

ARIS Education Package

ARIS Cloud for Students Modeling Exercises -
University Edition

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TABLE OF CONTENTS

Introduction.....	3
United Motor Group (UMG) scenario	7
Exercise 1 - Process Modeling Overview	8
Exercise 2 - Group Structure	9
Exercise 3 - Organizational Modeling	11
Exercise 4 - Organizational Modeling /Attribute Editing	13
Exercise 5 - Nested Objects in an IT Infrastructure Application System Type	14
Exercise 6 - Occurrence and Definition Level.....	15
Exercise 7 - Create Occurrence Copy /Organizational Responsibility in VACD	16
Exercise 8 - Incorrectly Event-driven Process Chain (EPC)	17
Exercise 9 - Process Overview with Even-Driven Process Chain (EPC)	19
Exercise 10 - Assignments (existing model)	20
Exercise 11 - Occurrence Copy / Define Organizational Responsibility in EPC	21
Exercise 12 - Detailed EPC /Assignments /Process Interfaces /Attribute Editing...	22
Exercise 13 - Detailed EPC /Assignments /Occurrence Copy	24
Exercise 14 - Modeling an Additional Detail EPC	27
About	

Introduction

Target Group

ARIS Education Package University Edition tutorial is aimed at students who do not have any specific knowledge of Process Model and Design, and who would like to teach themselves how to design and implement a business process.

Objectives

- Introduction to Business Process Analysis and Management
- Business Process Lifecycle
- Introduction to ARIS Methodology
- Testing and evaluating models

Procedure

The tutorial comprises successive exercises that build upon each other. As you work through them, the configuration is extended step by step.

Database and other related material

All the documents and database required for the tutorial can be downloaded from the tutorials page of [ARIS community](#).

Go to the BPM Exercises section and download the “**BPM Exercises with ARIS Cloud for Students: Database & other related material**”.

ARIS Community

The [ARIS community](#) contains all manuals and technical references available for **AEP - PD&A** project. It also provides the ARIS online help topics. These are usually only accessible via the ARIS user interface.

Sample solution


The **AEP - PD&A: ARIS Cloud for Students Modeling Exercises - University Edition** comes with a sample solution which has possible solution to each of the exercises in this tutorial.

This solution document is available only to faculty members.

The solution document should not be referred to as the only correct solution to the **AEP - PD&A: ARIS Cloud for Students Modeling Exercises**. Please talk to your professor to get access to the sample solution.

Important Note

All the Exercises in **AEP - PD&A: ARIS Cloud for Students Modeling Exercises - University Edition** has to be done using the **United Motor Group** database for ARIS Cloud, which can be found in the “**BPM Exercises with ARIS Cloud for Students: Database & other related material**”.

- Log in to your **ARIS Cloud Account** (**Note:** If you log in for the first time, you will have to change your password)
- On the start page click on the Settings  icon. Choose **Databases -> Import database**. Upload the **United Motor Group** database for ARIS Cloud. (**Note:** Enter a name for the database, but do not provide any password). After uploading the database, activate it and click **Apply**.
- Click on **Back** to return to the start page, and then launch your project room.

Note

The upload procedure might take approximately 15 minutes. Please follow the instructions and the important notes provided on ARIS Cloud.

Information on how to use this guide

This chapter provides information on how to use this manual. In this manual, menu items, file names, etc. are identified by the following notational and formatting conventions.

Notation/Formatting	Example
Menu items, key combinations, dialog boxes, file names, model types, model names etc. are shown in bold .	Enter system as the user name and manager as the password. Click on Help to access the Help menu items and open further information sources.
Entries via the keyboard, menu item selections are shown within double quotes " ".	Enter "system" as the user name and "manager" as the password. Select Model Types: "EPC" and Object Types: "Event", "Function".
Connection types are shown in <i>italics</i> and are <u>underlined</u> .	This symbol uses the connection type <i><u>is predecessor of</u></i> .
Sequences of menus and menu items are in bold and separated by forward slashes.	Right-click on the chart background and select Display options/Show absolute indicator values .
Sequence of actions and selections are separated by an arrow→ and are in bold .	Go to Configuration→ Method → Model types.
Entries with user-defined content are highlighted in bold type and enclosed in angle brackets.	Enter the path < Directory >\PPM.
One-line example texts, e.g. a long directory path, that need to be shown on several lines due to a lack of space are separated by the ↵ (arrow) symbol at the end of the line.	D:\Program Files\ppm\↵ xml\Adapter

Particular text sections are specially identified:

Warning



Warnings indicate important instructions, where loss of data, semantical error or a safety risk could arise if they are not observed carefully.

Note

Notes will provide you with additional information.

Tip

Tips indicate references to explanatory notes, e.g. in manuals or in the online help.

See also

This refers to further information on the same topic or related topics within the document.

Hint



Hints provide additional information to optimize your results.

United Motor Group (UMG) scenario

United Motor Group, a global automaker, has teamed up with Software AG consultants to launch an ARIS Value Engineering project, using the business process transformation method. After assessing UMG's strategic positioning and defining objectives, the team identified critical success factors, which need to be improved to achieve the defined strategy. Streamlining the business processes is the key to fulfilling this objective.

