



Process documentation

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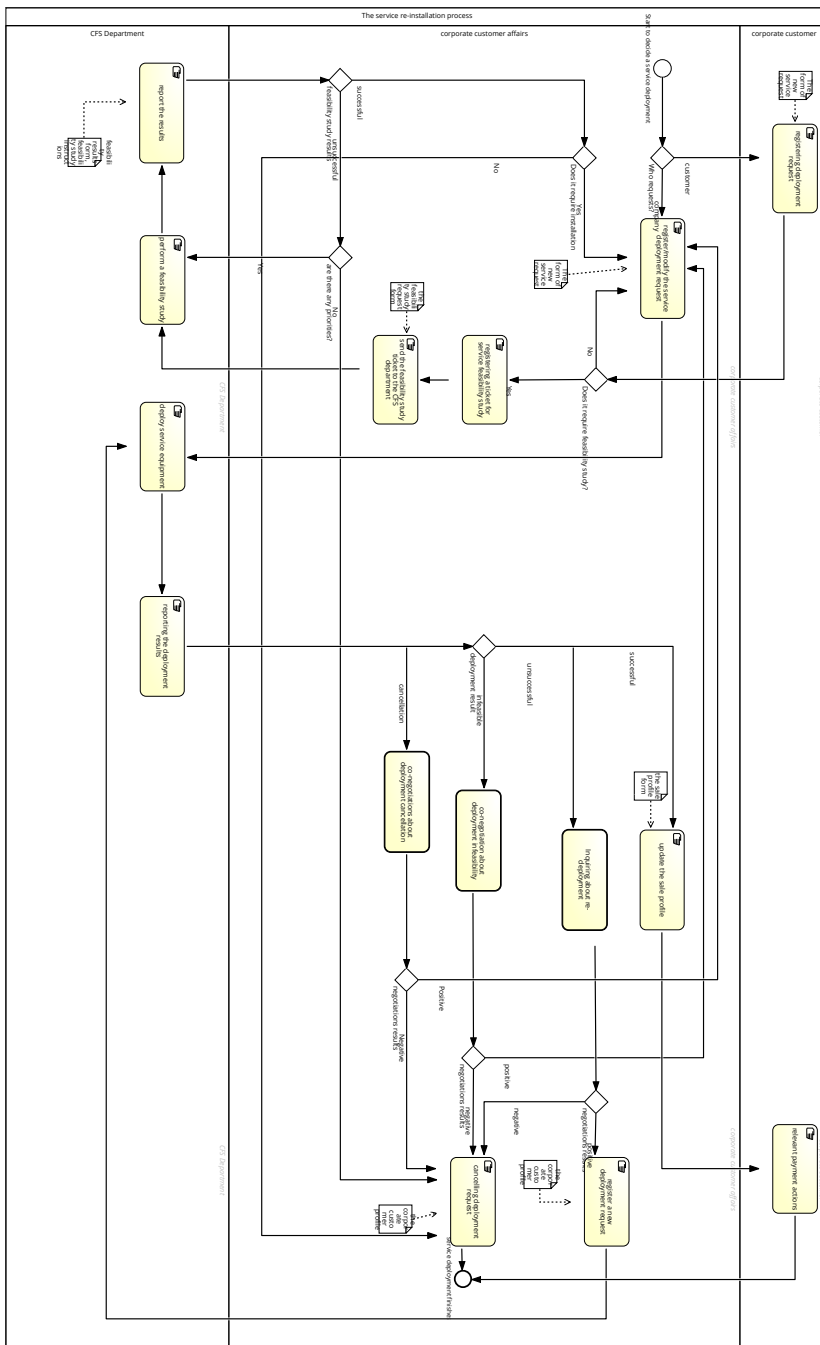


1 46_model

<i>Diagram Type</i>	Business Process Diagram (BPMN 2.0)
<i>Path</i>	Shared documents / SAP-SAM
<i>Author</i>	Marvin Völter
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<i>Diagram Link</i>	https://academic.signavio.com/p/editor?id=e78e66a03ad44b88b43c877101fdcf7f



1.1 Diagram



1.2 Elements

Process elements

Start to decide a service deployment

Start Event



Organization units: The service re-installation process - corporate customer affairs

Who requests?

