Process documentation

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Diagram Type	Value Chain
Path	My documents / _____BPT_WS_2021 / ServiceProcess / AsIs
Author	Oliver Höß
Revision Number	4
Last modified	28-Oct-2020
Diagram Link	https://academic.signavio.com/p/editor?id=abf269637f60430b997ea91484ea1c5b

1.1 Diagram

1.2 Elements

Process elements

Incident Management

> *Collapsed Process*
>
> *Process link:* 2_Incident_Management (https://academic.signavio.com/p/model/87b7f1b8accc44659ad39316e629c897)

Incident Remedy

> *Collapsed Process*
>
> *Process link:* 3_Incident_Remedy (https://academic.signavio.com/p/model/a9c0e2bb05fa42e693d4a5247e7d8fbd)

Incident Administration

> *Collapsed Process*
>
> *Process link:* 4_Administration (https://academic.signavio.com/p/model/2d2e97c009eb4a3880383ad94676fbf6)
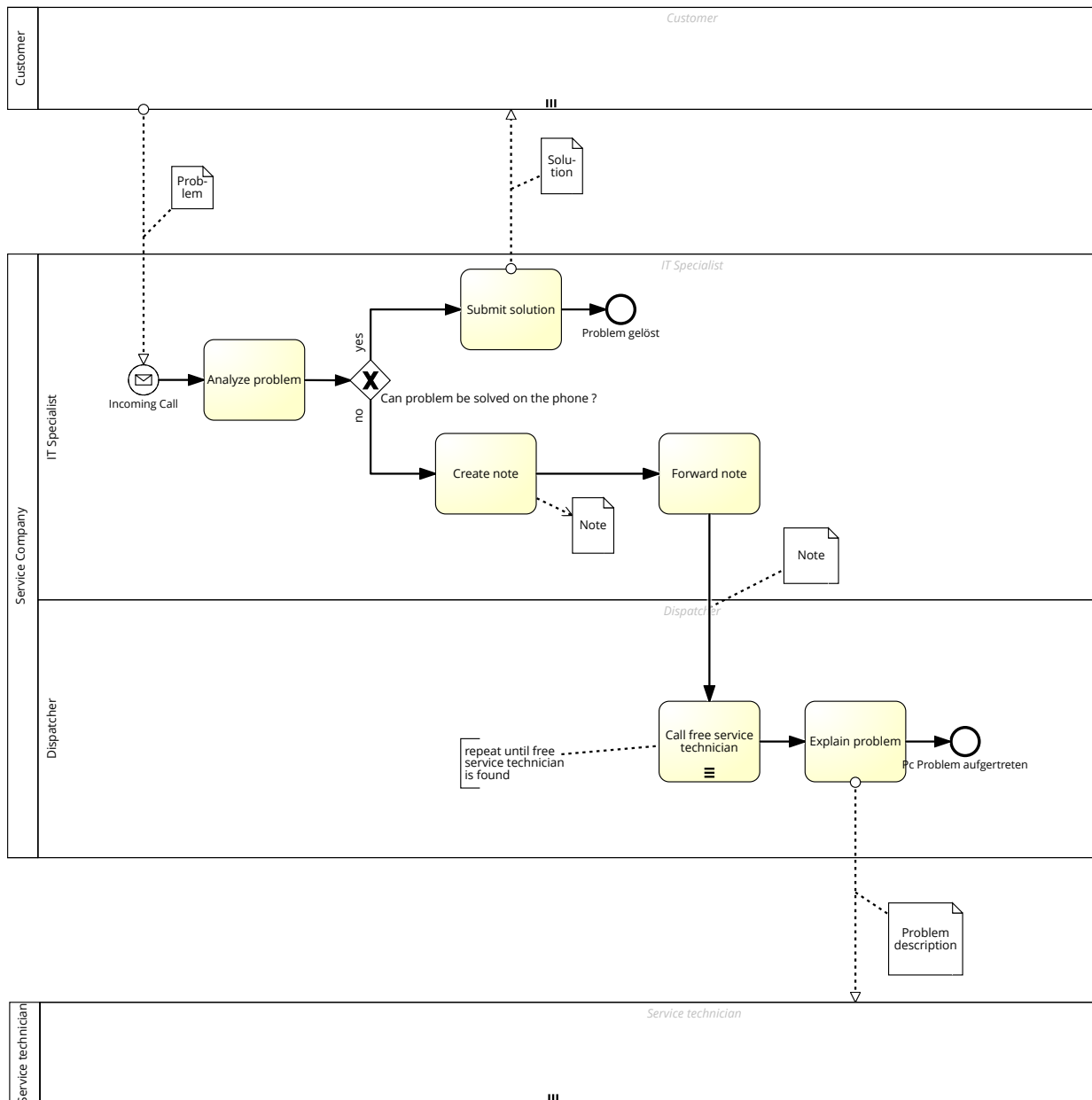
2 2_Incident_Management