UNITED MOTOR GROUP FACT & FIGURES

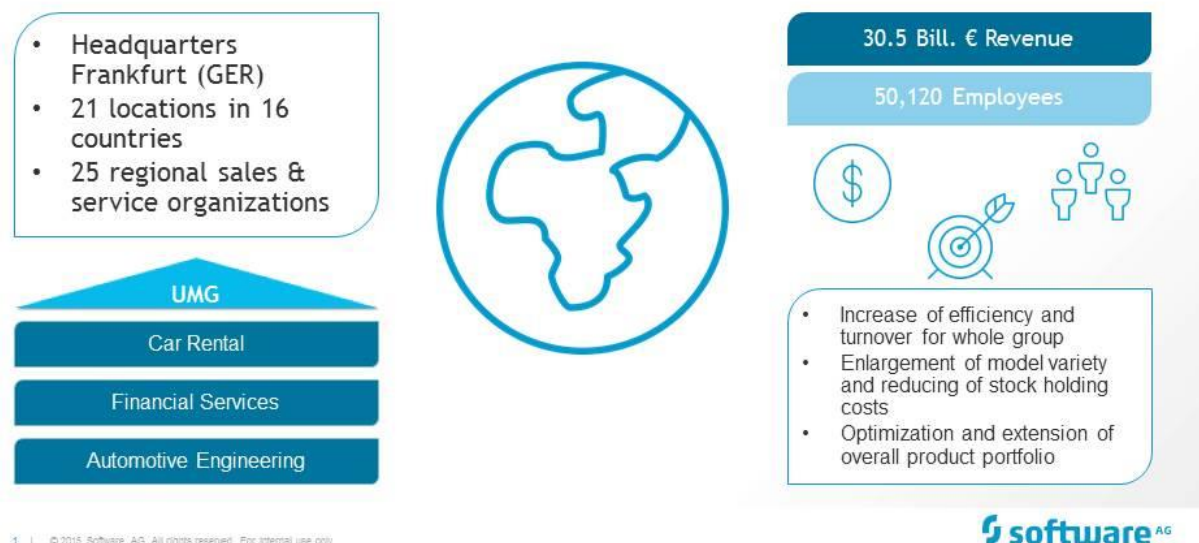


Figure 1 - Profile of United Motor Group

To create the necessary transparency with regard to business workflows, organizational structures and system landscapes, **ARIS Cloud** has been selected as the modeling platform.

Note

Before getting started with the exercises, please make sure that you have read all the previous sections thoroughly.

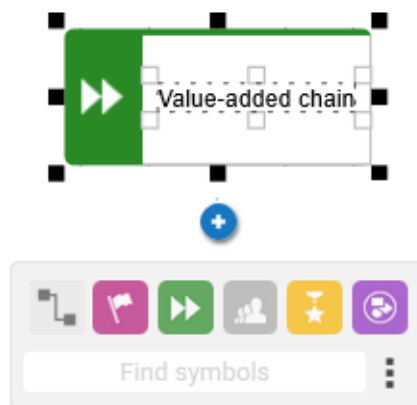
Exercise 1 - Process Modeling Overview

The major automobile manufacturer United Motor Group has decided on a pilot project to optimize its processes with ARIS Cloud. The goal of this project is to first document all the processes in Direct Car Sales, forming the basis for further process documentation and optimization activities for later use.

In this exercise, you are to create a model, utilize the Mini Toolbar, familiarize yourself with the **Value-Added Chain Diagram (VACD)** model type and learn to maintain text descriptions in model attributes.

Procedure

- 1) Go to <https://mc.ariscloud.com> and log in with your credentials. Make sure you have uploaded the United Motor Group database for ARIS Cloud and activated it (see introduction section). After that, click on **Launch** in order to open your project room.
- 2) Click on **Create new model**. Create a VACD and name it **Core Business Processes**. Choose the United Motor Group database as a **Target**.




- 3) Model the **Core Business Processes** VACD as described below:
 - a) **Research and Development** begins the process which is then followed by **Production Development** which uses the connection type is predecessor of.
 - b) **Marketing** comes next which in-turn triggers **Sales**. The **Sales** Function is then followed by **Production Planning** and **Customer Care** running simultaneously.
- 4) Save and close the model.

