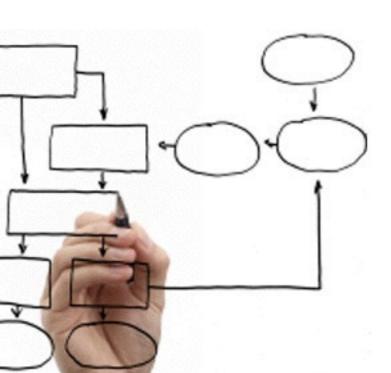
Methods for the specification and verification of business processes MPB (6 cfu, 295AA)



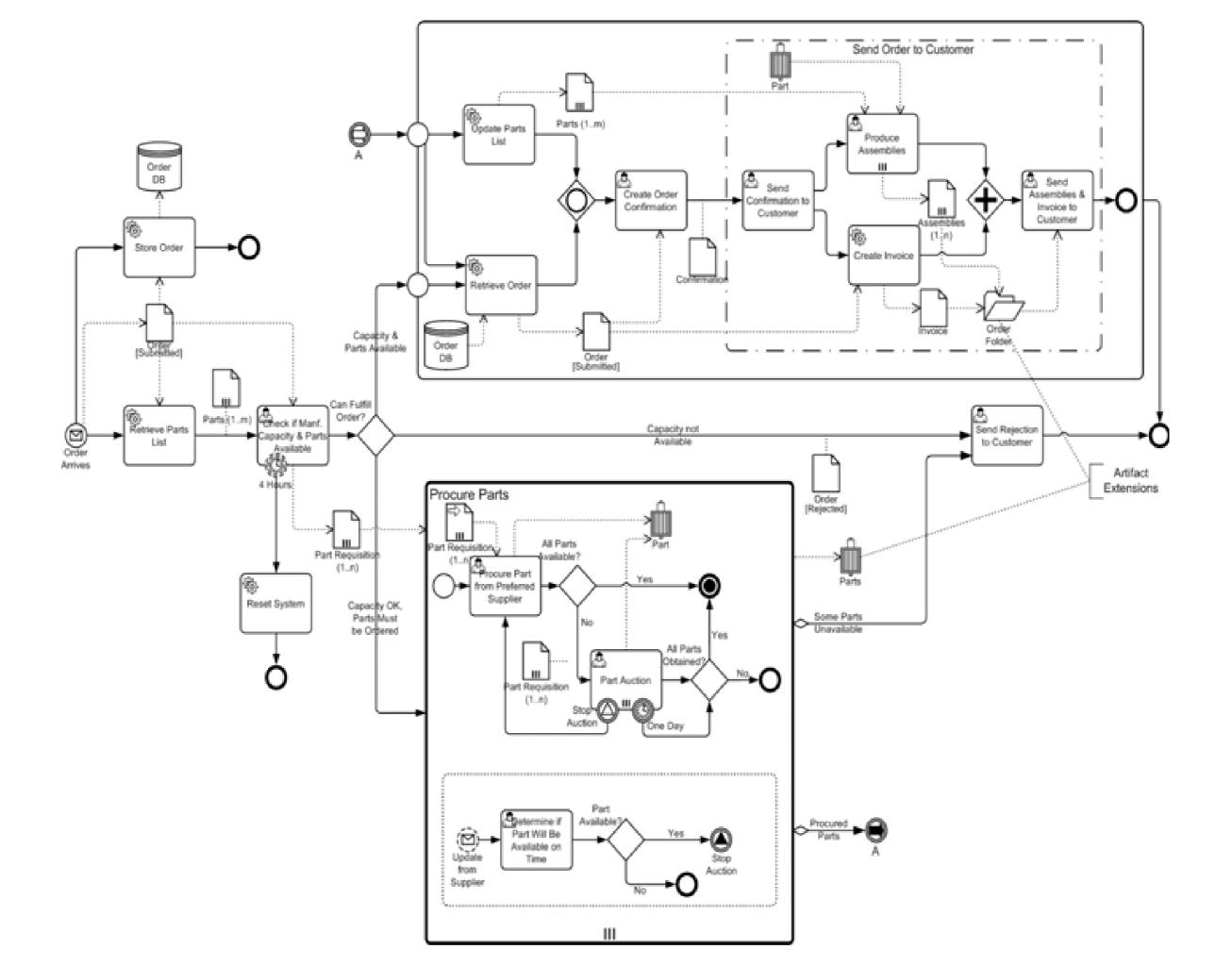
Roberto Bruni http://www.di.unipi.it/~bruni

20 - Business process modelling notation

Object

We overview BPMN and their analysis based on Petri nets

Ch.4.7, 5.7 of Business Process Management: Concepts, Languages, Architectures Ch.3, 4 of Fundamental of Business Process Management. M. Dumas et al.



Business Process Management Initiative

The Business Process Management Initiative

is an **independent organization** devoted to

the development of open specifications

for the management of **e-Business processes** that span multiple applications, corporate departments, and business partners, behind the firewall and over the Internet













The membership of the BPMI Notation Working Group represents a large segment for the BP modelling community



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BMI-DTF

June 2005

The Business Process Management Initiative (BPMI.org) and the Object Management Group™ (OMG™) decided to merge their **Business Process Management** (**BPM**) activities to provide thought leadership and industry standards for this vital and growing industry.

The combined group has named itself the Business Modeling & Integration Domain Task Force (BMI -DTF)

Standardisation

The development of BMPN is an important step in

reducing the fragmentation that exists with myriad of process modelling tools and notation

exploiting expertise and experience with many divergent proposals to consolidate the best ideas

supporting the wide-spread adoption of inter-operable business process management systems

reducing the confusion among business and IT end-users

Disclaim

Formal rigor and conciseness: not primary concerns for BPMN specifications (over 100 symbols, shorthands and alternative constructs are often available)

The large number of object types and their continuous evolution makes it hard to define mappings and to prove their consistency under all contexts

Inconsistencies and ambiguities in BPMN standard are present but hard to detect

Business process diagram

BPMN defines a standard for Business Process Diagrams (BPD)

based on **flowcharting technique** tailored to graphical models of business process operations

> Four basic categories of elements: Artefacts Swimlanes Flow objects Connecting objects

BPMN: (some) key features

Key features of BPMN include: sub-processes exceptions message flows

> and also: transactions compensations choreographies

> > . . .