Diagram Type	Business Process Diagram (BPMN 2.0)
Path	My documents / _____BPT_WS_2021 / ServiceProcess / AsIs
Author	Oliver Höß
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Diagram Link   https://academic.signavio.com/p/editor?
id=87b7f1b8accc44659ad39316e629c897

2.1 Diagram

2.2 Elements

Process elements

Incoming Call

Start Message Event

Organization units: Service Company - IT Specialist

Analyze problem

Task

Organization units: Service Company - IT Specialist

Can problem be solved on the phone ?

Exclusive (XOR) Gateway

Organization units: Service Company - IT Specialist

Submit solution

Task

Organization units: Service Company - IT Specialist

Problem gelöst

End Event

Organization units: Service Company - IT Specialist

Create note

Task

Organization units: Service Company - IT Specialist

Data objects: Note

Forward note

Task

Organization units: Service Company - IT Specialist

Data objects: Note

Call free service technician

Task

Organization units: Service Company - Dispatcher

Data objects: Note

Loop type: MI Sequential

Explain problem

Task

Organization units: Service Company - Dispatcher

Pc Problem aufgertreten

End Event

Organization units: Service Company - Dispatcher

Dictionary entries: Pc Problem aufgertreten

Organization units

Customer

Pool

Is multi instance participant: yes

Dispatcher

Lane

Organization unit: Service Company

IT Specialist

Lane

Organization unit: Service Company

Dictionary entries: IT Specialist

Lane

Lane

Organization unit: Service technician

Lane

Lane

Organization unit: Customer