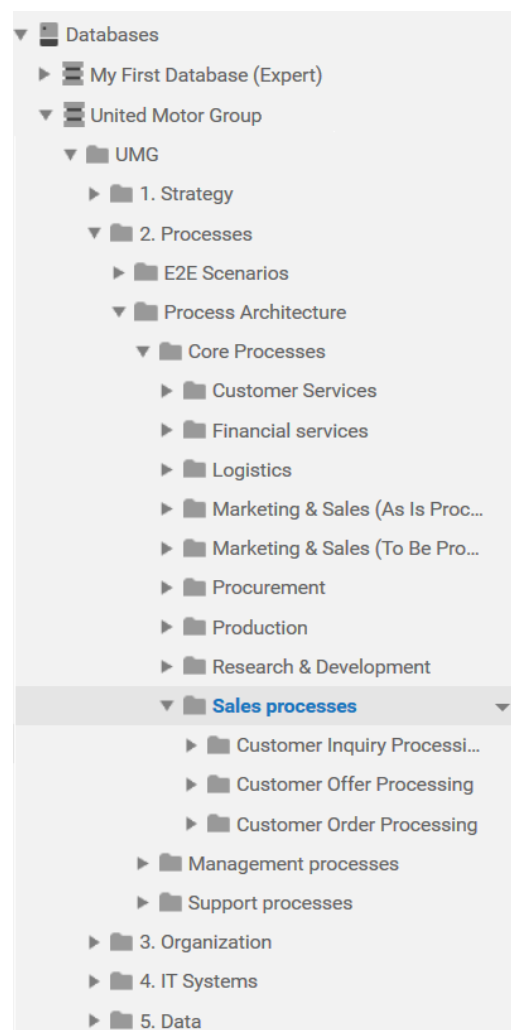
Exercise 2 - Group Structure

You want to expand the group structure of your database so that you will be able to navigate through the database as the number of models increase during the course of the pilot project. The project team has decided to create process-independent groups (**IT Systems** and **Data**) for static model types. Models of the actual process documentation are to be stored in a process-oriented group structure (**Core Processes**).

In this exercise, you are to design a logical structure for an **ARIS Cloud** database and to learn how to move models in specific folders.


Procedure

- 1) In the Repository , go to **United Motor Group** for ARIS Cloud database and fold out the folder **UMG**.
- 2) Replicate the folder structure below:




- 3) Move the **Core Business Processes** VACD model into the folder **Sales Processes**.

Note

New folders inside existing ones can be created by selecting the desired parent folder, and then clicking the create folder icon , placed in the upper right corner.

Note

Use Cut&Paste to move an object or a model from one folder to another. In order to do so, go to the **ARIS Cloud Repository**. Select the object or model element, click on cut , and then paste it in the desired folder.

Exercise 3 - Organizational Modeling

Map Organizational units or Positions to each process. As the first step, you want to map your company's organizational structure in your project database.

In this exercise, you will familiarize yourself with the **Organizational chart** model type.

Procedure

- 1) Create an **Organizational chart** and call it “**UMG Organizational Chart Europe**” within the group of your database entitled **3. Organization**.



- 2) Model the **UMG Organizational Chart Europe** with the information supplied below:
 - a) The **UMG Europe** Organizational unit is composed of the following Organizational units:
 - Management Europe
 - Sales Europe
 - Development Europe
 - Production Europe
 - Marketing Europe
 - b) The **Sales Europe** unit is composed of the following Organizational units:
 - Direct Sales
 - Sales Management
 - Partner Sales
 - c) The **Direct Sales** Organizational unit is composed of the following Organizational units:
 - Direct Car Sales Eastern Europe
 - Direct Car Sales Western Europe
 - d) **Direct Car Sales Western Europe** is composed of the following Organizational units:
 - Sales Team Germany
 - Order Processing Germany


- e) The **Sales Team Manager** Position is organization manager for the **Sales Team Germany** Organizational unit. **Sales Team Germany** Organizational unit is composed of the following Positions:
 - Sales Team Secretary
 - Sales Employee
 - f) The **Order Team Manager** Position is organization manager for the **Order Processing Germany** Organizational unit. **Order Processing Germany** Organizational unit is composed of the following Positions:
 - Order Handling Secretary
 - Order Handling Employee
- 3) Save and close the model.

Exercise 4 - Organizational Modeling / Attribute Editing

The existing Organizational chart is to be supplemented with further information.

In this exercise, you are to learn how to expand existing models and maintain as well as place attributes.

Procedure

- 1) Open the **UMG Organizational Chart Europe** you created in Exercise 3.
- 2) In order to expand the existing model by adding attributes, click on **Sales Employee** and then go to **Properties→Attributes**. If the attributes regarding the ARIS document storage are not in the list of given attributes, you'll have to add them. To do so, go to  **Add...→ARIS document storage**. The **ARIS document storage Link 1** should link to **Job Description_Ex4.doc** (found in **AEP_PDA_Materials_Cloud/United Motor Group for ARIS Cloud/04 Exercise**). The document has to be first uploaded in the **ARIS document storage**. Enter the title as "Job Description" for your link in **ARIS document storage Title 1**.
- 3) Next, place the **document** to the **Sales Employee** Position. To do so, go to **Properties** of **Sales Employee** and then go to the attribute **ARIS document storage Link 1**. Click on **More→Place attribute**. Place the attribute **ARIS document storage Link 1** in the lower right corner.
- 4) Open the job description for the **Sales Employee** from ARIS by double clicking the object.
- 5) Save and close the model.

