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1.3.	2.			, •		 25
1.3.	3	 				 29
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1.4.		 				 35
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1.6.	2	 	•			 39
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1.8.	1	 				 52
1.8.	2. Workflow-					 55
1.8.	3.	•	•		•	 56
1.8.	4. Workflow	 				 60

2.						62
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[1, .30 -- 31],

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[1, .31] << ( )

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[2, .27],

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, [2, .30],

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[1, .31], [1, .148], [3] << [4, . 55] >>. << >>.[4, . 55]

( . [5, . 17 -- 18], [6])

[1, c. 148]

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1.2. 1.2.1. [8, .6] ( PMBOK Guide [9, .3], ( ), [10, .41], <<

PMBOK [11, .8], [10, .45], << >>. PMBOK 5 [9],

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[12, .46]

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[13, c. 91 -- 93]:

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, . 51897-2011 [14]

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. [13, .102],

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(equirisk contour method) ---

(probablistic event analysis, PEA) ---

ABC ---

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>> [13, .340].

[13, .

342 -- 355]

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, PERT.

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[13, . 330 -- 336])

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[13, . 357 -- 370]
          (milestone plan).
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1.2.3.
                                           [13, . 34]
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[15, . 21 -- 23]

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[15], [13].
                            12207-99 [16]
(life cycle model)
                                     <<
                                            >>.
            (
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                   ),
                                                   19.102-77 [17])
                        34.601-90 [18]).
                (
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[19], XP, Scrum, Crystal Agile agile agile-VersionOne [20], 2011 -- 2012 . 48%, 30%; 2012 . (48%) Agile [21], Agile (

agile ( ) Agile. Agile 2001 17 (K. Beck) (A. Cockburn). Agile [22] 1. 2. 3. 4. [22], Agile

1.

2. Agile, 3. 4. 5. 6. 7. 8. 9. 10.

12.

11.

Agile.

[23, .3],

(Scrum) ---

[24],

 $(Extreme\ Programming,\ XP)\ ---$ 

[25], XP

[12, . 110],

Extreme Programming (XP)		
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CRC .		
Scrum	30-	
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Crystal methodology	,	
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Dynamic System Development Methodolog		
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Adaptive Softwate Development	,	
Lean Development		
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Feature-driven development		
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1.2.4.		
	PMBOK Guide [11, . 3	3

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(e-mail,
                                    [26, . 57 -- 58]).
1.3.
1.3.1.
                                                                          9000 [27].
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                                   9001 [28]),
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                                         9004 [29]),
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[28, .7]

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, [2, .63 -- 70]

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**FAST** ---

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( 1.3.2. [30, . 95] ( . . 68),

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( : [31, . 4.8]) PDCA (Plan -- Do -- Check -- Action).

[31].

. [31, . 205 -- 216],

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1.3.3.

, [4, .52]

<< >>.[4, .52] : [4, . 181]

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1.3.4.

. [32, .48 -- 49]

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- ITIL [33, . 39] ---

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--- (Kaizen).

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. [34] ,

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<< c >> [34],

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(Toyota) [35], Nippon Steel Corp., Honda Motor Corp., Suzuki Motor Corp., Takagi Seiko [36]. [34], TQC ( **TPM** (

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1.6.1.

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[2, .15],			-	
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2004 .	-	DDMNI 2 O	BPMN,	Ohioo
Management Group (OMG)		BPMN 2.0	. [37]	Objec

[2, .71 -- 81]

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EPC (c
                                                                        BPMN
(
                                       ).
                                                                     [2, . 15]
                                        SADT (Structured Analysis and Design
           IDEF(Integration Definition for Functional Modeling.)
Technique)
              [2, .17]
                                                                     c
                     UML (Unified Modeling Language).
          [2, .18]
            BPMN (Business Process Model and Notation, ARIS (Architecture of
Integrated Information Systems).
                                                        [38]
```

[38, . 15]

C = (P, T, I, O),

38

4-: *P*; 1. 2. T; I; 3. 4. 0; : [39]) [38, . 18] G = V, A, $v_i \in V$ V $a_i \in A$ . P ( ) T( ).  $\mu$ 

 $\mu: P \to N,$   $C, \mu.$ 

1.6.2.

[5, . 27],

( 2006 .):

**DFD (Data Flow Diagram) ---**

( - ).

**SADT** (Structured Analysis and Design Technique) ---

**ERD** (Entity-Relationship Diagram) ---

STD (State Transition Diagram) ---

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UML (Unified
Modelind Language),
     UML
                                                                      : [5, .60]
                                          (use case diagrams) ---
                      (class diagrams) ---
                         (statechart diagrams) ---
                              (activity diagrams) ---
                               (interaction diagrams) ---
                (sequence diagrams)
                                                (collaboration diagrams)
                            (component diagrams) ---
                               (deployment diagrams) ---
```

41

**BPMN** BPMN BPMN . 72). OMG BPMN. BPMN [40, . 26] BPMN,

,

:[40, .30] 1. (flow objects); 2. (Data); 3. (connecting objects); (swimlane); 4. 5. (artifacts). . .). BPMN YAWL YAWL (Yet Another Workflow Language) (Aalst) (Hofstede) 2003 [41], YAWL

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[41, c. 3]

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YAWL, [41, . 10]

,

(extended workflow nets, EWF-nets).

