

Advanced Process Management Braindump

WS 20/21

5 ECTS

1.1)

name 6 characteristics of a process and explain them briefly:

- repeatable, goal-oriented, measurable, customer-focused, organized, structured

1.2)

Fill in the 4 Saliency and the 2 Worth categories of the Saliency-Worth-Matrix.

- Identity, Priority, Background, Mandated. Asset, Liability.

1.3) Categorize these parts of UPS in the Matrix and explain why:

- 24h delivery: Identity + Asset
- finance reporting: Mandated + Liability

2.1)

Explain the term *BPMN 2.0*

- Business Process Modelling and Notation

2.2)

Explain what Orchestration, Collaboration and Choreography mean in BPMN and what connector is used.

- Orchestration: action flow, inside pool
- Collaboration: message flow, between pools
- Choreography: ...

2.3)

mark 5 mistakes in the given BPMN and state what the mistakes are:

- split of action flow implicitly xor. was closed with +
- message receiving is white, not black
- no action flow coming from an end event (duh).
- ...

2.4)

Complete the given BPMN diagram according to the text.

- Mostly Connectors and Task types. The arrows from Task to Task were even given, only the connector was missing. Fill in a few blank tasks with names.

3.1)

Explain the terms Activity Based Costing and Throughput Time Analysis and what respective possible improvements they hold.

3.2)

Execute Activity Based Costing.

- Was pretty much exactly the same as task 3b) in the exam preparation part of the summary lecture but with laptops and tablets instead of planes and helicopters.

4.1)

Draw a eEPC for an employee who wants to have a business trip approved according to the text.

5. Guest Lecture: Celonis - Process Mining

This should not be relevant for you since the guest lecture is always a different one, but I want to state that they ask really deep into this. The lecture was full of pictures and more like a business commercial but they still got that many questions out of it. So, be more prepared than I was :D

5.1) What is the definition of a process according to the guest lecture?

5.2) What 4 techniques were there to gain insights on processes?

5.3) Place these techniques in the quadrants of the matrix fast/slow - more/less insight.

5.4) What 3 ways are there of using Process Mining, what are their inputs and what do they do?

- Discovery: uses Event Log to generate a model of the processes
- Conformance: Compares Model and Event Log
- Enhancement: Extend an a priori Model using the Event Log