Note

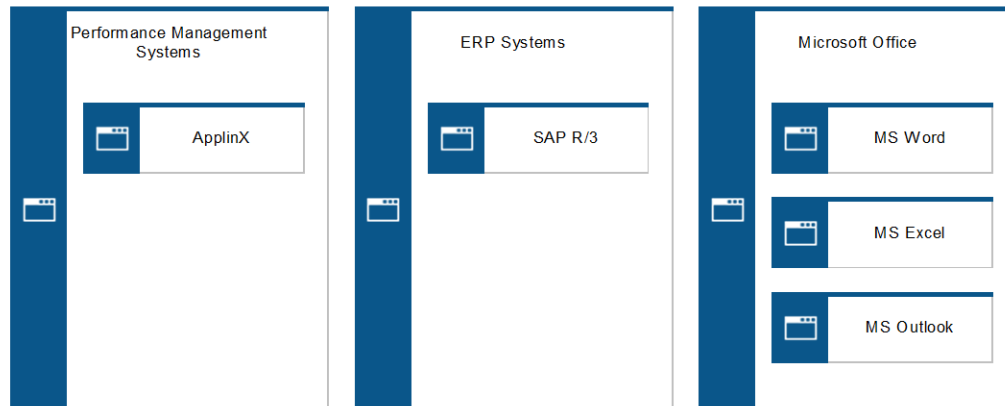
The properties  are located in the upper right corner.

Note

In order to upload a file on **ARIS document storage**, go to the desired **ARIS document storage Link** attribute→**Select document→Upload new document** .

Exercise 5 - Nested Objects in an IT Infrastructure Application System Type

The existing **Application System Type Diagram** needs to be supplemented with further information. The core team wants a clearer model and has set out its ideas in an illustration



(see figure above).

In this exercise you will become familiar with Nested Objects and familiarize yourself with the **Application System Type Diagram** model type.

Procedure

- 1) Create an **Application System Type Diagram** and call it “IT Systems UMG” within the group of your database entitled **4. IT Systems**.
- 2) Document the following application structure with **Application System Types**:
 - a. **Performance Management Systems** encompasses **ApplinX**
 - b. **ERP Systems** encompasses **SAP R/3**
 - c. **Microsoft Office** encompasses **MS Word**, **MS Excel**, **MS Outlook**.
- 3) Resize and reposition the objects and attributes as shown in the picture above.
- 4) Save and close the model.

Exercise 6 - Occurrence and Definition Level

At the beginning of the project, you mapped your core business processes in a **Value-Added Chain Diagram** (VACD). You saved this model in the **UMG** folder. During the course of the project you have fleshed out the database structure with details by creating subgroups.

Now you want to arrange the existing database content in a logical structure.

In this exercise, you are to understand the structure of **ARIS** Cloud Repository, establish distinctions between models and objects.

Procedure


- 1) Switch to the ARIS Cloud Repository. Move the **Core Business Processes** VACD with its objects to the **UMG/2. Processes/Process Architecture/Core Processes** group.
- 2) Identify the group in which the Object definitions of the individual core business processes are located after you have moved the model.
- 3) Then move these Object definitions (**Research and Development**, **Sales**, **Production Development and Production Planning**) to the ARIS Cloud Repository groups with the corresponding names.

Note

There are two very important reasons for storing object definitions and models in the "correct" ARIS Cloud Repository groups:

- 1) Models and objects can be located more easily.
- 2) Access privileges are issued with reference to the Repository groups in **ARIS Cloud**.

Note

Use Cut&Paste to move an object or a model from one folder to another. In order to do so, go to the **ARIS Cloud Repository**. Select the Object or Model element, click on cut , and then paste it in the desired folder.

Exercise 7 - Create Occurrence Copy / Organizational Responsibility in VACD

At the start of the project you documented the core business processes of **Direct Car Sales** in a **Value-Added Chain Diagram (VACD)** in your database. In accordance with project conventions, you now want to map the organizational responsibility, in the form of Organizational units, in this process overview.

In this exercise, you are to add Organizational units to the high level process model (VACD) and learn to use occurrence copies.

Procedure

- 1) Open the Core Business Processes VACD which can be found in the UMG/2. Processes/Process Architecture/Core Processes group.
- 2) Integrate the organizational responsibilities into the model using the occurrence copies of Organizational unit's from **UMG Organizational Chart Europe** organizational chart created in Exercise 3.
- 3) Use the situation described below to integrate the organizational responsibilities:
 - a) The Organizational Unit **Management Europe** carries out **Research and Development**.
 - b) The Organizational Unit **Development Europe** carries out **Production Development**.
 - c) The Organizational Unit **Marketing Europe** carries out **Marketing**.
 - d) The Organizational Unit **Sales Europe** carries out both **Customer Care** and **Sales**.
 - e) The Organizational Unit **Production Europe** carries out **Production Planning**.



Make sure you use **ONLY** occurrence copies in order to avoid redundancies in the database. This is very important for later evaluation.

- 4) Select the **Management Europe** Organizational unit and go to **Properties** → **Occurrences** to navigate to the **UMG Organizational Chart Europe** Organizational Chart.
- 5) Save and close all models.

Exercise 8 - Incorrectly Event-driven Process Chain (EPC)

The following page shows an EPC that was created incorrectly. Point out the EPC modeling rules that it is breaking.