Versioning

BPMN 1.0 approved 2006 BPMN 1.1 approved 2007 BPMN 1.2 approved 2009

BPMN 2.0 Beta 1 proposed 2009BPMN 2.0 Beta 2 proposed 2010BPMN 2.0 Final delivered 2011

BPMN 1.0 (2004/06)

Main goal:

provide a notation that is readily understandable by all business users

from the **business analysts** who create initial drafts of the processes

to the **technical developers** responsible for implementing the technology that will perform those processes

to the **business people** who will manage those processes

What is **BPMN**?

BPMN is a graphical notation that depicts the steps (end to end flow) in a business process.

The notation has been specifically designed to coordinate the sequence of processes and the messages that flow between different process participants in a related set of activities.

BPMN 2.0 (2009/11) FAQ Why is BPMN important?

The world of business processes has changed dramatically over the past few years. Processes can be coordinated from behind, within and over organizations natural boundaries. A business process now spans multiple participants and coordination can be complex.

Until BPMN, there has not been a standard modelling technique developed that addresses these issues.

BPMN has been developed to provide users with a royalty free notation.

This will benefit users in a similar manner in which UML standardised the world of software engineering. There will be training courses, books and a body of knowledge that users can access in order to better implement a business process.

Who is BPMN targeted at?

BPMN is targeted at a **high level for business users** and at a lower level for process implementers.

The business users should be able to easily read and understand a BPMN business process diagram.

The process implementer should be able to adorn a business process diagram with further detail in order to represent the process in a physical implementation.

BPMN is targeted at users, vendors and service providers that need to communicate business processes in a standard manner.

What does this mean for UML users?

The unified modelling language (UML) takes an objectoriented approach to the modeling of applications, while BPMN takes a **process-oriented approach** to modelling of systems.

The BPMN and the UML are compatible with each other. Where BPMN has a focus on business processes, the UML has a focus on software design and therefore the two are not competing notations but are different views on systems.

Further white papers will follow on the mapping between these techniques.

Will there be a major rewrite?

Not for 2 or 3 years...

(and now we are there... but no revision is planned)

BPMN 2.0 vs 1.0

Updated (new markers): Tasks/SubProcesses Events Gateways Artefacts

Added:

Choreographies Full metamodel XML Serialization Diagram Interchange BPMN Execution Semantics (verbal)

Strong points of BPMN

Simplicity: A small set of basic symbols

Extensibility: many decorations available (new ones can be added)

