Tutorial „Modeling in Business Information Systems”: Unit 6

Modeling in BPMN

1. Translate the given flow chart into an equivalent BPMN process model (see slide 16 of the lecture):

![BPMN Diagram]

2. Create a BPMN process model of a system that handles incoming calls. If they are emergency calls, the supervisor on duty should be notified. Otherwise, the call should be transferred to a regular staff member.

3. Create a BPMN process model of the following process: A freight company has to deliver parcels. At first, the driver tries to deliver the parcel without making an appointment. If nobody is at home, he or she will leave a note stating that a second attempt would be taken the same time on the next working day. If this attempt fails, too, a second note is left asking for scheduling an appointment. This is the last attempt. If this last attempt fails or if nobody calls to make an appointment within 7 days, the parcel will be returned to the sender.

4. Optional: Try to extend the BPMN models 1 – 3 by useful message flows and association links to important artifacts (documents, messages, ...).