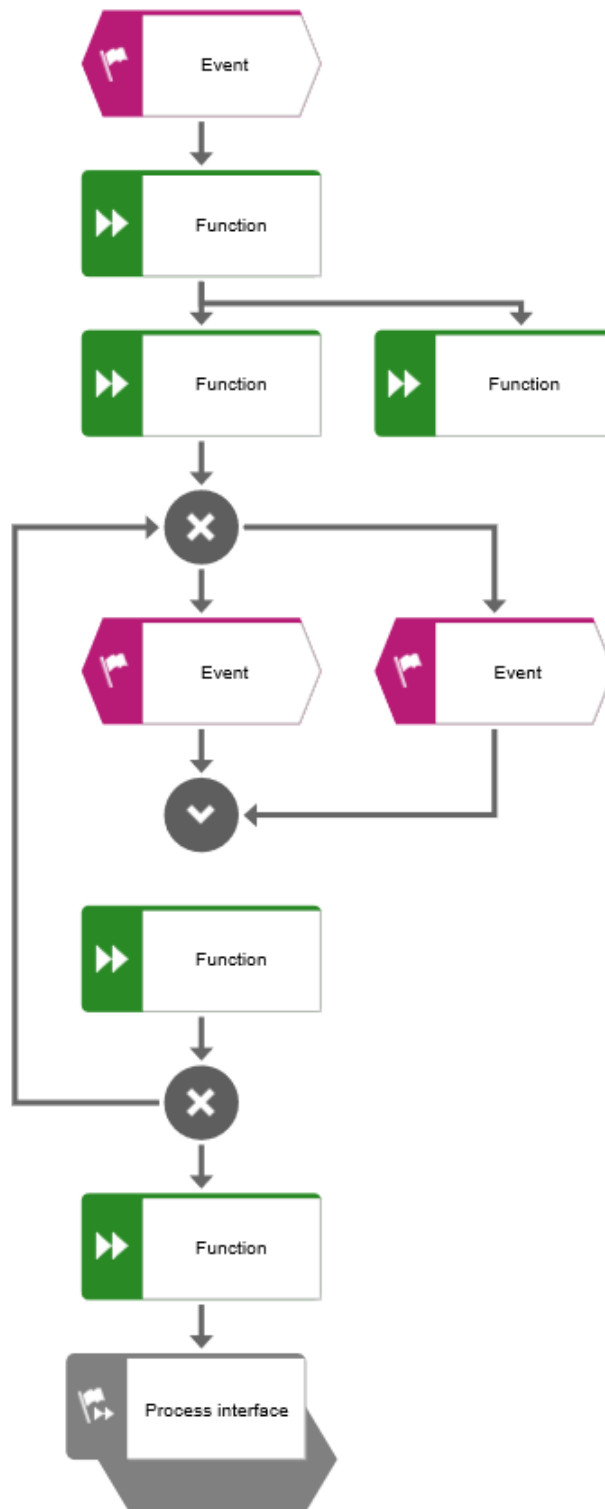
In this exercise, you are to familiarize yourself with the **Event-driven Process Chain (EPC)** and detect errors in modeling.

Procedure

- 1) On the following page is an incorrectly modeled EPC.
- 2) Check the structure of the model and point out the EPC modeling rules that this model is breaking - there are nine mistakes so take your time.

Note

There isn't "one" correct solution, various approaches are possible.



Exercise 9 - Process Overview with Event-Driven Process Chain (EPC)

You now want to break down the **Sales Function** of the **Core Business Processes** model using the EPC model type.

In this exercise, you will define a process flow with the EPC model, utilize the spell Check functionality to verify accuracy and apply EPC modeling rules.

Procedure


- 1) Create an EPC model **Sales Processes** in the **UMG/2.Processes/Process Architecture/Core Processes/Sales Processes** group. Then model it according to the situation below:
 - a) A **Customer Contact Exists** already, so create this Event to start the model.
 - b) The **Process Customer Contact** Function is initiated by this existing customer contact.
 - c) If the customer has shown interest in the products/services as a part of customer contact process, a **Customer Inquiry Defined** Event should take place, which triggers the **Process Customer Inquiry** Function. Also, a **Customer Contact Not Successful** Event should be added as an alternative outcome for **Process Customer Contact**.
 - d) In case no Customer Contact Exists, a **New Customer Inquiry Received** can trigger **Process Customer Inquiry** as well.
 - e) Following **Process Customer Inquiry**, either an **Inquiry Registered** Event or if the required items are not available, an **Inquiry Not Accepted** Event occurs, thus terminating the process.
 - f) Next the **Process Customer Offer** Function starts. Spell “Customer” incorrectly to test the spell check functionality. Then either a **Customer Order Received** Event leads to the next Function or a **Customer Offer Rejected** Event takes place, which ends the process.
 - g) The **Customer Order Received** Event kicks off a **Process Customer Order** Function.
 - h) Lastly, either a **Customer Confirmation Sent** or **Order Data not OK** Event ends the process.
- 2) Save and close the **Sales Processes** EPC.