Graphical design: intuitive

Generality: orchestration + choreography

Tool availability: exchange format

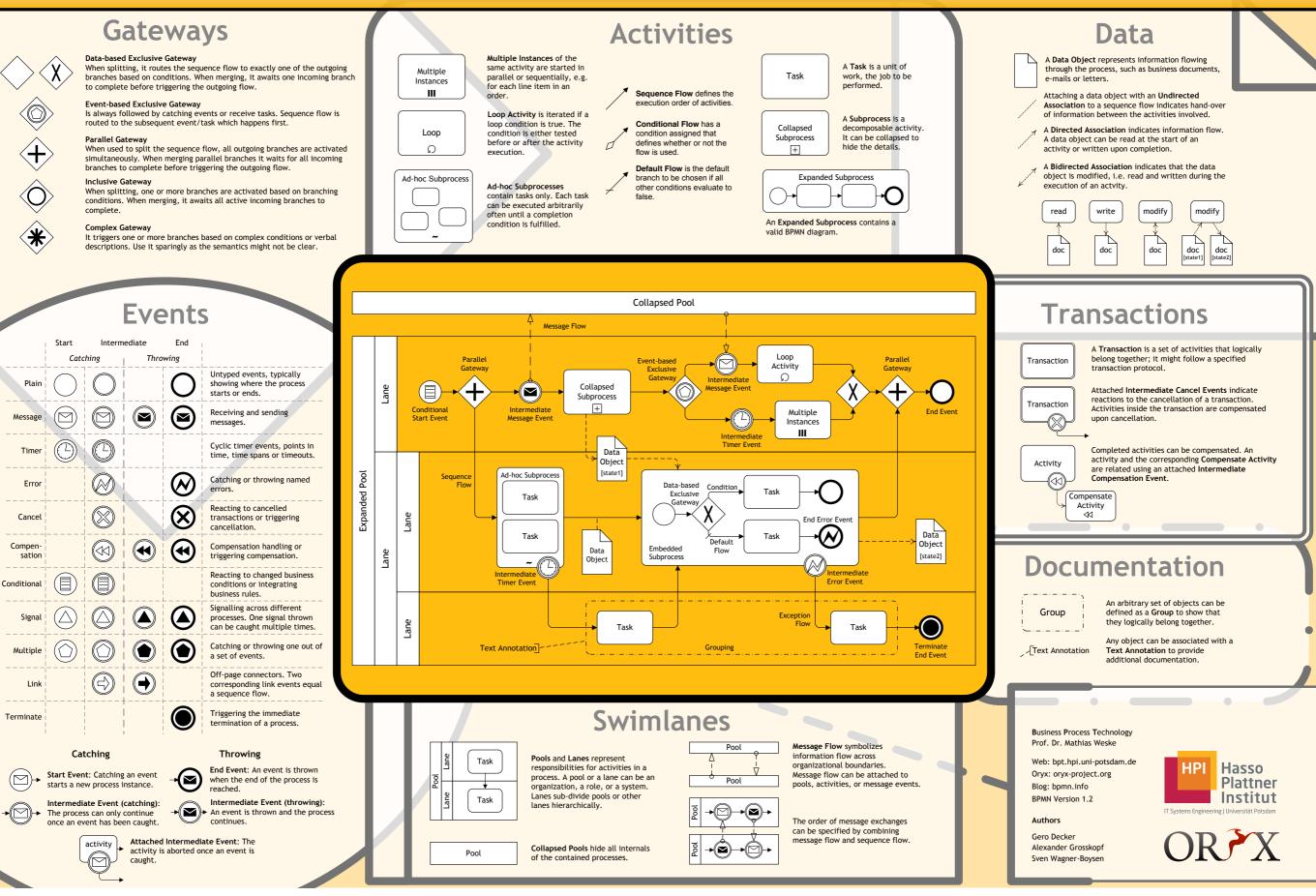
Weaknesses of BPMN

ambiguity and confusion in sharing BPMN models

lack of support for routine work

lack of support for knowledge workers

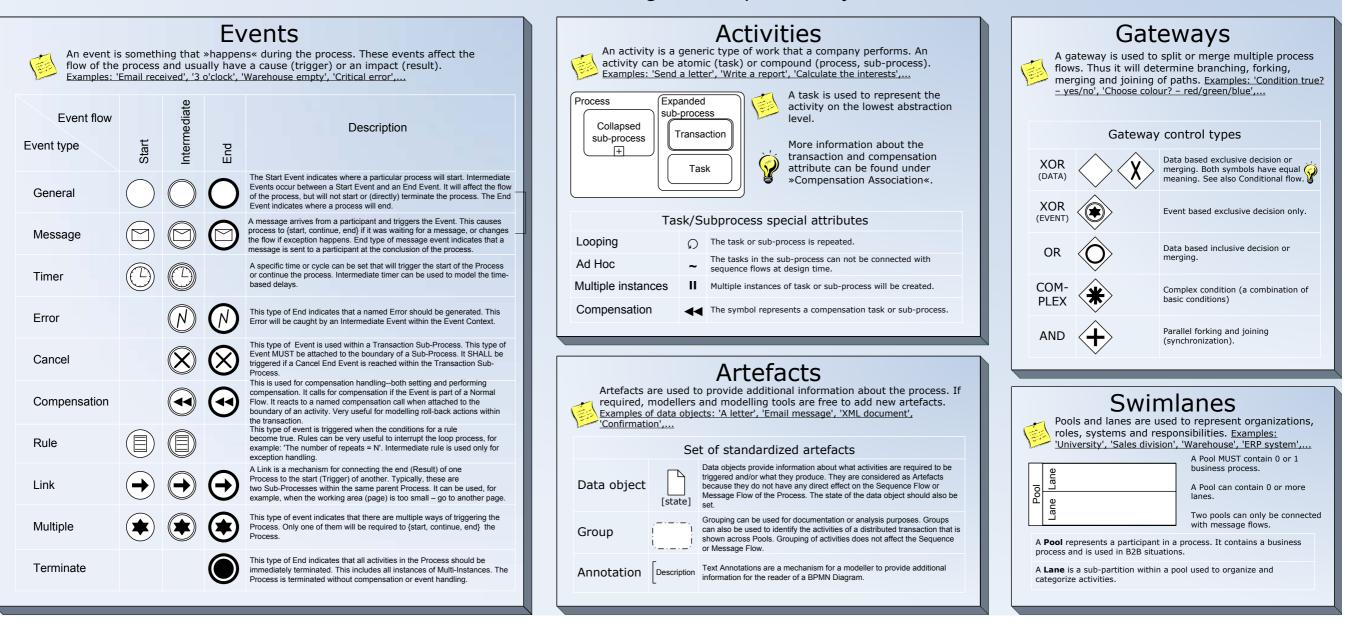
BPMN - Business Process Modeling Notation



BPMN 1.0 poster

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Business Process Diagram Graphical Objects



From BPMN 1.2 poster

Business Process Diagram Connecting Objects

Graphical connecting objects



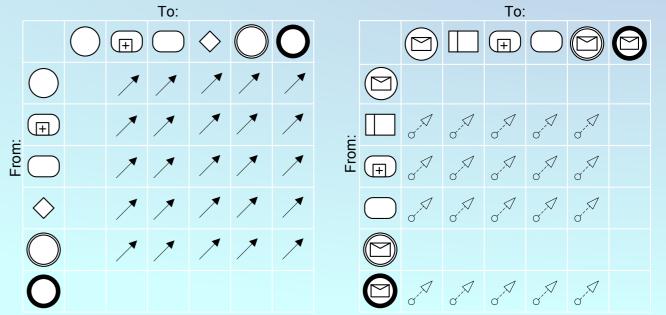
There are three ways of connecting **Flow objects (Events, Activities, Gateways)** with each other or with other information – using sequence flows, message flows or associations.

Graphical connecting objects

Normal sequence flow	>	A Sequence Flow is used to show the order In which the activities in a process will be performed.
Conditional sequence flow	$\diamond \rightarrow \bullet$	A Sequence Flow can have condition expressions which are evaluated at runtime to determine whether or not the flow will be used.
Default sequence flow	\rightarrow	For Data-Based Exclusive Decisions or Inclusive Decisions, one type of flow is the Default condition flow. This flow will be used only if all other outgoing conditional flows are NOT true at runtime.
Message flow	0>	A Message Flow is used to show the flow of messages between two participants that are prepared to send and receive them. In BPMN, two separate Pools in a Diagram can represent the two participants.
Association	>	An Association (directed, non-directed) is used to associate information with Flow Objects. Text and graphical non-Flow Objects can be associated with Flow objects.

