Lab 2 Understanding As-Is Business Process

IS210 – Business Process Analysis and Solutioning

Exercise – What you need to do?

a. Briefly describe **the users/roles** and **IT applications** involved in the StarMall Rental Application process.

b. Develop the **Resource Model** for the StarMall Rental Application process

c. Rearrange the **steps** for the StarMall Rental Application process and indicate the execution **timing** of each task.

d. Develop the **Collaboration Model** for the StarMall Rental Application process.

# Exercise (A) – Roles and IT Applications (Solution)

Briefly describe what they do… working hours, etc

Role/Resource	Short Description
Customer Service Officer (CSO)	Helps with the gathering of customer's requirements and booking payment. CSC level 1, Mon – Fri 8.30am – 5.30pm.
Marketing Officer (MO)	Helps customer with industrial space recommendation and booking. Located at level 10, meet customer at lvl1.
Office Dispatcher (OD)	Helps with the dispatching of customer rental application form from CSO to MO, shuttling between lvl1 and level 10.
Leasing Manager	Approves or rejects rental applications.
Industrial Management System (IMS)	Industrial space availability search system.
Government UEN website	To check for eligible customers.

Exercise (A) – Roles and IT Applications (Solution)

- Roles

  – Do we need the Leasing manager? Why or Why not?

- IT Application

  – Internal vs External

- Documents to include?

  – payment receipt,

  – accounts book,

  – rental application form

Exercise (B) – Resource Model (Solution)
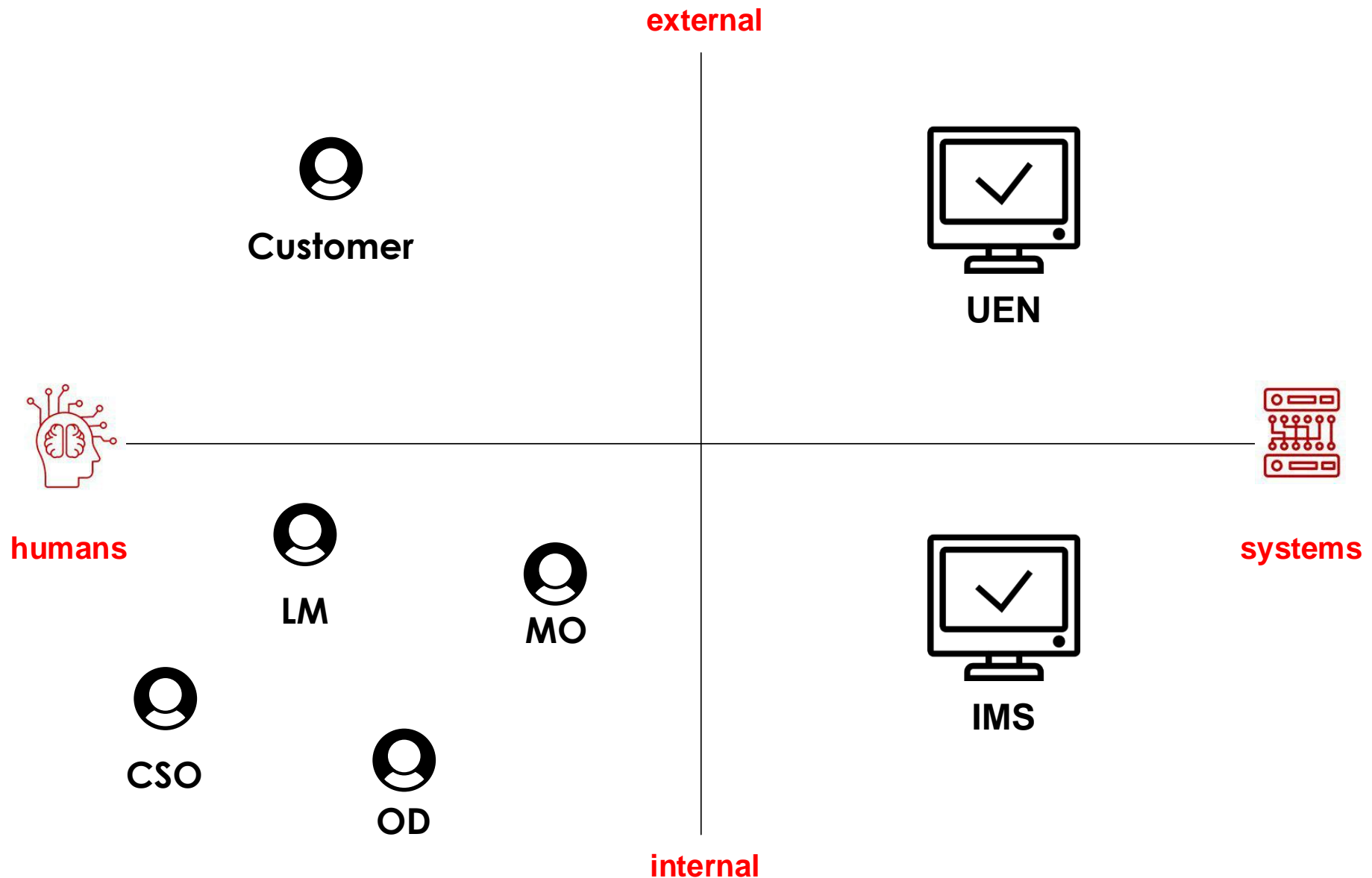
# Exercise (C) – Detailed Step by Step Process (Solution)

Indicate the **role**, **application**, **document**, **probability**, etc.