Service Company

Pool

Service technician

Pool

Is multi instance participant: yes

Data / IT-Systems

Note

Data Object

Organization unit: Service Company - IT Specialist

Note

Data Object

Organization unit: Service Company - IT Specialist

Problem

Data Object

Problem description

Data Object

Solution

Data Object

2.3 Linked dictionary entries

IT Specialist

Pc Problem aufgertreten
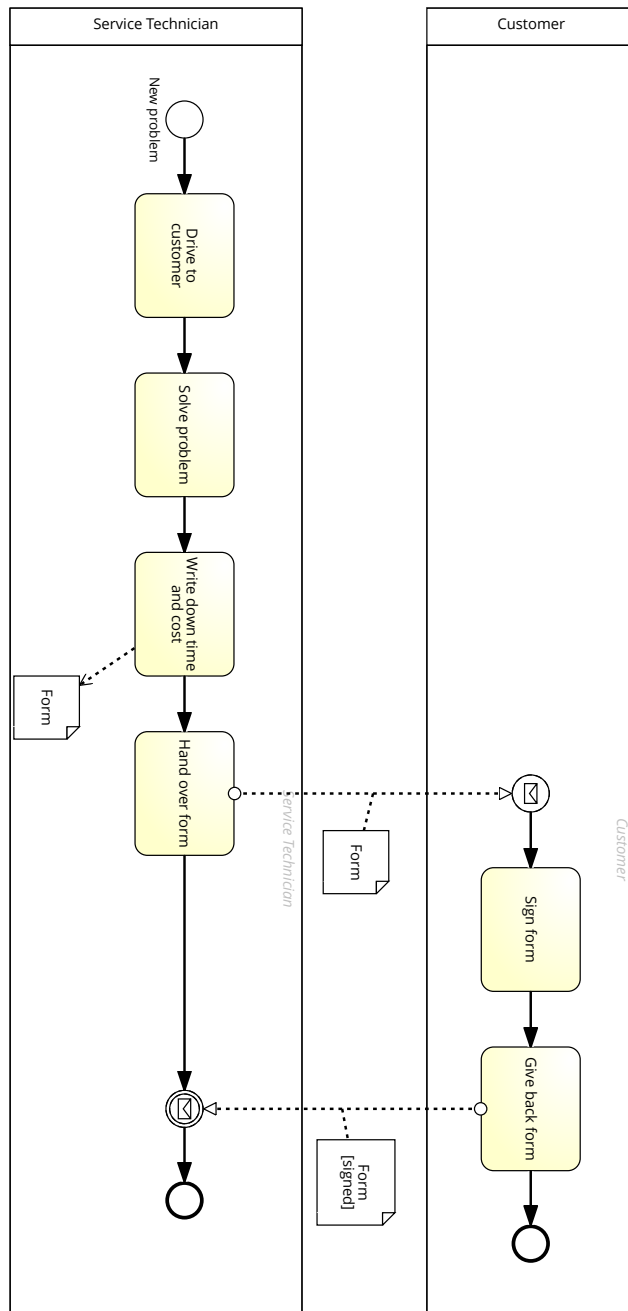
3 3_Incident_Remedy

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3.1 Diagram

3.2 Elements

Process elements

New problem

       Start Event

Organization units: Service Technician

Drive to customer

Task

Organization units: Service Technician

Solve problem

Task

Organization units: Service Technician

Write down time and cost

Task

Organization units: Service Technician

Data objects: Form

Hand over form

Task

Organization units: Service Technician

Intermediate Message Event

Intermediate Message Event

Organization units: Service Technician

End Event

End Event

Organization units: Service Technician

Start Message Event

Start Message Event

Organization units: Customer

Sign form

Task

Organization units: Customer

Give back form

Task

Organization units: Customer

End Event

End Event

Organization units: Customer

Organization units

Customer

Pool

Lane

Lane

Organization unit: Customer

Lane

Lane

Organization unit: Service Technician

Service Technician

Pool

Data / IT-Systems

Form

Data Object

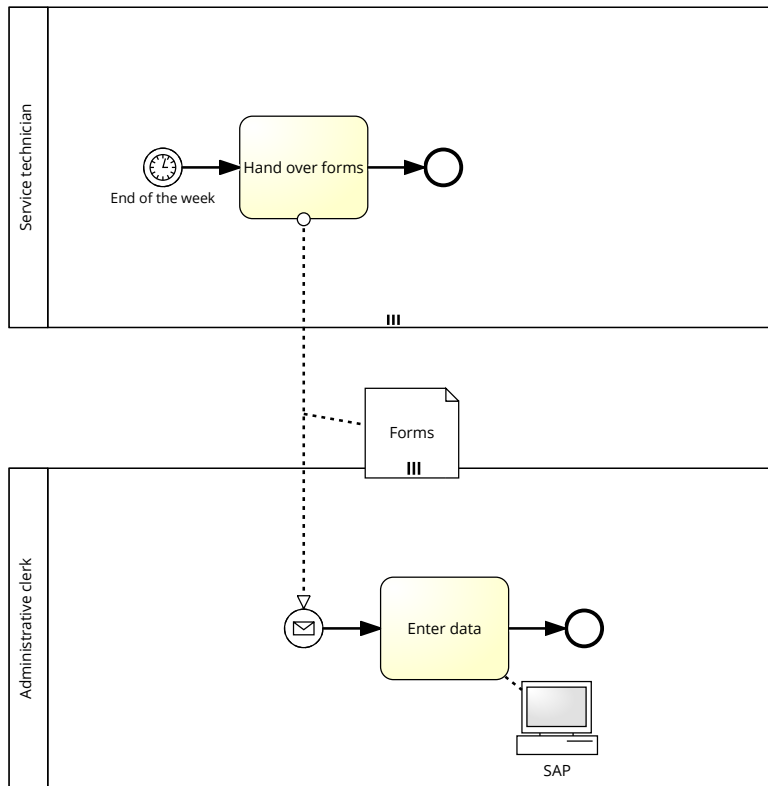**Form**

Data Object

Organization unit: Service Technician

Form [signed]

Data Object

4 4_Administration

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4.1 Diagram

4.2 Elements

Process elements

End of the week

     Start Timer Event

     Organization units: Service technician

Hand over forms

     Task

     Organization units: Service technician

End Event

     End Event

     Organization units: Service technician

Start Message Event

     Start Message Event

     Organization units: Administrative clerk

Enter data

     Task

Organization units: Administrative clerk

IT Systems: SAP

End Event

End Event

Organization units: Administrative clerk

Organization units

Administrative clerk

Pool

Lane

Lane

Organization unit: Service technician

Lane

Lane

Organization unit: Administrative clerk

Service technician

Pool

Is multi instance participant: yes

Data / IT-Systems

Forms

Data Object

Organization unit: Administrative clerk

Is collection: yes

SAP

IT System

Organization unit: Administrative clerk

5 5_ServiceProcess ToBe

Diagram Type	Value Chain
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5.1 Diagram

5.2 Elements

Process elements

Incident Management

Collapsed Process

Process link: 6_Incident_Management_ToBe (https://academic.signavio.com/p/model/a16e35190b634121b7c9bc941a9b55db)

Incident Remedy

Collapsed Process

Process link: 7_Incident_Remedy_ToBe (https://academic.signavio.com/p/model/8da603e490cb4ad58dab32de82d9d228)

6 6_Incident_Management_ToBe

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6.1 Diagram
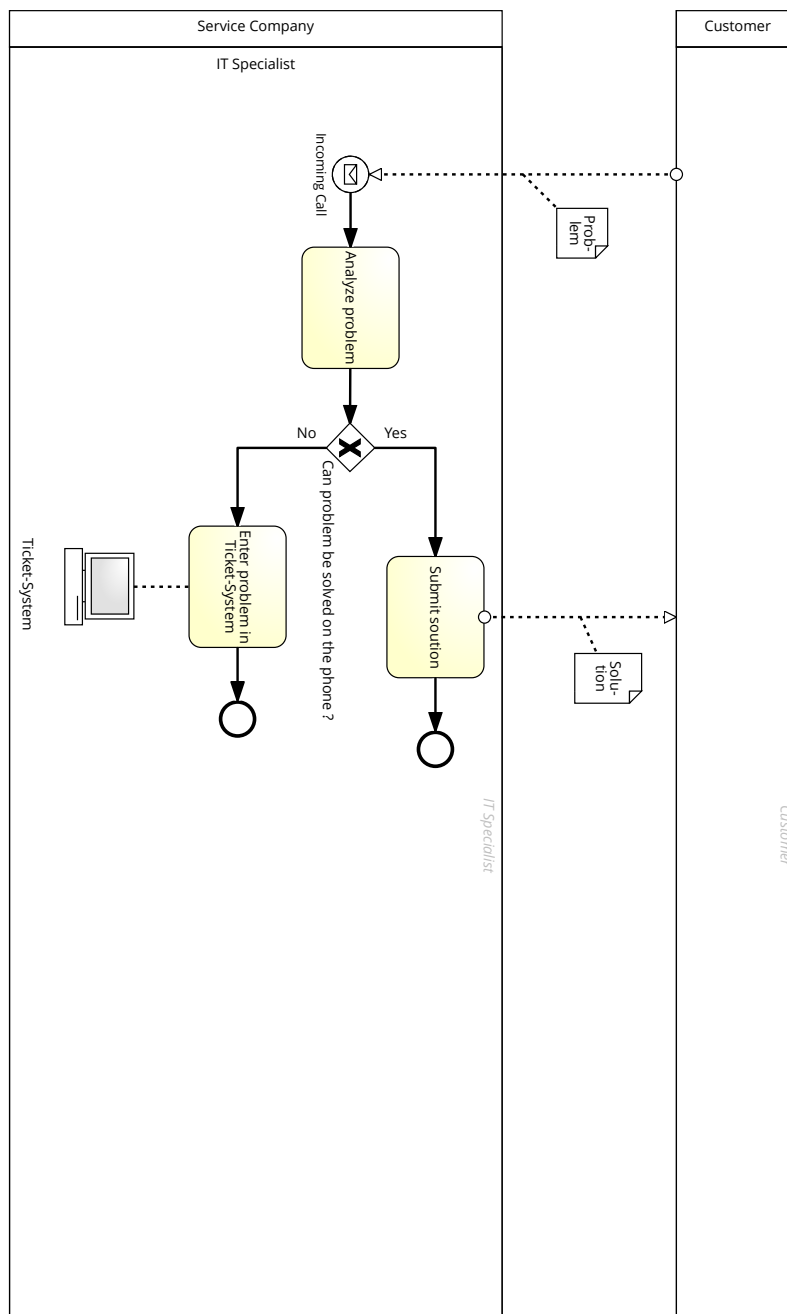
6.2 Elements