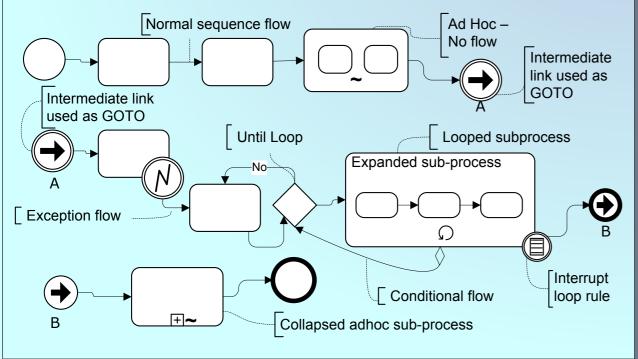
Sequence Flow and Message Flow rules

Only objects that can have an incoming and/or outgoing Sequence Flow / Message Flow are shown in the Tables Below.



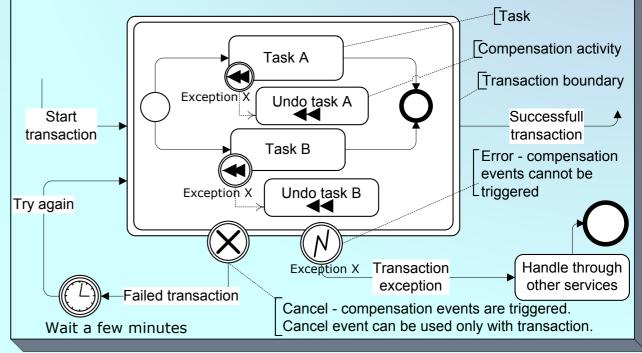
Sequence flow mechanism

The Sequence Flow mechanisms is divided into types: Normal flow, Exception flow, Conditional flow, Link Events and Ad Hoc (no flow). Refer also to specific »Workflow Patterns«.



Compensation Association

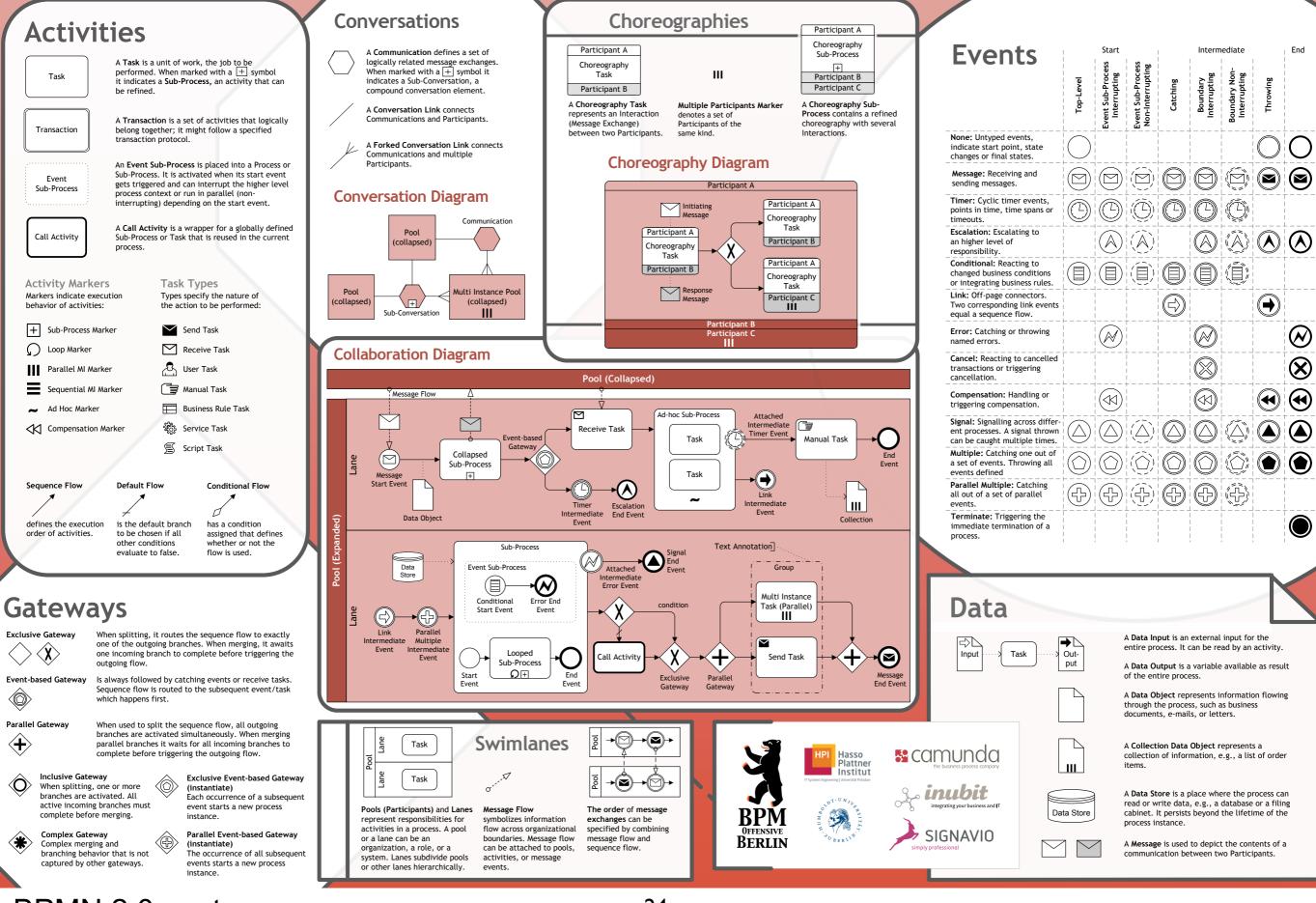
In case of transactions it is desired that all activities which constitute a transaction are finished successfully. Otherwise the transaction fails and rollback (compensation) activities occur which undo done activities.



