Draw, a BPMN diagram for the following requirements. Model the message exchanges, use of documents and data stores. Prepare a simulation - identify resources required in the process, set their availability (using calendars, be kind enough to give them some lunch break), assign resources to tasks, assign time required to perform a task etc. Set up the frequency and number of new instances. Perform the simulation.

# Change Management strikes back

Change management process starts with the customer registering a change request. The change requests is then reviewed in parallel by the analyst and designer - they will specify the scope of the change and amount of work required to introduce it. The lead programmer will then estimate the cost of introducing the change based on their inputs. The customer will be notified about the estimate and will have to decide, whether the change will be introduced or not. If he decides not to introduce it, the process ends now. If agrees to the price, the programming team develops the change. Then it has to be tested and accepted by the customer, and the process ends.