task*

Organization units: Hochschule Mainz - Support

Data objects: Ticket

*Task type:* Receive

### **Participation of the customer necessary**

*Exclusive (XOR) Gateway*

Organization units: Hochschule Mainz - Support

### **Solve the problem without involving the customer**

*Task*

Organization units: Hochschule Mainz - Support

### **Contacting the customer**

*Task*

*Via Email, Telefon, Chat, vor Ort*

Organization units: Hochschule Mainz - Support

IT Systems: Email

### **Detailed interview on the problem**

*Task*

*Was, wann, wie, welche software/hardware*

Organization units: Hochschule Mainz - Support

### **Connecting to the client of the customer**

*Task*

*Remotesitzung aufbauen*

Organization units: Hochschule Mainz - Support

IT Systems: Remote maintenance

### **Solve problem**

*Task*

Organization units: Hochschule Mainz - Support; Customer

IT Systems: Remote maintenance

### **Ask for further information**

*Task*

*Telefon, Email, Chat, vor Ort*

Organization units: Hochschule Mainz - Support

### **Exclusive (XOR) Gateway**

*Exclusive (XOR) Gateway*

Organization units: Hochschule Mainz - Support

### **Problem solved**

*Task*



Organization units: Hochschule Mainz - Support

### Create notes for documentation

*Task*

*Notizfunktion Ticketsystem*

Organization units: Hochschule Mainz - Support

Data objects: Notes

IT Systems: Ticket system

### Confirmation Ticket completed

*Task*

Organization units: Hochschule Mainz - Support

Data objects: Ticket

*Task type:* Send

### Problems solved

*End Event*

Organization units: Hochschule Mainz - Support

## Organization units

### Hochschule Mainz

*Pool*

*Process type:* NONE

### Support; Customer

*Lane*

Organization unit: Hochschule Mainz

### Support

*Lane*

Organization unit: Hochschule Mainz

## Data / IT-Systems

### Email

*IT System*

### Notes

*Data Object*

### Remote maintenance

*IT System*

### Remote maintenance

*IT System*

### Ticket

*Data Object*

### Ticket



*Data Object*

**Ticket system**

*IT System*