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( . 1.2

37).
YAWL

(workflow patterns).

( . ?? . ??). , YAWL

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Workflow.

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1.6.3. **BPEL XPDL** WF-XML **1.7.** 1.7.1. >> [42], BPM CBOK << ABPMP (Association of Business Management Professionals). ABPMP CBOK [42, . 24] ABPMP CBOK [42, . 28],

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( ) [43, .13]

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( ERP-

46 ( ), ), DocFlow Workflow ---

, BPTrends [44, . 429] :

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. 76).

1.7.2.

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ITIL [33, . 84],
                      >>.
                          IT
                                                                             Gartner[45],
                                                       . Business Process Management
\boldsymbol{c}
Suite),
                                        BPM-
                                                                  [46]
                                           (
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                                                   . BPMS
                           <<
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>> (Handbook on Business Information Systems) [47]

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: [47, . 100 -- 101]

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	289			,
		C-	[48],	
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	(design mode	1 DecM)		
	(design mode	i, Desivi)	•	
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				(discover model from event
data, DiscM)	-			-
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	(se	lect model f	or collection	, SelM)
	(marga ma	odals MarM	D.	
	(merge me	odels, MerM	1)	
	•			
	(compose 1	models, Con	mpM)	-
			•	
		(design con	figurable m	odel, DesCM)
		,		
	(.		1- 1-4	"
	(1	nerge mode	els into conf	figurable model, MerCM)
				-
•				
	(	configure c	onfigurable	model, ConCM)

```
(refine model, RefM) ---
              (enact model, EnM) ---
                        (log event data, LogED) ---
        (monitor, Mon) ---
                              (adapt while running, AdaWR) ---
                                     (analyze performance based on model,
PerfM) ---
              (verify model, VerM) ---
                             (check conformance using event data, ConfED)
                         (analyze performance using event data, PerfED) ---
             (repair model, RepM) ---
                (extend model, ExtM) ---
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(improve model, ImpM) ---

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**1.8.** 

1.8.1.

. WfMC.

WfMC

(workflow management system) , , ,

(workflow engine).

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· , [49, .9].

, ITIL [33,

. 65]

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WfMC e WfMC Reference Model [49]. (workflow)

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, .[49, .8].

