

CSC401 Lecture 2 Session 2 Summary

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1 BPMN

1.1 Swimlane

What does the entity do? What are the activities performed.

Pools represent a process from the entities perspective. Start to end.

For example, in a Doctor's Office Pool there are two separate roles. Receptionist and Doctors Lanes are created.

Sequence Flows can cross lanes.

Subprocesses are rounded rectangles withing rounded rectangles. Within Subprocesses there doesn't need to be a start-end event. But a normal process flow must have a start-end event.

1.1.1 Pool

Dashed Lines crossing boundaries are message flows. Sequence Flows cannot cross boundaries. The process *is* the sequence flow.

In a message, if there is a specific data being sent, we add the *Data-Object* symbol. We connect the *Data-Object* with the *Association (Dotted Line)* connecting to the *Message Flow Line*

1.1.2 Lanes

To transfer a data object we use a directional *Association* arrow with the Data-Object in the middle.

1.1.3 Subprocesses

Messages can go out of subprocesses. Sequences cannot.

2 Improvement Process

The idea stems from business Process Engineering. Our target is always to increase quality, decrease time and cost (QTC).

2.1 Key Performance Indicators (KPI)

2.1.1