

MEMORANDUM

TO: Dr. Babik, Assistant Professor, James Madison University
FROM: Trevor Hudson
DATE: February 21, 2023
SUBJECT: Modeling the business process of a Customer Making an Order in the Webstore

PURPOSE

The purpose of this memo is to present my analysis and model of a basic process of a customer making an order in the webstore. As a result of this analysis, I developed a high- and low-level process models for a Customer making an order in our webstore to provide a better insight into the function of our website and the customer interaction with it.

PROBLEM

The problem is how to model the process of a customer making an order in the webstore.

MODEL

High-Level Model

A high-level model demonstrates the process from a “higher” perspective if you will. This high-level model shows the sub process that make up the overall customer online ordering process and divides them into “Shopping”, “Shipping”, “Payment”, and “Order Confirmation”. This high-level model acts as a guide for the construction of the low-level model.

Low-Level Model

A low-level model demonstrates the more in-depth view that the high-level model provided us with. In the low-level model it provides more details of the sub-processes previously stated by the high-level model and depicts the intricacies of the process to get a better understanding of how the webstore works with the other actors.

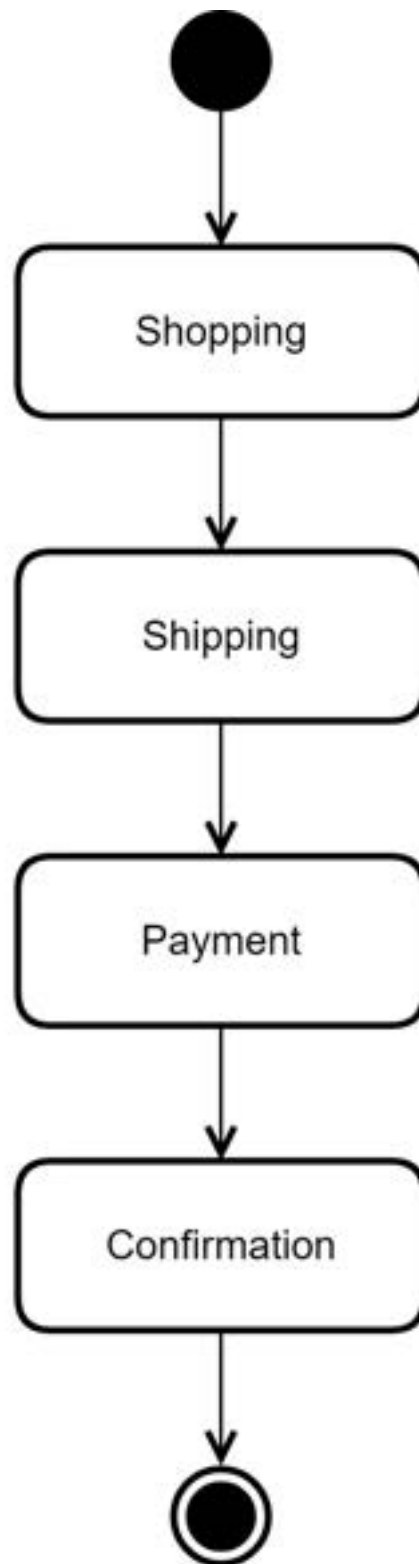
Assumptions

We must assume that the Payment Processing System has a process itself that is beyond the scope of the process being modeled and that it would require an entirely different activity diagram to model it.

CONCLUSION / RECOMMENDATIONS

As a result of this analysis, I developed and presented a high- and low-level process models for a basic process of a customer making an order in our webstore. Now that I understand how to model business processes using activity diagrams, I recommend using this technique to model other processes that I encounter. If I refuse to continue learning and honing this technique, the business could miss out on opportunities to optimize the business process to make it more cost effective and easier to use. As a next step, we will analyze the process to check for improvements that need to be made.

High-level Model for the As-Is Process of a Customer Making an Order in the Webstore (UML Activity Diagram)



Low-level Model for the As-Is Process of a Customer Making an Order in the Webstore (UML Activity Diagram)