From BPMN 1.2 poster

BPMN 2.0 - Business Process Model and Notation

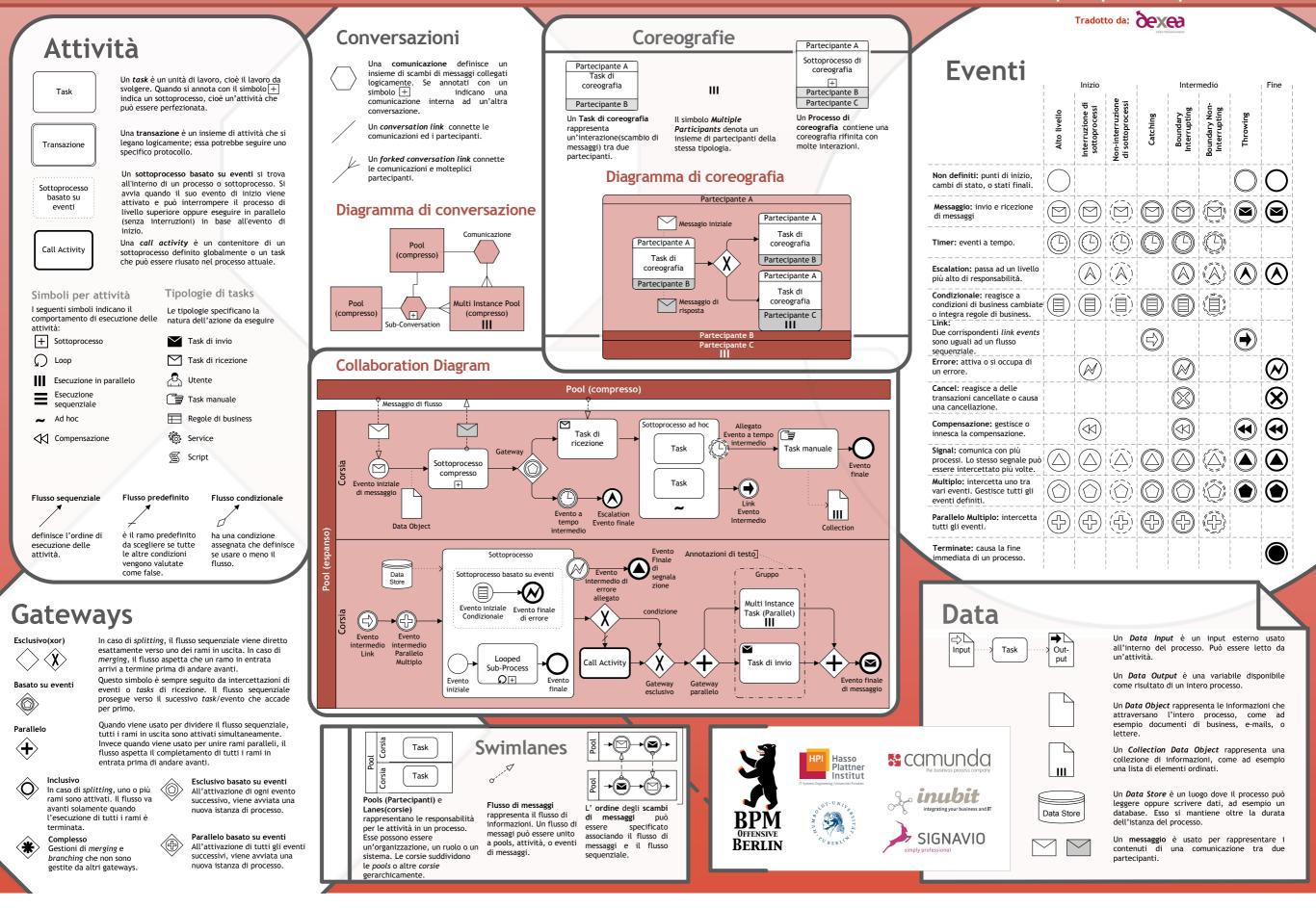
http://bpmb.de/poster



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BPMN 2.0 - Business Process Model and Notation

http://bpmb.de/poster



BPMN 2.0 poster (in Italian)

BPMN basics Artefacts

Artefacts

BPMN is designed to allow modellers and modelling tools some flexibility in extending the basic notation

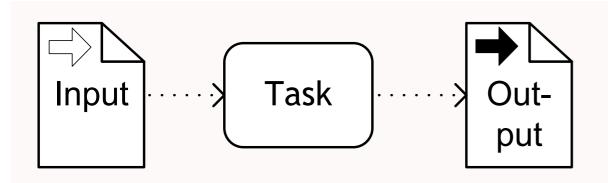
Any number of artefacts can be added to a diagram as appropriate for the specific context of the business process being modelled

BPMN includes three pre-defined types of artefacts: Data object Group Text annotation

Data object

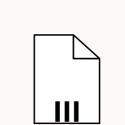
A data object specifies the data that are required or produced by an activity

A data object is often represented by the usual file icon



A **Data Input** is an external input for the entire process. It can be read by an activity.

A **Data Output** is a variable available as result of the entire process.



A **Data Object** represents information flowing through the process, such as business documents, e-mails, or letters.

A **Collection Data Object r**epresents a collection of information, e.g., a list of order items.



A **Data Store** is a place where the process can read or write data, e.g., a database or a filing cabinet. It persists beyond the lifetime of the process instance.



A **Message** is used to depict the contents of a communication between two Participants.