Exercise 10 - Assignments (existing model)

You have already modeled the **Core Business Processes** in a VACD. You also described the **Sales** aggregated Function detail with the **Sales Processes** EPC. Now you want to document in the database that the **Sales Processes** EPC describes the aggregated **Sales** Function in the **Core Business Processes** VACD.

In this exercise, you are to assign an existing model to an aggregated function.

Procedure

- 1) Open the **Core Business Processes** VACD which can be found in the **UMG/2. Processes/Process Architecture/Core Processes** group.
- 2) Click on the Function **Sales**, then go to **Start→Assignments**  **→Create assignment** and assign to it the EPC **Sales Processes** which can be found in the **UMG/2. Processes/Process Architecture/Core Processes/Sales Process** group.
- 3) Save the changes to **Core Business Processes** VACD and close the model.

Exercise 11 - Occurrence Copy / Define Organizational Responsibility in EPC

Previously you have assigned the appropriate Organizational units to each Core Business Process as part of the **Core Business Processes** (VACD) model in your project database. You have also modeled the flow of processes for the **Sales** Function in the **Sales Processes** EPC at a general level. You now need to add Organizational units in the **Sales Processes** EPC based on the following information.

In this exercise, you are to expand an EPC with organizational elements and create occurrence copies.

Procedure

- 1) Open the **Sales Processes** EPC which can be found in the **UMG/2. Processes/Process Architecture/Core Processes/Sales Process** group. Add the responsible Organizational units listed in the situation below:

Sales Team Germany *carries out* the **Process Customer Contact** Function. All other functions in the process are handled by **Order Processing Germany**.



Make sure you use **ONLY** occurrence copies in order to avoid redundancies in the database. This is very important for later evaluation.

- 2) Save and close the model.

Exercise 12 - Detailed EPC / Assignments / Process Interfaces / Attribute Editing

Within the **Sales Processes** high-level EPC the **Process Customer Offer** Function must be further detailed with a vertical assignment to a new detailed EPC model. Going beyond the pure process flow, additional information (organizational responsibility, supporting IT systems and Cluster Data/Model objects) will now be included. Organizational responsibility will be shown by the **Position** object, supporting IT systems are to be represented with the **Application System Type** object and **Cluster Data/ Model objects** for data elements.

In this exercise, you will learn to assign a detailed model to an aggregated function (assign new model to an object), use process interfaces and record times.

Procedure

- 1) Select the **Process Customer Offer** Function (object) which can be found in the **Sales Processes** EPC in the **UMG/ 2. Processes/Process Architecture/Core Processes/Sales Process** group.
- 2) Create an assignment for the **Process Customer Offer** Function. Save the new EPC model with the same name as the function in the **Customer Offer Processing** group.
- 3) Map the information supplied below in the **Process Customer Offer** EPC. Be sure to create occurrence copies of all objects already modeled in the database (the start and end Process Interfaces (Functions) and common Events of the superior **Sales Processes** EPC, organizational elements and Cluster data/ Model objects).
- 4) Follow the Event-Function-Event order (where no Event is given please create one).
 - a) Use the Function and Event(s) immediately before and after **Process Customer Offer** in the superior **Sales Processes** EPC as Process interface and common Event(s) to begin and end the new model.
 - b) **Order Handling Secretary** Position carries out **Copy Inquiry Data into Offer** Function using **MS Word** Application System Type and **Customer Inquiry, Customer Data** and **Customer Conditions** Cluster Data/Model objects with connection type is input for.
 - c) **Order Handling Employee** will **Check Availability of Article(s)** using the **SAP** Application System Type and the **Product Data** and the **Customer Inquiry** Cluster Data/Model objects using connection type is input for.
 - d) There is an XOR operator after this and a **Delivery NOT Possible** Event or a **Delivery Possible** Event.
 - e) After a **Delivery NOT Possible** Event, **Order Handling Employee** must **Agree on Alternative Delivery Date** with the customer - there is an XOR operator after this function.

- f) Then either a **Customer Offer Rejected** Event ends the process or a **Delivery Date Defined** Event allows the process to continue.
 - g) Use **XOR** to merge the open paths.
 - h) Next **Order Handling Employee** can **Reserve Article** in SAP using the **Product Data**.
 - i) After the articles are reserved, **Order Handling Secretary** will **Generate Offer** (function) in **MS Word**, the output of which is the **Customer Offer**. Use has as output relation.
 - j) The Apprentice will then **Monitor Offer** (function) in **ApplinX**.
 - k) The ending Event is **Customer Order Received** which leads to the final Function **Process Customer Order**.
- 5) Maintain the Average Processing Time for each of the Functions listed below:
- a) Highlight one function object from the table below.
 - b) If the attribute Avg. processing time is not included in the existing list of its attributes, you'll have to add it. In order to do that, click on one of the function and go to **Properties→Attributes→Add→Times→Processing time** and select the required attribute. Complete the average processing times for each function (see the table below).
 - c) Save the attributes.
 - d) Now, display the 'Average Processing Time' attribute in the top left corner (outside) of the Function and ensure that the data is displayed together with the 'Attribute Name'.

