

BPMN 2.0 for Business Analysts

„The OTHER Poster“

Content and Symbols Used

Participants and Roles / Pools and Lanes



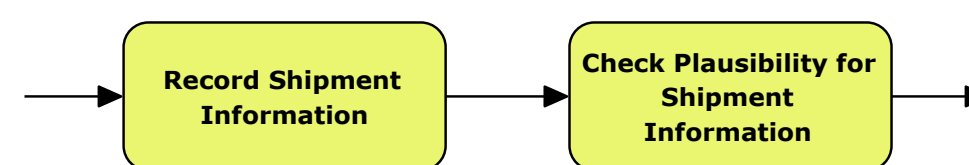
Business Events

Eventtyp	„Catching“		„Throwing„		Example
	Start	Intermediate	Intermediate	End	
Message					Order received
Timer					Due Date reached
Error					Delivery of Shipment failed
Conditional					Inventory Level below minimum

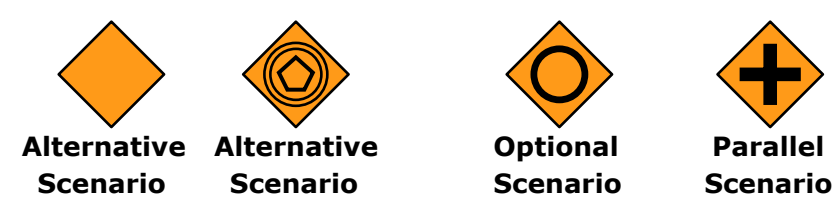
Activities / Sub-Process and Task



Describe Process Flow / Sequence Flow



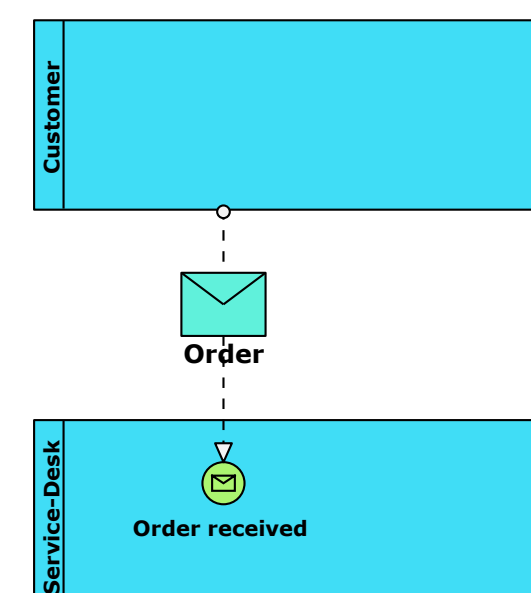
Describe Process scenarios / Gateways



Information and Objects / Data Objects



Communication within Business Processes / Message Flow



A Short Explanation

Participants and Roles – Pool and Lane

- A participant is an independent actor in an End-to-End-Process. This can be an individual organization (e.g. the brewery „Golden Bottle“) or a general process participant (e.g. „Customer“, „Vendor“).
- Roles are differentiated within a process participant. A role describes the responsibility for a set of activities. Examples are „Managing Editor“, „Container-Operator“. Roles are performed by individuals or organizational units.

Business Events

- Business Events control a business process. Business Events are used to synchronize business processes. Business Events represent a cause (Start Event, Catching Intermediate Event) or a result (End Event, Throwing Intermediate Event) of the Business Process.
 - Start Events or Catching Intermediate Events represent why the process was started or continued. Examples are "Order received", "Waiting Period expired", "Inventory Level below minimum"
 - End Events or Throwing Intermediate Events show results or states of the process. Examples are "Order delivered", "Customs procedure finished", "Bad delivery identified".
- Events synchronize business processes. Catching Events „react“ to Throwing Events generated by other processes.

Business Activities - Sub-Process and Task

- Activities represent work performed within a Business Process. An Activity transforms an Input into an Output.
- A Sub-Process is an activity which is decomposed into other activities. Tasks are atomic with respect to the Business Process.
- An Activity is described using attributes:
 - Is the Activity executed repeatedly? (Loop Type)
 - When can the Activity be started? (Start Quantity)
- For each Activity the following information should be recorded:
 - Input: Which objects or information are needed for the activity?
 - Output: Which objects and information are generated by the activity?
 - Guidelines: Which business policies and business rules guide the execution of the activity?
 - Enablers: Which tools and means are needed for the execution of the activity?

Flow of Activities - Sequence Flow

- The Sequence Flow shows the logical order of activities within the process.
- An activity can be executed, if the preceding activities are finished.
- The Sequence Flow does NOT describe a Control Flow!

Process Scenarios – Gateways

- Gateways are used to describe scenarios within a business process model:
 - An alternative scenario is represented using the Exclusive Gateway.
 - An optional scenario is represented using the Inclusive Gateway.
 - Parallel scenarios are represented using the Parallel Gateway.
- Gateways should be used symmetrically. An opening gateway should have a corresponding closing gateway.
- Gateways should not be used to model Business Logic.

Information and Objects - Data Objects

- Business Processes use, generate or change information or business objects. BPMN based models use the Data Object to represent these.

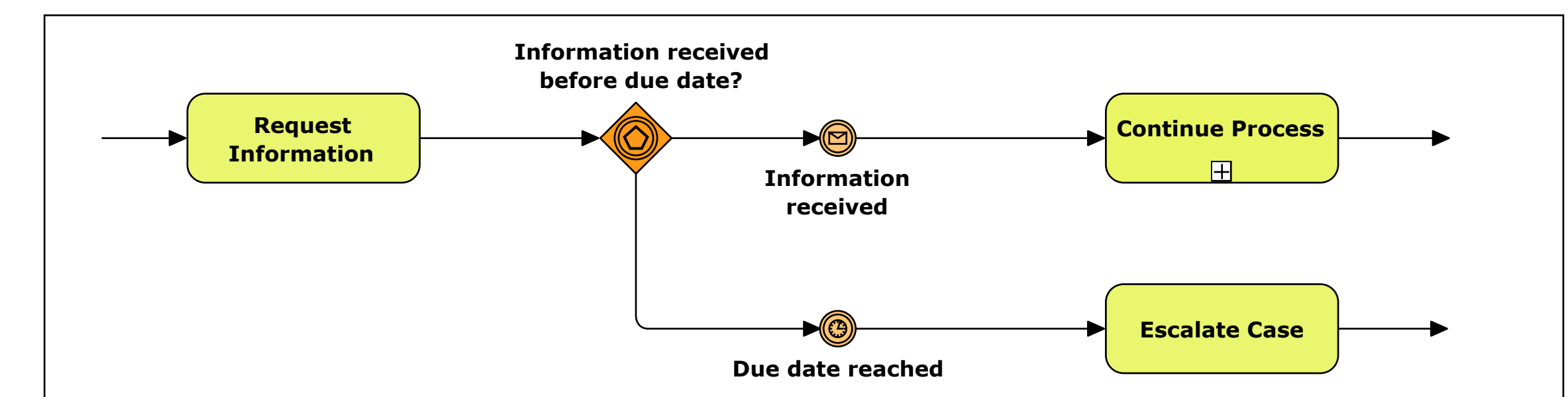
Communication in a Business Process - Message Flow

- The exchange of information or objects between process participants are described with Message Flows.

General Process Patterns - Examples

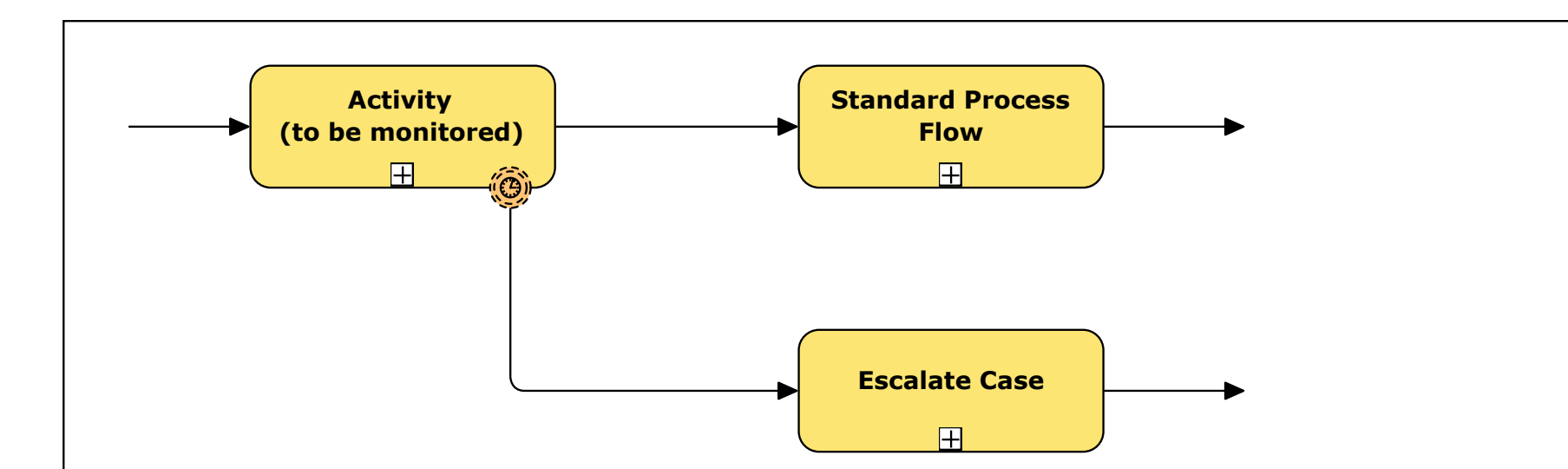
Follow Up:

- Short Description:
 - An information or an object is requested from another participant. A due date is set.
 - The process continues its normal flow if the information is received in time.
 - The case is escalated if the requested information or object is not received before the due date.



Monitoring with Escalation

- Short Description:
 - An activity needs to be completed within a defined timeframe.
 - The process continues its normal flow if the activity is finished in the timeframe.
 - If the activity not finished within the timeframe the case will be escalated. The escalation can happen alternatively to the standard flow or in parallel.



Business Process and other Models

Process Models are connected to other business models.

- Process Models need and use other models:
 - Process models use the Business Vocabulary
 - Activities reference Business Rules and Decision Models.
 - Process participants and roles are mapped to the organizational chart.
 - Requirements define the flow of the process and the details of the activities.
- Process Models are detailed with other views:
 - RACI-Charts: describe responsibilities for business activities
 - Choreography or Conversation Diagrams detail the communication between process participants.