

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 |

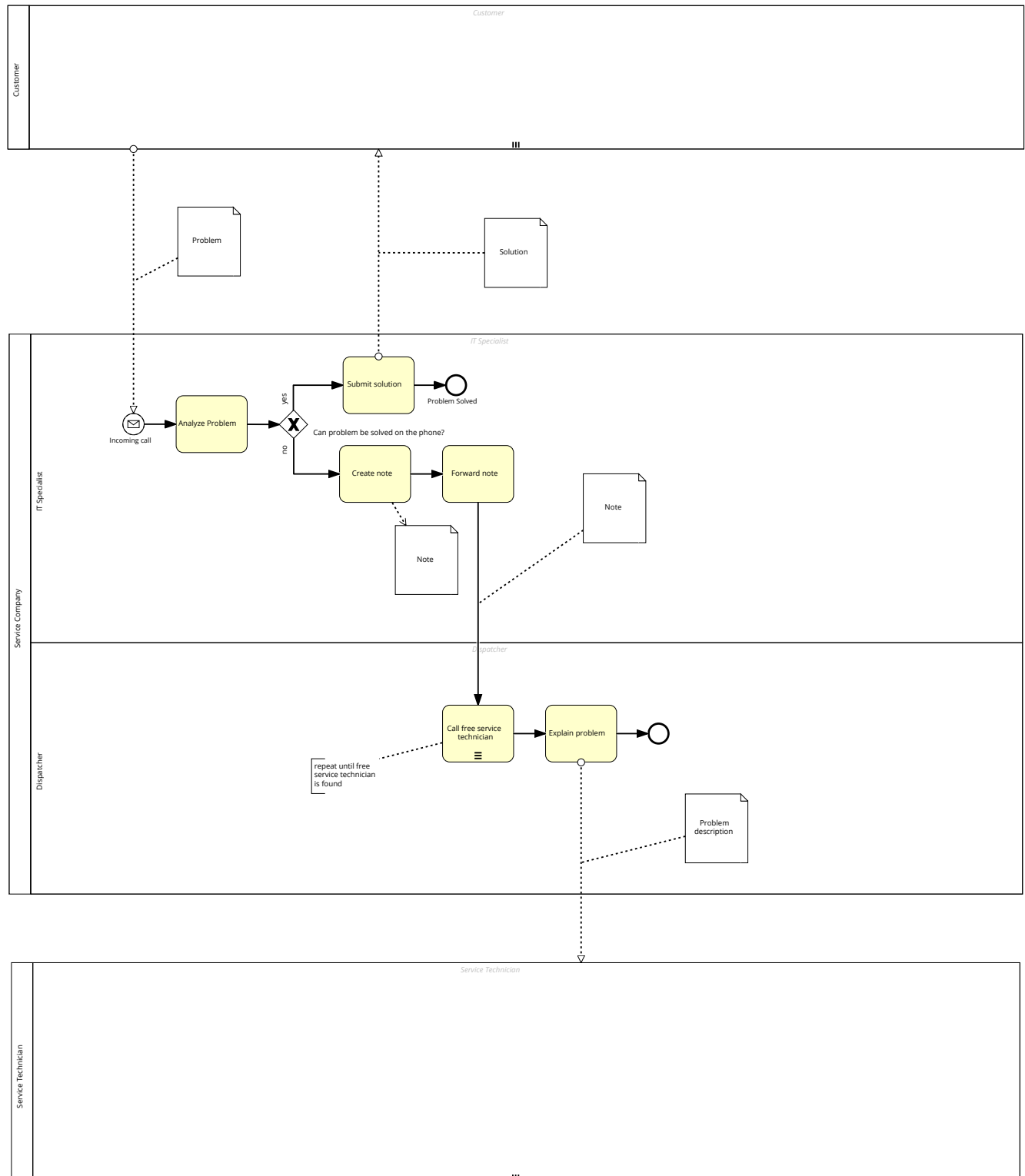
| B) Assumption | | |
|---------------|-----------------------|--------------------------|
| Role | Nr. Of full resources | Resources (in real life) |
| Dispatcher | 0,68 | 1 |
| IT Specialist | 2,62 | 3 |

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>)

Incident_Management Process Model



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 |

| | | | Service Company - Dispatcher | | | Service Company - IT Specialist | | | Total | | |
|------------------------------|--------------|-------------------------------|------------------------------|---|-----------------------|---------------------------------|---|-----------------------|-----------------|---|-----------------------|
| Task | Input factor | Average processing time [min] | Workload [h] | Workload [h, incl. contingency allowance] | Nr. of full resources | Workload [h] | Workload [h, incl. contingency allowance] | Nr. of full resources | 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 |

| | | | Service Company - Dispatcher | | | Service Company - IT Specialist | | | Total | | |
|------------------------------|--------------|-------------------------------|------------------------------|---|-----------------------|---------------------------------|---|-----------------------|-----------------|---|-----------------------|
| Task | Input factor | Average processing time [min] | Workload [h] | Workload [h, incl. contingency allowance] | Nr. of full resources | Workload [h] | Workload [h, incl. contingency allowance] | Nr. of full resources | 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 |

| | | 2 | 3 | Total |
|------------------------------|--------------|---------------------|--------------------|---------------------|
| Task | Input factor | Costs per execution | Costs | 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 | € 108.952,50 |