Function	Average Processing Time
Copy Inquiry Data into Offer	7 minutes
Check Availability of Articles	15 minutes
Agree on Alternative Delivery Date	4 minutes
Reserve Article(s)	2 minutes
Generate Offer	5 minutes
Monitor Offer	3 minutes

- 6) Save and close the **Process Customer Offer** model.

Exercise 13 - Detailed EPC / Assignments / Occurrence Copy

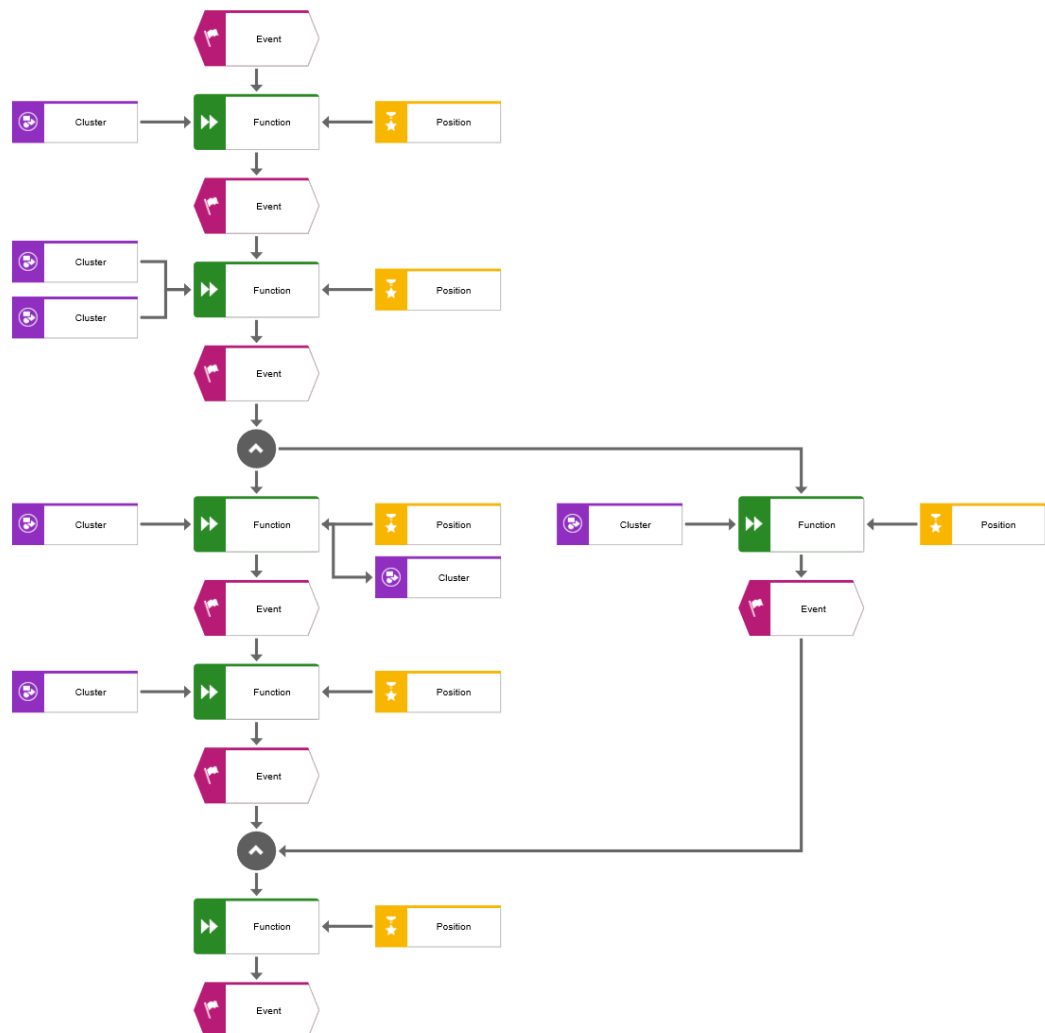
After **Process Customer Offer**, you want to model the previous process in the **Sales Processes EPC, Process Customer Inquiry**. Additional information about the supporting organizational responsibilities, data input and output, and IT systems support should also be modeled.

In this exercise, you will learn to describe an aggregated object in a new model, assign a new model to an object, use occurrence copies.

