1. Title of work : Business Areas and Processes

2. Your full name : Khai Binh Nguy\_Rachel

3. Your team number and name 15- Whatever

4. Professor's full name: Marc Gurwitz

5. Your course code with section: SYS366SCC

6. Date submitted: 11/20/2017

**Business Area:** Equipment Rental and Servicing

* **Processes Performed:**

**OrderProducts/Tools** for rental and repair needs – work with Inventory Manager and Hardware Manager

**ArrangeToolsLocation** in the shelves

For rental:

**MakeContact** for rental

**AddPayment** for rental

**UpdateRentalHistory** for checking the expire dates for customers and the flows of tools

**UpdateOrderList** with the participate of Hardware Manager

For repair:

**FixCustomerTools** in house with Team of Technicians

**UseOursourcingRepairShop** for big problem of tools

**FollowProgresses** of the repair

**ManageExpenses** for repair in house and outsourcing repair shops.

For workshop:

**ArrangeSchedule** with Class and Classroom Facility Manager and Hardware Manager

**ConductTrainingClasses** to help customers use tools safely and properly

* **Actors:**

Rental Manager – Bill Smith

Maintaining Inventory Manager - Jeremy DeSilva

Class and Classroom Facilitation Manager - Jenny North

Team of Technicians

Out Sourcing Repairing shop owners and their staff

Hardware Manager - Christine Singh

Visitors/Customers as students in workshop