

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 answers only on these sheets.

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

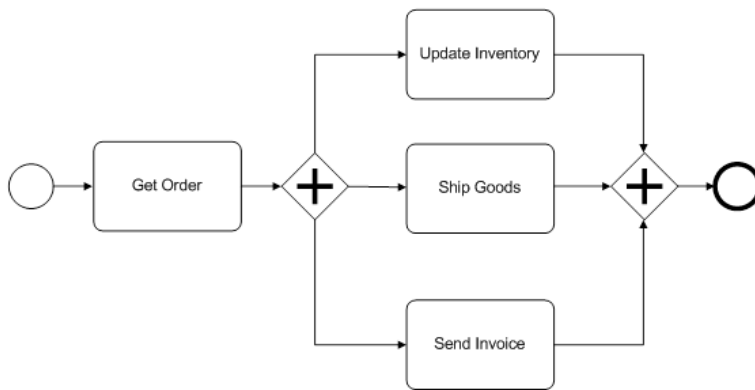
Now, please write down your name and details on this cover sheet in the box above.

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

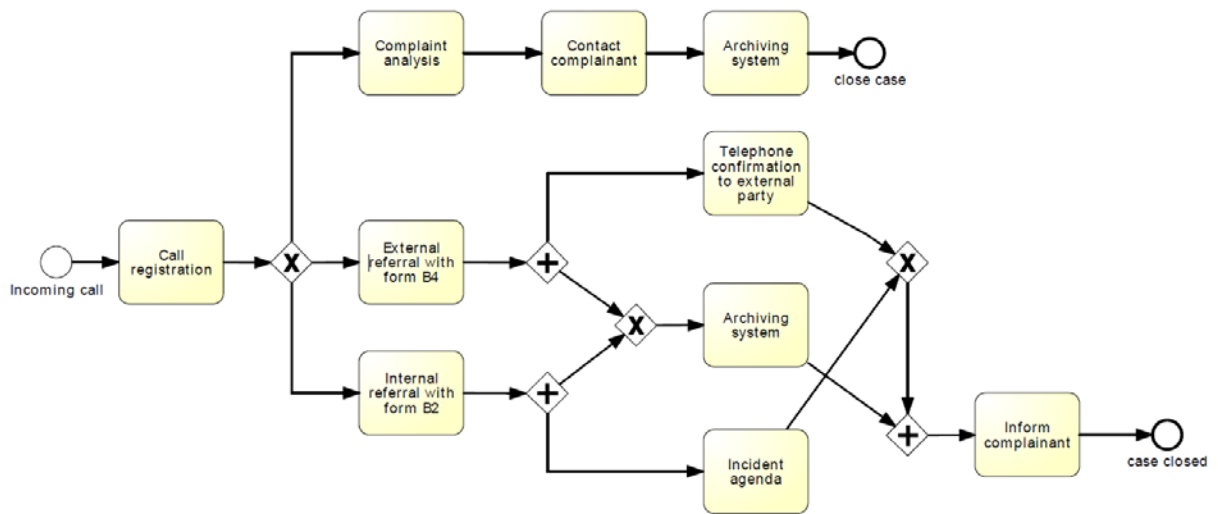


4. a) Describe the four major steps of process discovery, and b) explain which of them required the most effort in your project. **6P**

5. Please explain: a) What are the respective strengths and weaknesses of a process analyst and a domain expert, and b) how do they work together in assuring the semantic quality of a process model? **6P**

6. Please explain a) what is multiple instantiation in the context of BPMN activities, and b) use this concept to model the situation where several witnesses are interrogated after a car accident. **6P**

7. Discuss for each of the 7PMG criteria in how far this model can be improved. **6P**



8. Please describe the two Redesign Heuristics “Task Elimination” and “Case Assignment”. Discuss for these two in how far they affect the dimensions of 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. What are three advantages of using a BPMS for process execution? Use an example to illustrate each of them. **6P**