(Process Definition),

, WfMC - ---

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[49, . 10]. [50, . 126] workflow

, workflow -

[51].

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[51, .31 -- 35].

1. workflow--- (cases) ,

·

( 2. (task) ). ( (work item) ) (activity) 3. (process) workflow,

4. (routing)

1.8.2. Workflow-

Workflow,

[50, . 127],

. Workflow

Workflow, [50],

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56

Workflow [50, . 131 -- 133] (build time), (run time), 1.8.3.

YAWL, ,

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workflow [41] 20-

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[41, .10 -- 39] :

(Sequence) --- ,

(Parrallel split) ---

•

(Syncronization) ---

(Exclusive choice) --- ,

(Simple merge) ---

(Multi-choice) --- ,

,

(Synchronizing merge) ---

), (Multi-merge) ---(Disctiminator) ---(Arbitrary cycles) ---(Implicit termination) ---(Multiple instances without syncronization) ---(Multiple instances with a priori design time knowledge) ---(Multiple instances with a priori runtime knowledge) ---

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a priory runtime knowledge)	-
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(Deffered aboles)	
(Deffered choice)	, -
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(Interle	eaved parallel routing)
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(Milestone)	-
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(Cancel activity)	, -
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(Cancel case)	
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(framework)	

1.8.4. Workflow-Workflow. workflow CA Magazine [52]. Cunningham LLP, Toronto, [53], Cunnigham LLP (B2B) workflow, "Bank Technology News" [54], workflow-Zagiel S.A., Infonomics [55]. 495 **AIIM** 2008 -- 2009 .

24% BPM.

34%

64%

26%

61

(26 %). , (36 % )

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	; , 2006 528.
2.	· · · · · · · · · · · · · · · · · · ·
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porting methodologies and processes for projects. Hoboken, New Jersey: John

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	<< -> >>, 200 <sup>4</sup>	l I 4	00.			
14.	73:2009				. 2011.	
15.				-	: , 20	06.
16.	12207-99				. 19	99.
17.	19.102-77 . 1977.					•
18.	34.601-90 .				. 1990.	
19.						
	URL: http://msdn.micros	oft.com/ru-	ru/library/vst	udio/dd9975	578%28v=vs.10	0%
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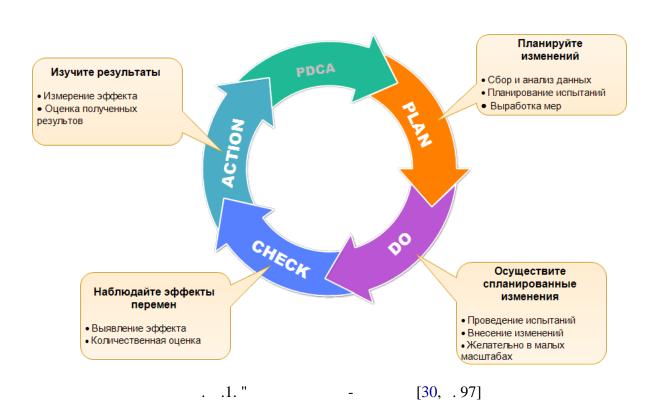
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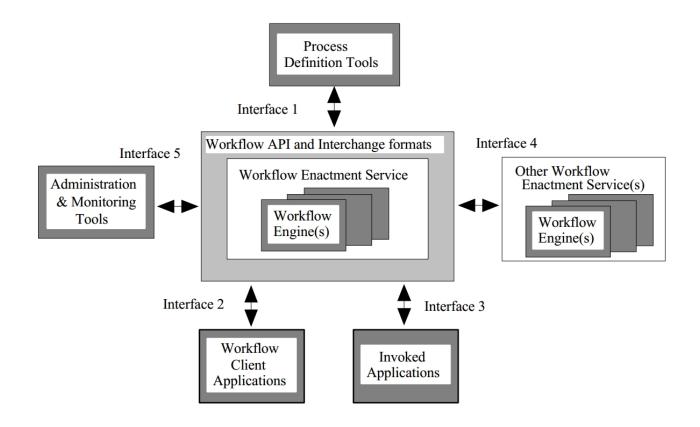
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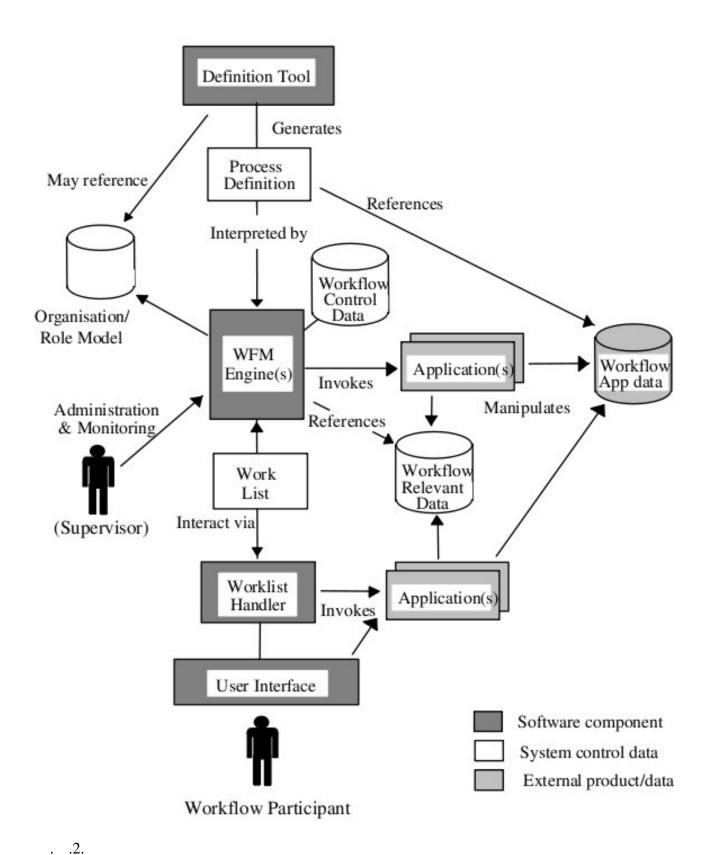
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[32, . 228]

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(Workflow Reference Model) [49, .23]



(Generic Workflow Product Structure) [49, . 39]

## OMG BPMN v. 2.0

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OMG BPMN version 2.0 [40]

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