Indicate **time taken**; combine tasks with single given time

Activity Step	Previous Step(s)	Activity/Task Description	Execution Time (min)
1	-	CSO gathers customer requirements & fills Rental Application Form	30
2	1	OD dispatches Rental Application Form from CSO to MO	5
3	2	MO checks availability of choice industrial space using IMS using information from the rental application form	25
4	3	MO proceeds to CSC to meet customer	5
5	4	MO obtains customer UEN & verifies eligibility from government website	5
6a	5	MO markets choice industrial spaces to customer if UEN eligible (75%)	45
6b	5	MO informs customer of UEN ineligibility and updates Rental Application Form of rejection status (25%). Process ends.	3
7a	6a	If customer rejects choice industrial space, MO updates Rental Application Form of customer rejection (10%). Process ends.	3
7b	6a	If customer accepts choice industrial space, MO reserves customer selection in IMS, updates Rental Application Form & passes form to customer (90%)	5
8	7b	MO sends email to LM for Rental Application approval	3
9	8	CSO collects rental application form and booking fee from customer. CSO note the payment and issue receipt. Process ends.	12

Exercise (D) – Collaboration Model (Solution)
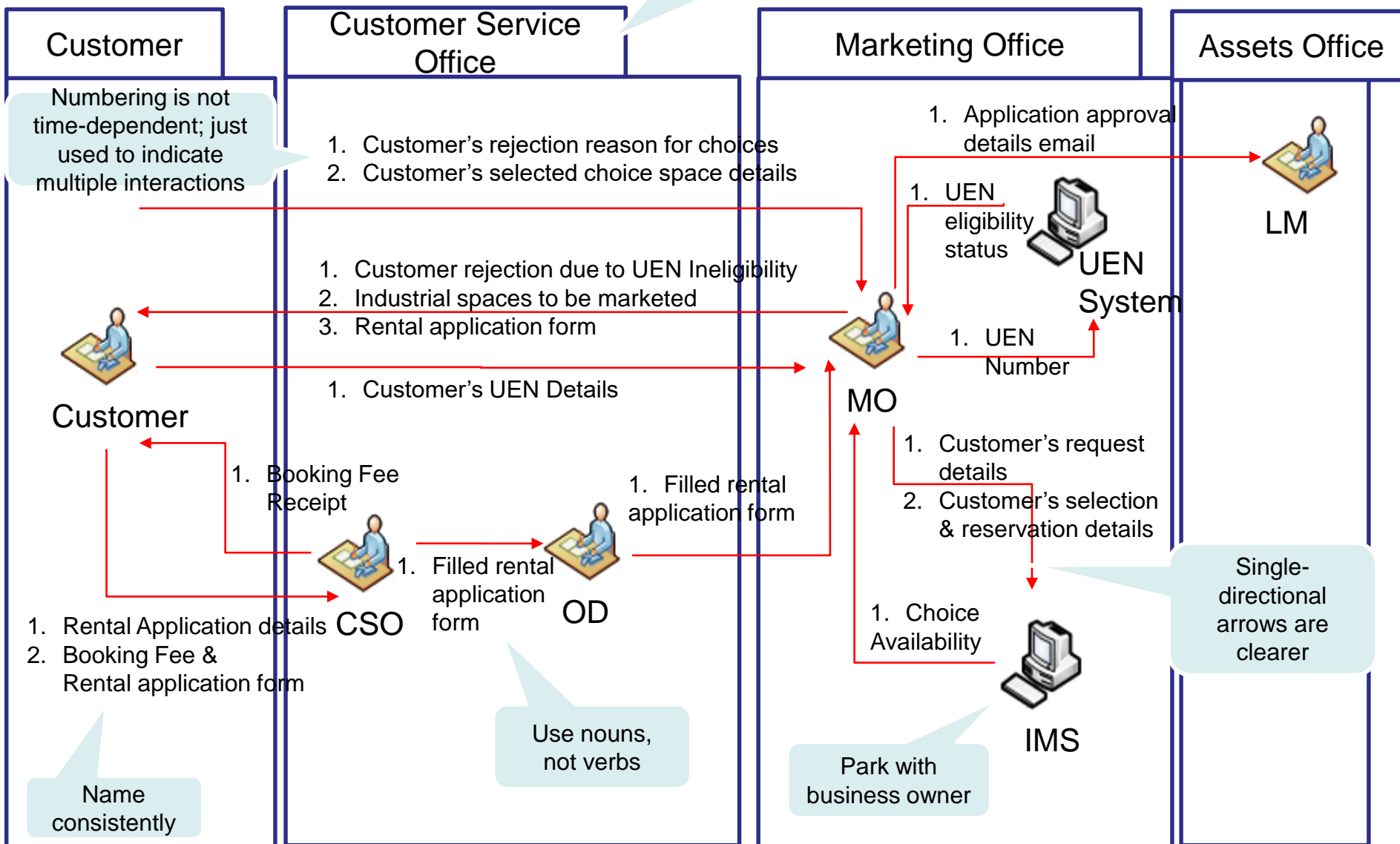
Exercise (D) – Collaboration Model (Solution)

Note: Single Process, hence Process Package will not be needed

Common Mistakes:

1. Missing Segments

2. Not using human icon & computer icon to differentiate the business participants

3. Interaction labels are the work product exchanges. Do not write action words ie: "pass rental application form"

Exercise (D) – Collaboration Model (Solution)

Thoughts:

1. Off the shelf package applications (ie. Microsoft Exchange for emails) – To include or not to include?

2. Lease Manager – Is he part of Rental Application Process?