

Exam on
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**

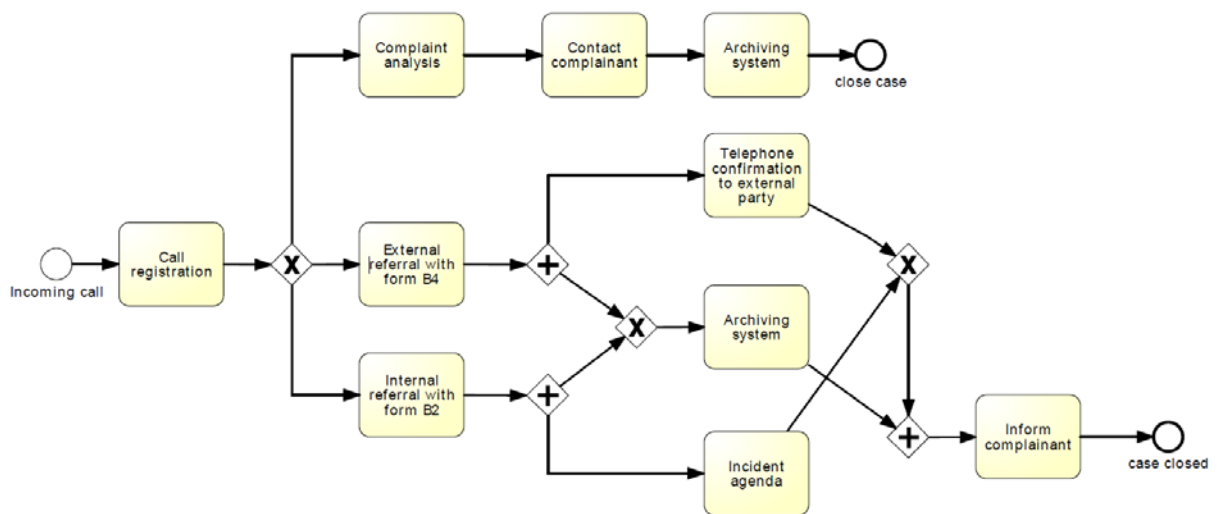
3. a) What are the key activities of process identification according to Davenport?

b) According to Davenport, would the process of “Enrolling for a course at WU” be a good candidate for improvement? **6P**

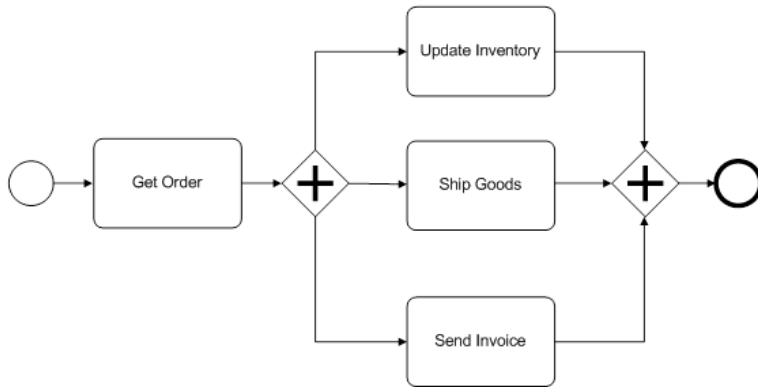
4. Please show two alternatives for modeling a repetition (without pre-defined limit) and discuss advantages and drawbacks of each option. **6P**

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

6. Please have a look at this model. Considering the 7PMG, what is not nice about this model? **6P**



7. Please list all potential sequences of activities when executing this process model. **6P**



8. Please explain the three Redesign Heuristics “Resequencing”, “Parallelism” and “Knock-Out”. Give an example to illustrate each of them. **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:

- ABCDE
- BADCE
- ABDFG
- ADFG

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