Process-oriented Systems Analysis

Name:	**Matriculation Number:**
	Date:

The time available for the exam is 60 minutes. The total amount of points is 60.

There are no aids accepted except a pen and a ruler. In case you are discovered cheating, you will lose all your points for the tasks you answered up until that point in time.

Please keep the answer sheets stapled and write down your answered only on these sheets.

Keep your answers short and stick to what is exactly asked.

Now, please write down your name and details on this cover sheet in the box above.

Success!

1. Please explain the difference between a business process as a type and a case as an instance. Give also an example to illustrate the difference. **6P**

2. Please explain three challenges of process discovery and illustrate each of them with an example from your project work. **6P**

3. a) What are the key activities of process identification according to Davenport?
    b) According to Davenport, would the process of "Enrolling for a course at WU" be a good candidate for improvement? **6P**

4. What is the difference between a multiple-instance activity and a loop activity? Explain and use an example to illustrate the application of one and the other. **6P**

5. How can you best combine document analysis and interviews in process discovery? Explain the strengths and weaknesses of each of them. **6P**

6. What needs to be done to assure that the As-Is model resulting from the process discovery phase is of good quality? **6P**

7. What are three advantages of using a BPMS for process execution? Use an example to illustrate each of them.   **6P**

8. Please explain three specific Redesign Heuristics, one relating to **customers**, one relating to **organizational structure**, and one relating to **behaviour**. For each of them, refer to the Devil's Quadrangle.   **6P**

9. Sketch the architecture of a BPMS and briefly explain the function of each component in the system. **6P**

10. Consider a workflow log with four unique cases including:
   - AWCDE
   - AWDCE
   - AWDFG
   - ADHFG

   Please derive the different types of relations. **6P**.