Procedure

- 1) Assign a new EPC called **Process Customer Inquiry** to the **Process Customer Inquiry** Function (object) of the **Sales Processes EPC** which can be found in the in the **UMG/2. Processes/ Process Architecture/Core Processes / Sales Processes** group.
- 2) Build the new **Process Customer Inquiry** EPC with the situation described below:
 - a) Use the Function and Event(s) immediately before and after **Process Customer Inquiry** from the superior **Sales Processes EPC** as Process interface and common event(s) to begin and end the new model.
 - b) To do so, copy the Function **Process Customer Contact** from the **Sales Processes EPC** which precedes the Inquiry function and also **Process Customer Offer** which is the Function that comes AFTER the Inquiry function. Ensure to copy the Events that immediately precede AND follow the Inquiry function with **Process Customer Offer** as well, as these will be the ‘trigger(s)’ and final results of the Inquiry process.
 - c) Create the basic EPC shown in the next page and select all objects. The connection type for the Cluster data/Model objects should be is input for and has output of and they are the main connection types for data. The connection type from the Position object to the Function should be carries out. Later on, complete the given basic EPC where needed.
 - d) Start with the Function **Create New Customer Inquiry** which is carried out by the **Sales Team Secretary** with input of **Customer Inquiry**. Enter **Customer Inquiry Registered** as the Event after this function.
 - e) **Sales Employee** carries out **Configure Car** Function using **Product Data** and **Customer Inquiry** data (Clusters data/Model objects). The result is **Car Configured**.
 - f) Next **Sales Employee** carries out **Define Car Price** Function using **Product Data**. This price information is added to **Customer Inquiry** so this needs to be an input as well to this function. The result is **Car Price Defined**.

- g) The **Sales Employee** can then **Calculate Customer Discount** based on the **Customer Conditions** data as input, resulting in **Discount Calculated**.



- h) After the result of **Discount Calculated** we have a parallel path, so don't forget to change the object selection to a rule, and then create the flow that shows the **Sales Employee** carrying out **Define Tax**, which uses **Product Data**, resulting in **Tax Defined**.
- i) These two parallel flows will now meet together to continue and you'll need the corresponding **Rule Object (AND)** to do this.
- j) Once the taxes and the net car price have been calculated, from the concluding AND rule, a **Check Export Conditions** is performed by **Sales Employee** to determine whether an **Export is Allowed** or **Export is NOT Allowed**.

- k) If **Export** is **NOT Allowed**, the **Sales Team Secretary** must **Delete Customer Inquiry** with **Customer Inquiry** input, leading to the common Event (copied from the Sales Process) **Inquiry NOT Accepted**.
 - l) If **Export** is **Allowed**, the **Sales Team Secretary** performs **Save Customer Inquiry** which has **Customer Inquiry** as an input/output, leading to the **Inquiry Registered** common Event which continues to the **Process Customer Offer Process Interface** - both of which you copied from the **Sales Processes EPC** earlier.
- 3) Use the **Process Customer Offer Process Interface** to navigate from the **Process Customer Inquiry EPC** to the **Process Customer Offer EPC** and back again.
 - 4) Save and close all models.

Exercise 14 - Modeling an Additional Detail EPC

After the **Process Customer Offer** and **Process Customer Inquiry** processes, you now want to model the fourth process step in the superior **Sales Processes EPC - Process Customer Order**. Only the organizational responsibility and supporting application software should be displayed with the control flow.

In this exercise, you are to increase your modeling skills and navigate horizontally within a modeling level using process interfaces.

Procedure

- 1) Assign a new EPC to the **Process Customer Order** Function (object) of the superior **Sales Processes EPC** which can be found in the **UMG / 2. Processes / Process Architecture/ Core Processes / Sales Processes** group.
- 2) Model the **Process Customer Order EPC** based on the following steps and save it in **UMG / 2. Processes / Process Architecture/ Core Processes / Sales Processes/ Process Customer Order** folder:
 - a) Use the Function and Event(s) immediately before and after **Process Customer Order** from the superior **Sales Processes EPC** as Process interface and common event(s) to begin and end the new model.
 - b) The function **Compare Offer Data with Order Data** takes place in **SAP**.
 - c) The result is either exclusively **Order Data is NOT OK** and this stops the process, or the **Order Data Matches Offer** Event and this leads to **Check Availability of Articles** carried out by the **Order Handling Employee** and the **SAP** system.
 - d) If an **All Articles Available** Event occurs, a **Reserve Articles** function is performed by the **Order Handling Employee** using the **SAP** system.
 - e) However, if the other exclusive result from the function above is **Not All Articles Available**, then the **Order Handling Employee** will **Create Production Order** in **MS Word** on a parallel path.
 - f) When all the articles have been reserved and/or committed for production, the **Order Handling Employee** does a **Confirm Order** in **MS Word**, ending the process with the **Customer Confirmation Sent** Event.
- 3) Use the **Process Customer Offer** process interface to navigate from the **Process Customer Offer EPC** to the **Process Customer Order EPC** and back again.
- 4) Save and close all models.

About

We hope you enjoyed working with **ARIS Cloud** and **AEP- PD&A: ARIS Cloud for Students Modeling Exercises - Universit Edition**.

With this tutorial:

- You've learnt the basics of Business Process Management.
- You are now familiar with the various modules and functionality of **ARIS Cloud**.
- With the successive exercises you familiarized yourself with working on various model types: Value added chain diagrams (VACD), Organizational charts, Application System Type Diagram, Event-Driven Process Chain (EPC)
- You are now comfortable with creating, testing and evaluating these models with the help of **ARIS Cloud**.

For more information on ARIS products, ARIS Education Packages and to network with Business Process Management experts, visit [ARIS Community](#).

Thank you!