Group

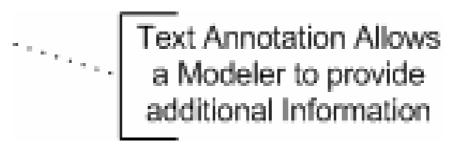
An arbitrary set of objects can be defined as a group to show that they logically belong together



A group is represented by rounded corner rectangles with dashed lines

Annotation

Any object can be associated with a text annotation to provide any additional information and documentation that can be needed



A text annotation is represented as a dotted-line call-out

Artefacts

Artefacts are used to provide additional information about the process. If required, modellers and modelling tools are free to add new artefacts. <u>Examples of data objects: 'A letter', 'Email message', 'XML document', 'Confirmation',...</u>

Set of standardized artefacts

Data object	[state]	Data objects provide information about what activities are required to be triggered and/or what they produce. They are considered as Artefacts because they do not have any direct effect on the Sequence Flow or Message Flow of the Process. The state of the data object should also be set.
Group		Grouping can be used for documentation or analysis purposes. Groups can also be used to identify the activities of a distributed transaction that is shown across Pools. Grouping of activities does not affect the Sequence or Message Flow.
Annotation	Description	Text Annotations are a mechanism for a modeller to provide additional information for the reader of a BPMN Diagram.

BPMN basics Swimlanes

Swimlanes

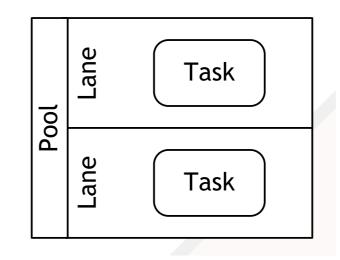
Many process modelling methodologies utilise the concept of a swimlane as a mechanism to organise activities into separate visual categories in order to illustrate different functional capabilities or responsibilities

> BPMN supports two main swimlane objects: **Pool** Lane

Pool and Lanes

A pool represents a participant (or role) in a process A pool is represented as rectangle with a name

A lane is a hierarchical sub-partition within a pool that is used to organise and categorise activities

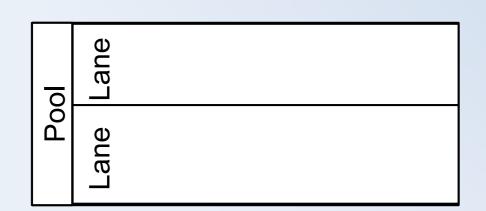


A lane is an inner rectangle to the pool that extends to the entire length of the pool

Swimlanes



Pools and lanes are used to represent organizations, roles, systems and responsibilities. <u>Examples:</u> <u>'University', 'Sales division', 'Warehouse', 'ERP system',...</u>



A Pool MUST contain 0 or 1 business process.

A Pool can contain 0 or more lanes.

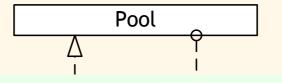
Two pools can only be connected with message flows.

A **Pool** represents a participant in a process. It contains a business process and is used in B2B situations.

A **Lane** is a sub-partition within a pool used to organize and categorize activities.



Pools and Lanes represent



Message Flow symboli information flow acros organizational bounda

BPMN basics Flow Objects

Flow objects

Theory: fix a small set of core elements so that modellers do not have to learn and recognise a large number of different shapes: Events Activities

Gateways

Practice:

use different border styles and internal markers to add many more information (this way the notation is more extensible)

Event

An event is something that "happens" during the course of a business process

The type of an event is one among: start, intermediate, end

An event is represented as a circle its type depends on the style of the border (thin, double, thick)

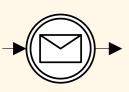
An event can have a cause (**trigger**) or an impact (**result**) Internal markers denote the trigger or result

I	Start	Intermediate		End	
	Catching		Throwing		
Plain				0	Untyped events, typically showing where the process starts or ends.
Message					Receiving and sending messages.
Timer		\bigcirc			Cyclic timer events, points in time, time spans or timeouts.
Error				\bigotimes	Catching or throwing named errors.
Link					Off-page connectors. Two corresponding link events equal a sequence flow.
Terminate					Triggering the immediate termination of a process.

Catching



Start Event: Catching an event starts a new process instance.



Intermediate Event (catching): The process can only continue once an event has been caught.

Throwing



End Event: An event is thrown when the end of the process is reached.



Intermediate Event (throwing):

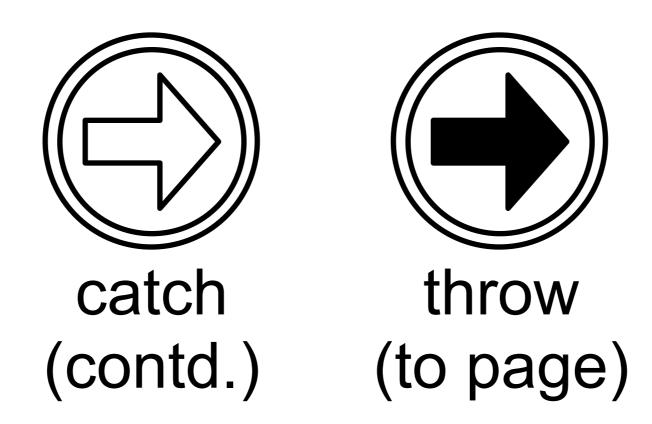
 An event is thrown and the process continues.

I	Start	Intermediate		End	
	Catching		Throwing		
Plain				0	Untyped events, typically showing where the process starts or ends.
Message					Receiving and sending messages.
Timer	Ð	\bigcirc			Cyclic timer events, points in time, time spans or timeouts.
Error		\bigotimes		\bigotimes	Catching or throwing named errors.
Cancel				\bigotimes	Reacting to cancelled transactions or triggering cancellation.
Compen- sation					Compensation handling or triggering compensation.
Conditional					Reacting to changed business conditions or integrating business rules.
Signal					Signalling across different processes. One signal thrown can be caught multiple times.
Multiple					Catching or throwing one out of a set of events.
Link		\bigcirc			Off-page connectors. Two corresponding link events equal a sequence flow.
Terminate					Triggering the immediate termination of a process.