Process elements

Incoming Call

Start Message Event

Organization units: Service Company - IT Specialist

Analyze problem

Task

Organization units: Service Company - IT Specialist

Can problem be solved on the phone ?

Exclusive (XOR) Gateway

Organization units: Service Company - IT Specialist

Submit soution

Task

Organization units: Service Company - IT Specialist

End Event

End Event

Organization units: Service Company - IT Specialist

Enter problem in Ticket-System

Task

Organization units: Service Company - IT Specialist

IT Systems: Ticket-System

End Event

End Event

Organization units: Service Company - IT Specialist

Organization units

Customer

Pool

IT Specialist

Lane

Organization unit: Service Company

Lane

Lane

Organization unit: Customer

Service Company

Pool

Data / IT-Systems

Problem

Data Object

Solution

Data Object

Ticket-System

IT System

Organization unit: Service Company - IT Specialist

7 7_Incident_Remedy_ToBe

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7.1 Diagram
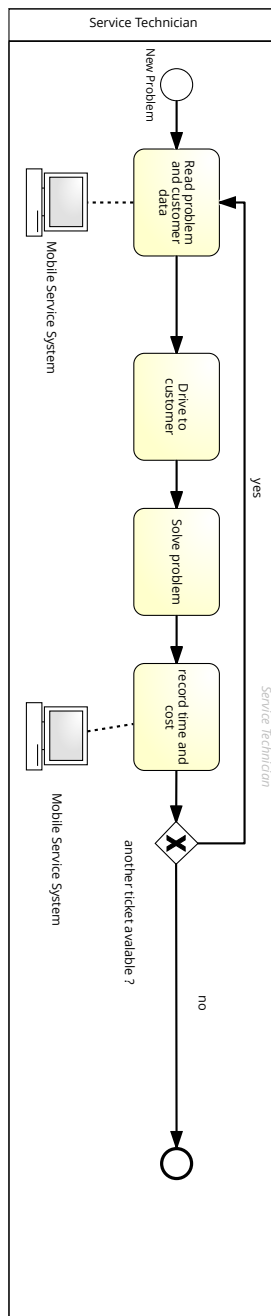
7.2 Elements

Process elements

New Problem

Start Event

Organization units: Service Technician

Read problem and customer data

Task

Organization units: Service Technician

IT Systems: Mobile Service System

Drive to customer

Task

Organization units: Service Technician

Solve problem

Task

Organization units: Service Technician

record time and cost

Task

Organization units: Service Technician

IT Systems: Mobile Service System

another ticket avalable ?

Exclusive (XOR) Gateway

Organization units: Service Technician

End Event

End Event

Organization units: Service Technician

Organization units

Lane

Lane

Organization unit: Service Technician

Service Technician

Pool

Data / IT-Systems

Mobile Service System

IT System

Organization unit: Service Technician

Mobile Service System

IT System

Organization unit: Service Technician