Business Process Technologies

ST2, Winter Term 2020 / 2021

Sheet 2: Process Analysis

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1. How many persons are needed for the above-mentioned roles? (IT Specialist and Dispatcher)?

Results are based on the Resource Consumption Planning analysis for each of the Assumption cases (see below)

A) Assumption		
Role	**Nr. Of full resources**	**Resources (in real life)**
Dispatcher	0,52	1
IT Specialist	1,99	2

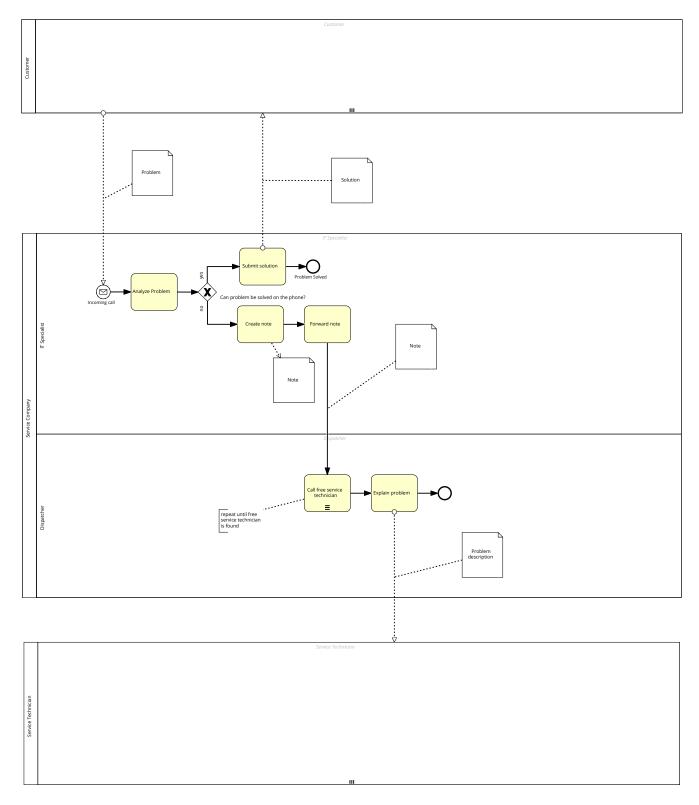| **B)** Assumption		
Role	**Nr. Of full resources**	**Resources (in real life)**
Dispatcher	0,68	1
IT Specialist	2,62	3

Note: For the Cost Analysis (c) the following salaries *per hour* have been taken into consideration:

IT Specialist = 26 €/hr (based on: https://www.salaryexpert.com/salary/job/it-specialist/germany)

Dispatcher = 20 €/hr (based on: https://www.salaryexpert.com/salary/job/dispatcher/germany)

Hochschule
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Incident_Management
Process Model

Customer

Customer

Problem

Solution

Service Company

IT Specialist

IT Specialist

Incoming call

Analyze Problem

yes

Submit solution

Problem Solved

Can problem be solved on the phone?

no

Create note

Forward note

Note

Note

Dispatcher

Dispatcher

Call free service technician

repeat until free service technician is found

Explain problem

Problem description

Service Technician

Service Technician

a) Resource Consumption Analysis Report

Report:	Resource Planning (Process)
Date:	29.10.2020
Time:	13:28:00
User:	Konstantinos Loizas
Name:	2_Incident_Management
Frequency (per year):	18250

Task	Input factor	Average processing time [min]	Service Company - Dispatcher Workload [h]	Workload [h, incl. contingency allowance]	Nr. of full resources	Service Company - IT Specialist Workload [h]	Workload [h, incl. contingency allowance]	Nr. of full resources	Total Workload [h]	Workload [h, incl. contingency allowance]	Nr. of full resources
Analyze Problem	1,00	5,00				1.520,83	1.520,83	0,86	1.520,83	1.520,83	0,86
Submit Solution	0,70	5,00				1.064,58	1.064,58	0,60	1.064,58	1.064,58	0,60
Create note	0,30	7,00				638,75	638,75	0,36	638,75	638,75	0,36
Forward note	0,30	3,00				273,75	273,75	0,16	273,75	273,75	0,16
Call free service technician	0,30	3,00	273,75	273,75	0,16				273,75	273,75	0,16
Explain problem	0,30	7,00	638,75	638,75	0,36				638,75	638,75	0,36
Sums		**14,50**	**912,50**	**912,50**	**0,52**	**3.497,92**	**3.497,92**	**1,99**	**4.410,42**	**4.410,42**	**2,51**

b) Resource Consumption Analysis Report

Report:	Resource Planning (Process)
Date:	29.10.2020
Time:	13:30:09
User:	Konstantinos Loizas
Name:	2_Incident_Management
Frequency (per year):	18250

Task	Input factor	Average processing time [min]	Service Company - Dispatcher Workload [h]	Workload [h, incl. contingency allowance]	Nr. of full resources	Service Company - IT Specialist Workload [h]	Workload [h, incl. contingency allowance]	Nr. of full resources	Total Workload [h]	Workload [h, incl. contingency allowance]	Nr. of full resources
Analyze Problem	1,00	5,00				1.520,83	1.825,00	1,14	1.520,83	1.825,00	1,14
Submit Solution	0,70	5,00				1.064,58	1.277,50	0,80	1.064,58	1.277,50	0,80
Create note	0,30	7,00				638,75	766,50	0,48	638,75	766,50	0,48
Forward note	0,30	3,00				273,75	328,50	0,21	273,75	328,50	0,21
Call free service technician	0,30	3,00	273,75	328,50	0,21				273,75	328,50	0,21
Explain problem	0,30	7,00	638,75	766,50	0,48				638,75	766,50	0,48
Sums		**14,50**	**912,50**	**1.095,00**	**0,68**	**3.497,92**	**4.197,50**	**2,62**	**4.410,42**	**5.292,50**	**3,31**

c) Cost Analysis Report

Report:	Cost Calculation (Process)
Date:	29.10.2020
Time:	13:32:04
User:	Konstantinos Loizas
Name:	2_Incident_Management
Frequency (per year):	18250

Task	Input factor	Costs per execution	2 Costs	3 Costs	Total Costs
Analyze Problem	1,00	€ 2,16	€ 39.420,00		€ 39.420,00
Submit Solution	0,70	€ 2,16	€ 27.594,00		€ 27.594,00
Create note	0,30	€ 3,03	€ 16.589,25		€ 16.589,25
Forward note	0,30	€ 1,30	€ 7.117,50		€ 7.117,50
Call free service technician	0,30	€ 1,00		€ 5.475,00	€ 5.475,00
Explain problem	0,30	€ 2,33		€ 12.756,75	€ 12.756,75
Sums		**€ 5,97**	**€ 90.720,75**	**€ 18.231,75**	**€ 108.952,50**