Exclusive (XOR) Gateway

Organization units: The service re-installation process - corporate customer affairs

registering deployment request

Task

registering the service installation request

Organization units: The service re-installation process - corporate customer

Data objects: The form of new service request

Task type: Manual

Does it require feasibility study?

Exclusive (XOR) Gateway

Organization units: The service re-installation process - corporate customer affairs

registering a ticket for service feasibility study

Task

registering a ticket for service feasibility study

Organization units: The service re-installation process - corporate customer affairs

Task type: Manual

send the feasibility study ticket to the CFS department

Task

turning the case of feasibility study request to the CFS department

Organization units: The service re-installation process - corporate customer affairs

Data objects: the feasibility study request form

Task type: Manual

perform a feasibility study

Task

performing a feasibility study based on instructions

Organization units: The service re-installation process - CFS Department

Task type: Manual

report the results

Task

reporting the feasibility study results to all beneficiaries

Organization units: The service re-installation process - CFS Department

Data objects: feasibility results form, feasibility study instructions

Task type: Manual

feasibility study results

Exclusive (XOR) Gateway



Organization units: The service re-installation process - corporate customer affairs

Does it require installation

Exclusive (XOR) Gateway

Organization units: The service re-installation process - corporate customer affairs

are there any priorities?

Exclusive (XOR) Gateway

Organization units: The service re-installation process - corporate customer affairs

register/modify the service deployment request

Task

registering/modifying the service installation request and turning the case to the CFS department

Organization units: The service re-installation process - corporate customer affairs

Data objects: The form of new service request

Task type: Manual

deploy service equipment

Task

Organization units: The service re-installation process - CFS Department

Task type: Manual

reporting the deployment results

Task

reporting the installation results to all beneficiaries

Organization units: The service re-installation process - CFS Department

Task type: Manual

deployment result

Exclusive (XOR) Gateway

Organization units: The service re-installation process - corporate customer affairs

update the sale profile

Task

updating the corporate customer's sale profile

Organization units: The service re-installation process - corporate customer affairs

Data objects: the sale profile form

Task type: Manual

relevant payment actions

Task

Organization units: The service re-installation process - corporate customer

Task type: Manual

Inquiring about re-deployment

Task



Inquiring from the customer about re-deployment

Organization units: The service re-installation process - corporate customer affairs

Is a call activity: yes

negotiations results

Exclusive (XOR) Gateway

Organization units: The service re-installation process - corporate customer affairs

register a new deployment request

Task

registering the deployment request and turning the case to the CFS department

Organization units: The service re-installation process - corporate customer affairs

Data objects: the corporate customer profile

Task type: Manual

co-negotiation about deployment infeasibility

Task

negotiating with the customer and addressing the reasons of service installation infeasibility

Organization units: The service re-installation process - corporate customer affairs

Is a call activity: yes

negotiations results

Exclusive (XOR) Gateway

Organization units: The service re-installation process - corporate customer affairs

co-negotiations about deployment cancellation

Task

negotiating with the customer and addressing the reasons of service deployment cancellation

Organization units: The service re-installation process - corporate customer affairs

Is a call activity: yes

negotiations results

Exclusive (XOR) Gateway

Organization units: The service re-installation process - corporate customer affairs

cancelling deployment request

Task

cancelling service deployment request and updating the customer's sale record

Organization units: The service re-installation process - corporate customer affairs

Data objects: the corporate customer profile

Task type: Manual

service deployment finishes

End Event



Organization units: The service re-installation process - corporate customer affairs

Organization units

CFS Department

Lane

Organization unit: The service re-installation process

corporate customer

Lane

Organization unit: The service re-installation process

corporate customer affairs

Lane

Organization unit: The service re-installation process

The service re-installation process

Pool

Process type: NONE

Data / IT-Systems

feasibility results form, feasibility study instructions

Data Object

the corporate customer profile

Data Object

the corporate customer profile

Data Object

the feasibility study request form

Data Object

The form of new service request

Data Object

The form of new service request

Data Object

the sale profile form

Data Object