

Information System Modeling and Analysis

BPMN For Online Book Store

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Domain Area

Online book store management

Subject

Delivering online book requests

Description

The following diagram represents the business process mapping of a book store which takes online book requests, and deliver to the customer. The book store is responsible for taking the customer requests, checking the current book database, contacting the manufacturer for the unavailable books, issuing invoice, and delivering the requested books to the customer. It consists of 3 major spheres, such as Delivery, Finance and Sales. First, customer requests a book. Then the book store records the order, and looks for the request. Customer may request more than one book. So, the book store is responsible for delivering all the items which customer has requested. If the books are not listed in the Product Database, then book store contacts the manufacturer for receiving the missing books. If the customer requests are all available, then the book store separates the books of the requests, issues invoice, and delivers the items to the customer. Also the book store confirms delivery and sends the receipt of the customer.

In order to model the business process mapping using the BPMN 2.0, the following elements are listed:

Pools: Customer, Online Selling Process, Manufacturer

Lanes: Online Selling Process consists of 3 lanes, such as Delivery, Finance, and Sales.

Events of Customer: Request book, confirm payment, receive books, acknowledge receipt

Events of Sales: Receive request,

Events of Finance: Confirm receipt

Events of Manufacturer: Receive book list, deliver the books

Tasks of Sales: Record orders into the database (service task), check stock database

Tasks of Finance: Charge issue (service tasks), issue invoice (user task)

Tasks of Delivery: Contact Manufacturer (contains sub-process), separate books of the request (manual task), deliver books to the customer (manual task), confirm delivery (send task)

Object Data Type: Order