Εν

Event flow Event type	Start	Intermediate	End	Description	
General	\bigcirc	\bigcirc	0	The Start Event indicates where a particular process will start. Intermediate Events occur between a Start Event and an End Event. It will affect the flow of the process, but will not start or (directly) terminate the process. The En- Event indicates where a process will end.	ow indicate st
Message			\bigcirc	A message arrives from a participant and triggers the Event. This causes process to {start, continue, end} if it was waiting for a message, or changes the flow if exception happens. End type of message event indicates that a message is sent to a participant at the conclusion of the process.	es sending m
Timer	\bigcirc			A specific time or cycle can be set that will trigger the start of the Process or continue the process. Intermediate timer can be used to model the time- based delays.	
Error		N	\bigcirc	This type of End indicates that a named Error should be generated. This Error will be caught by an Intermediate Event within the Event Context.	responsibi Condition changed b
Cancel		\bigotimes	\otimes	This type of Event is used within a Transaction Sub-Process. This type of Event MUST be attached to the boundary of a Sub-Process. It SHALL be triggered if a Cancel End Event is reached within the Transaction Sub-Process.	
Compensation			\bigcirc	This is used for compensation handlingboth setting and performing compensation. It calls for compensation if the Event is part of a Normal Flow. It reacts to a named compensation call when attached to the boundary of an activity. Very useful for modelling roll-back actions within the transaction.	Error: Cat
Rule				This type of event is triggered when the conditions for a rule become true. Rules can be very useful to interrupt the loop process, for example: 'The number of repeats = N'. Intermediate rule is used only for exception handling.	Cancel: Re transactio cancellatio
Link	\bigcirc	\bigcirc	Θ	A Link is a mechanism for connecting the end (Result) of one Process to the start (Trigger) of another. Typically, these are two Sub-Processes within the same parent Process. It can be used, for example, when the working area (page) is too small – go to another page.	Compensa triggering B. Signal: Sig
Multiple			۲	This type of event indicates that there are multiple ways of triggering the Process. Only one of them will be required to {start, continue, end} the Process.	ent proces can be cau Multiple: a set of ev
Terminate				This type of End indicates that all activities in the Process should be immediately terminated. This includes all instances of Multi-Instances. The Process is terminated without compensation or event handling.	events def Parallel M all out of a
					events. Terminate: Triggering the immediate termination of a

Off page connectors (printing / readability)

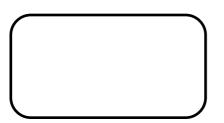


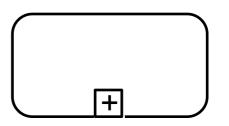
Activity

An activity is some "unit of work" (job) to be done during the course of a business process

An activity can be

atomic (task) or compound (sub-process)





An activity is represented as a rounded box, Suitable markers are used to indicate the nature of the action to be performed and the execution behaviour

Events vs Activities

Events are instantaneous

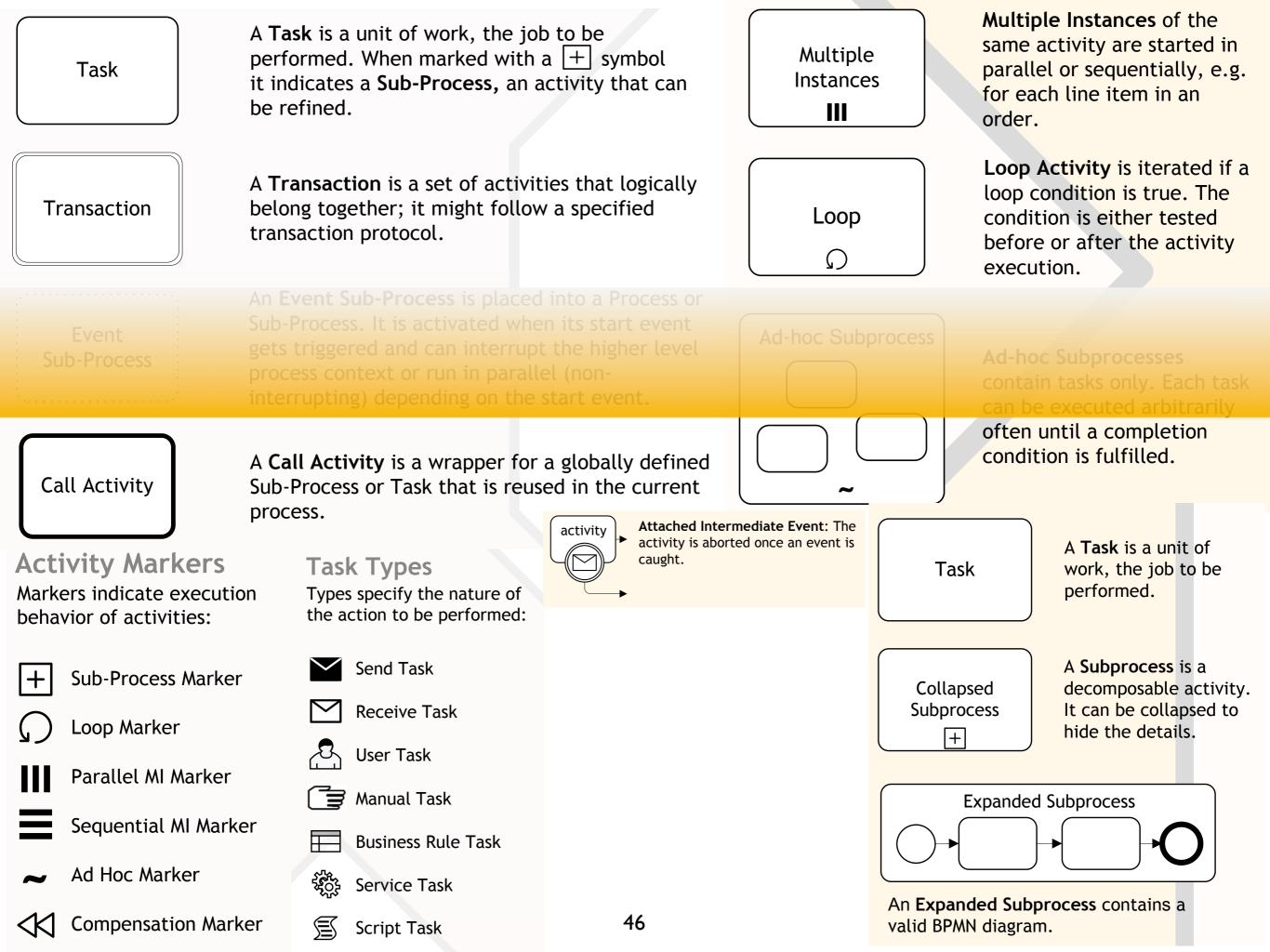
Activities take time (have a duration)

