**МИНИСТЕРСТВО ЦИФРОВОГО РАЗВИТИЯ, СВЯЗИ И МАССОВЫХ КОММУНИКАЦИЙ РОССИЙСКОЙ ФЕДЕРАЦИИ**

**ФЕДЕРАЛЬНОЕ ГОСУДАРСТВЕННОЕ БЮДЖЕТНОЕ ОБРАЗОВАТЕЛЬНОЕ УЧРЕЖДЕНИЕ ВЫСШЕГО ОБРАЗОВАНИЯ**

**«САНКТ-ПЕТЕРБУРГСКИЙ ГОСУДАРСТВЕННЫЙ УНИВЕРСИТЕТ ТЕЛЕКОММУНИКАЦИЙ ИМ. ПРОФ. М.А. БОНЧ-БРУЕВИЧА»**

**(СПбГУТ)**

Практическая работа №4

по курсу

«Сетевое программное обеспечение»

Выполнили:

студенты группы ИКПИ-14

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Принял:

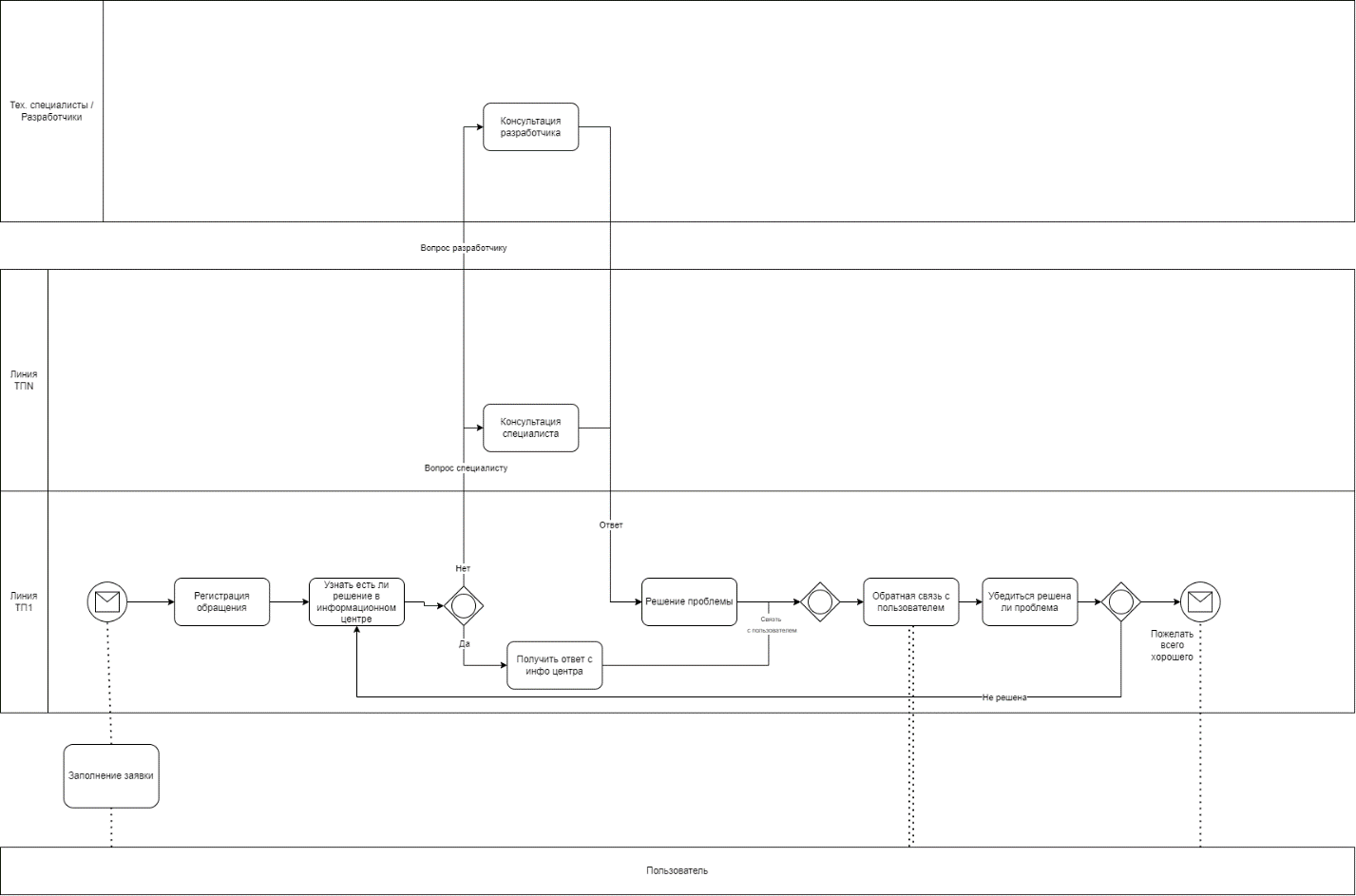
Тарабанов И.Ф.

Санкт-Петербург

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# Задача

Изучить основные элементы графического представления языка описания бизнес-процессов BPMN. Построить описание некоторого бизнес-процесса (на выбор, ниже приводятся примеры вариантов), в котором есть не менее 3-4 задач и 2-3 узлов/ветвлений • из повседневной жизни (ремонт дома; получение какой-либо услуги; общение с гос.органами) • из образовательного процесса (учебный семестровый процесс, подготовка к сессии, экзамен) • из области функционирования какой-либо организации (работа с клиентом; предоставление услуги; совместная работа разных отделов) В отчёте приложить диаграмму бизнес-процесса и краткое словесное описание его блоков/этапов. Диаграмму бизнес-процесса желательно представить как в виде графического .png/.jpg-файла, так и в виде .xml-файла со ссылкой на использовавшийся инструмент редактирования/создания.

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*Рис. 1 - Схема BPMN процесса «Работы с клиентом службы технической поддержки»*

**Основные этапы:**

1. Стартовое событие.
   1. Клиент заполняет заявку в ТП
2. ТП получает заявку и регистрирует обращение
3. ТП ищет ответ в инфоцентре
   1. Если вопрос требует экспертизы, он передаётся специалистам.
   2. Если нет, то ТП передает ответ с инфоцентра
4. ТП связывается с пользователем для решения проблемы
   1. Если проблема решена, процесс завершается
   2. Если не решена, возврат на этап 3
5. Конечное событие

**File.xml (** <https://app.diagrams.net/> **):**<?xml version="1.0" encoding="UTF-8"?>

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<mxPoint x="810" y="240" />

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</mxGeometry>

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<mxCell id="54-l7ED\_JCREBJ4-D3Ri-69" value="Не решена" style="edgeLabel;html=1;align=center;verticalAlign=middle;resizable=0;points=[];" vertex="1" connectable="0" parent="54-l7ED\_JCREBJ4-D3Ri-68">

<mxGeometry x="-0.5749" y="-1" relative="1" as="geometry">

<mxPoint as="offset" />

</mxGeometry>

</mxCell>

<mxCell id="54-l7ED\_JCREBJ4-D3Ri-70" value="" style="ellipse;whiteSpace=wrap;html=1;aspect=fixed;" vertex="1" parent="1">

<mxGeometry x="1850" y="95" width="50" height="50" as="geometry" />

</mxCell>

<mxCell id="54-l7ED\_JCREBJ4-D3Ri-71" value="" style="shape=message;whiteSpace=wrap;html=1;" vertex="1" parent="1">

<mxGeometry x="1860" y="107.5" width="30" height="25" as="geometry" />

</mxCell>

<mxCell id="54-l7ED\_JCREBJ4-D3Ri-72" style="edgeStyle=orthogonalEdgeStyle;rounded=0;orthogonalLoop=1;jettySize=auto;html=1;entryX=0;entryY=0.5;entryDx=0;entryDy=0;" edge="1" parent="1" source="54-l7ED\_JCREBJ4-D3Ri-62" target="54-l7ED\_JCREBJ4-D3Ri-70">

<mxGeometry relative="1" as="geometry" />

</mxCell>

<mxCell id="54-l7ED\_JCREBJ4-D3Ri-73" value="Пожелать всего хорошего" style="text;html=1;align=center;verticalAlign=middle;whiteSpace=wrap;rounded=0;" vertex="1" parent="1">

<mxGeometry x="1810" y="160" width="60" height="30" as="geometry" />

</mxCell>

<mxCell id="54-l7ED\_JCREBJ4-D3Ri-74" value="" style="endArrow=none;dashed=1;html=1;dashPattern=1 3;strokeWidth=2;rounded=0;entryX=0.5;entryY=1;entryDx=0;entryDy=0;exitX=0.886;exitY=0;exitDx=0;exitDy=0;exitPerimeter=0;" edge="1" parent="1" source="54-l7ED\_JCREBJ4-D3Ri-7" target="54-l7ED\_JCREBJ4-D3Ri-70">

<mxGeometry width="50" height="50" relative="1" as="geometry">

<mxPoint x="1770" y="210" as="sourcePoint" />

<mxPoint x="1820" y="160" as="targetPoint" />

</mxGeometry>

</mxCell>

</root>

</mxGraphModel>

</diagram>

</mxfile>