

Business Process Management

SS 2021

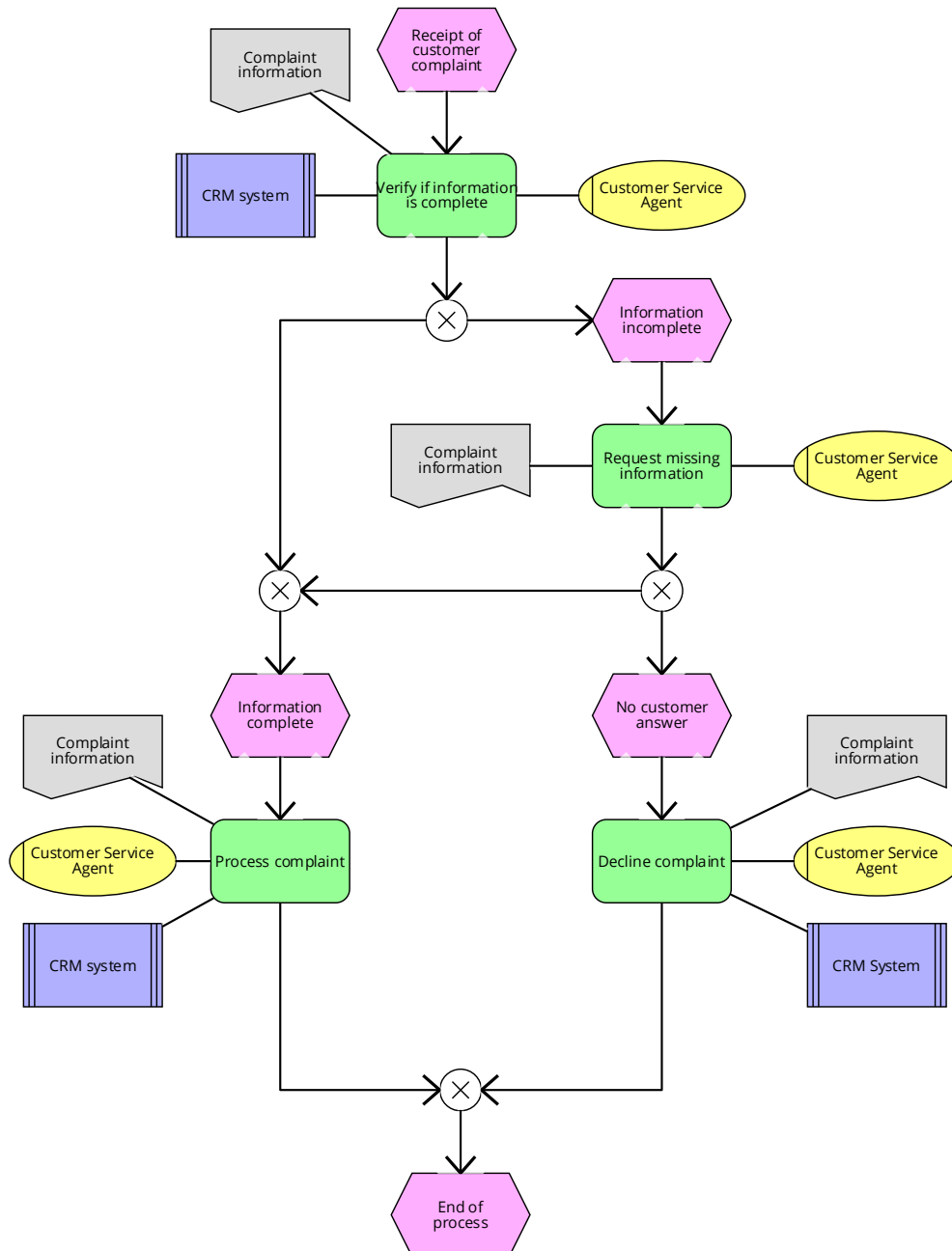
Exercise 2

Formalities for submitting your solution:

- Please submit your solution in OLAT
- The solution is due on **12.05.21 at 23:59 (UTC+2)**
- Please provide one single PDF file per group
- Please include the names of all group members into your solution
- You can reach up to 10 points in this exercise sheet

Task 1 (10 points)

The following EPC diagram depicts a process for handling customer complaints. Please also assume the following: Every *function* has an additional attribute “*duration*”, indicating the duration needed to execute the respective function. The duration (the attribute) is not shown in the EPC diagram, but still has to be modeled. You can assume that “verify if information is complete” and “request missing information” each take 10 minutes, and the other two functions each take 20 minutes.



Please define (formalize) the EPC diagram as a tuple $M = (V, E, C, L, T_V, T_E, \alpha, \beta, \chi)$ as introduced in the lecture. The sets of M in your solution must contain all elements necessary to define the shown EPC diagram (vice versa you only have to define elements to depict THIS exact EPC diagram). You may use comprehensible and unambiguous abbreviations.