Sub-processes

Process models tend to be too large to be understood at once

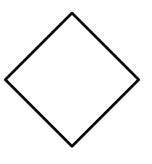
Hiding certain parts within sub-processes we improve readability

A **sub-process** is a self-contained, composite activity that can be broken into smaller units of work

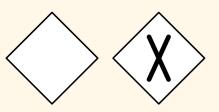


Gateway

A gateway is used to control the splitting and joining of paths in the sequence flow (conditional, fork, wait)



A gateway is represented as a diamond shape Suitable markers are used to indicate the nature of behaviour control



Data-based Exclusive Gateway

When splitting, it routes the sequence flow to exactly one of the outgoing branches based on conditions. When merging, it awaits one incoming branch to complete before triggering the outgoing flow.



When used to split the sequence flow, all simultaneously. When merging parallel br branches to complete before triggering th



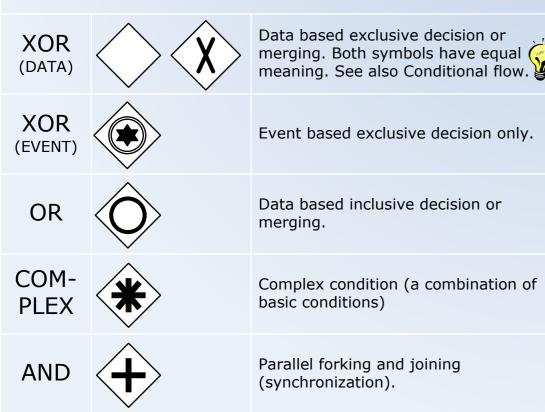
Inclusive Gateway

When splitting, one or more branches are conditions. When merging, it awaits all ac complete.

Complex Gateway

It triggers one or more branches based on descriptions. Use it sparingly as the sema

Gateway control types





Exclusive Event-based Gateway (instantiate)

Each occurrence of a subsequent event starts a new process instance.



Parallel Event-based Gateway (instantiate)

The occurrence of all subsequent events starts a new process instance.

BPMN basics Connecting objects

Connecting objects

The Flow objects are connected together in a diagram to create the basic skeletal structure of a business process

Three connecting objects can be used:

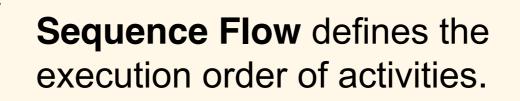
Sequence flow Message flow Association

Sequence flow

A sequence flow is used to show the order in which activities are to be performed

Note: the term "control flow" is generally avoided in BPMN

A sequence flow is represented by a solid line with a solid arrowhead





Conditional Flow has a condition assigned that defines whether or not the flow is used.

read as ``otherwise'' **Default Flow** is the default branch to be chosen if all other conditions evaluate to false.

Message flow

A message flow is used to show the flow of messages two separate process participants (business entities or business roles) that send and receive them

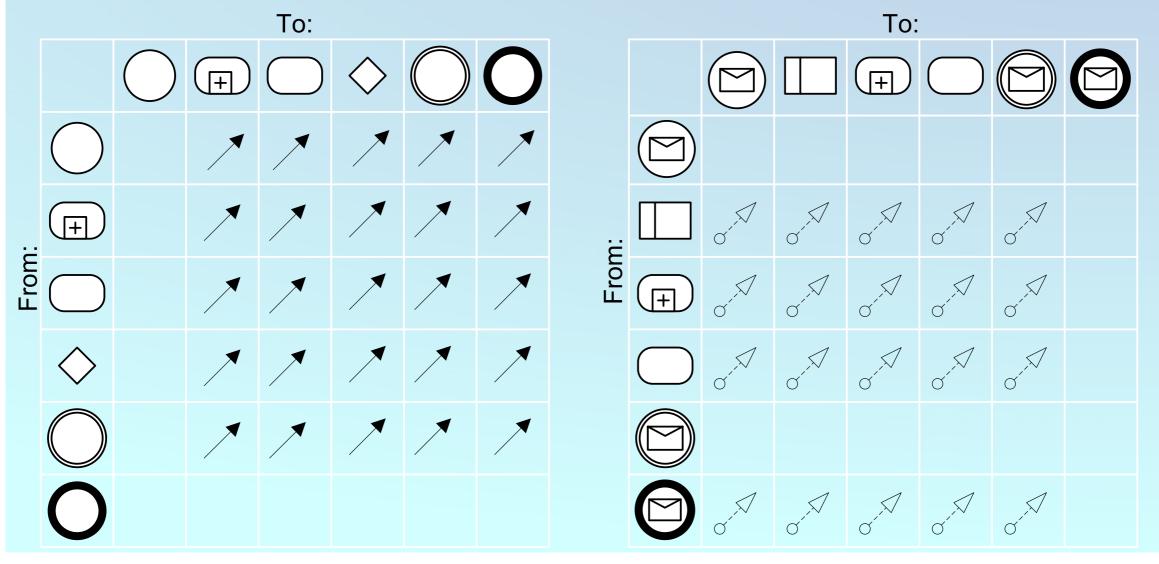
Note: in BPMN the participants reside in separate pools

0-----⊳

A message flow is represented by a dashed line with a open arrowheads (see above)

Sequence Flow and Message Flow rules

Only objects that can have an incoming and/or outgoing Sequence Flow / