

Lab 5: To-Be Process Static Analysis

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Objective:

In this laboratory exercise, you will learn about modelling of a To-Be Business Process and generating the Static Analysis Report

Laboratory Exercise 5 Content

Part 1:[To-Be Business Process](#)

Part 2:[Modelling of To-Be Proposed Business Process Flow](#)

Prerequisites:

- Completed Laboratory Exercise 4

Lab 5: To-Be Process Static Analysis**Part 1: To-Be Business Process**

Identifying To-Be Business Process is based on Static and Dynamic Analysis of the As-Is Business Process.

1.1. Recommendation, Rationales & Proposed To-Be Business Process Solution

The following are **3 Recommendation and Rationales Identified**.

Recommendation	Rationale
1 Introduction of a new IT rental system (Rental Application System, RAS) to process the customer rental application request	One of the root causes is paper-based <ul style="list-style-type: none"> • Eliminate task [<i>OD dispatches form to MO</i>] • Customer request can be routed to MO via RAS together with an email notification and SMS to inform of the request
2 Enterprise Integration of RAS (from recommendation 1) and existing application IMS	Integration helps in effective reuse of existing systems. Integrate the new IT rental application (RAS) with the existing IMS to facilitate automatic retrieval of available choice industrial spaces so that MO does not need to perform interactive search; MO will just need to review and market the choices retrieved. RAS will also update IMS of customer's selection.
3 Begin rental application process with the UEN check of eligibility by CSO before gathering requirements.	There is a 25% probability that customers are not eligible for rental application after the UEN check. By checking the eligibility first, we can save on resource (human) wastage and customers can be informed immediately if they are not eligible. Minor change of roles' responsibilities

Based on the above three recommendations, with the rationale to implement technology improvements together with a process flow change, we formed our proposed To-Be Business Process solution.

Lab 5: To-Be Process Static Analysis**1.2. Estimations and Assumption Changes****Proposed To-Be Solution**

Cur Step	Prev Step	Task Description	Execution Time (min)	Role	Resource
1	-	CSO obtains customer's UEN and verifies eligibility	7	CSO	UEN website
2	1	CSO gathers requirements and updates RAS	20	CSO	RAS
3	1	CSO informs customer of application rejection and updates RAS. Process ends	5	CSO	RAS
4	2	RAS matches request with IMS	5	RAS	IMS
5	4	RAS emails and SMS MO of request	1	RAS	
6	5	MO reads email from RAS & proceeds to CSC to meet customer	5	MO	
7	6	MO reviews and markets choice industrial spaces retrieved by RAS to customer	35	MO	RAS
8	7	MO reserves customer's selection in RAS	3	MO	RAS
9	7	MO updates RAS of customer's rejection. Process ends	1	MO	RAS
10	8	RAS sends email to LM for application approval & updates IMS with customer's selection	1	RAS	IMS
11	8	CSO collects booking fee from customer. CSO updates RAS of booking payment and print receipt for customer via RAS. Process ends	12	CSO	RAS

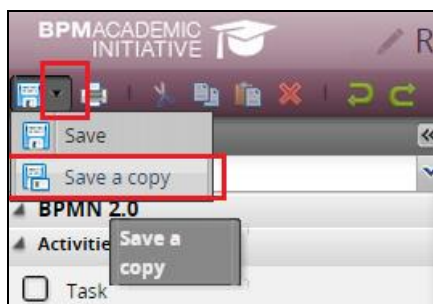
Lab 5: To-Be Process Static Analysis

Part 2: Modelling of To-Be Proposed Business Process Flow

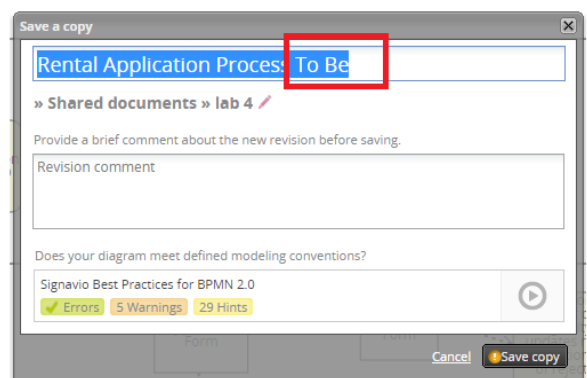
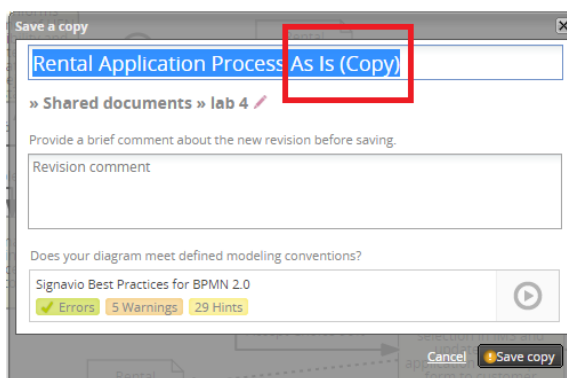
2.1. Modelling a Second Process

The “**Save a copy**” function allows you to save a copy of the As-Is Business Process Flow under a different name. A new diagram will be created in the same folder.

- Double click on your ‘**Rental Application Process – As Is**’ diagram to open it in the Graphical Editor.
- Click on the down arrow of the save function and select “**Save a copy**”.

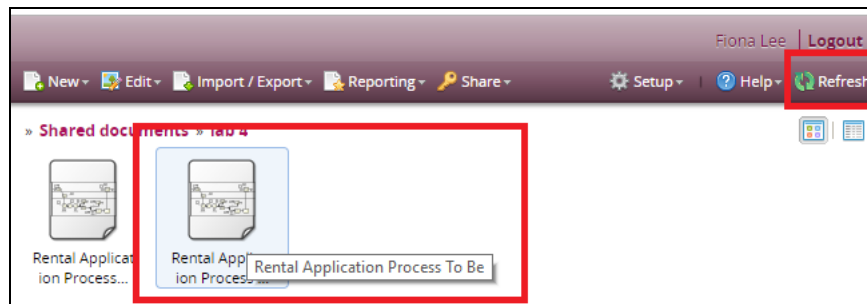


- Save a copy window opens up.
 - Rename the process diagram as “**Rental Application Process – To Be**”. Click “**Save copy**”.



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- d. The new process will be saved in the same folder. Click “Refresh” to view the new process diagram.



- e. Double-click “**Rental Application Process – To Be**” diagram or Select the diagram “**Rental Application Process – To Be**” and click “**Edit**” and chose “**Edit diagram**”.
- f. Refer to the **Proposed To Be Solution part 1.2**. Modify and associate the **durations, resources** and **roles** for each **modified activity/task** based on the **new scenario, estimations** and **assumptions**.

2.2. *Perform Static Analysis of the To-Be Proposed Business Process*

- a. Perform the Quantitative Analysis Report (Process Cost Analysis and Resource Consumption Analysis) once the above steps are completed.
- b. Compare the Quantitative Analysis Report of To-Be Proposed Business Process with As-Is Business Process.

~ ~ ~ END OF LABORATORY EXERCISE 5 ~ ~ ~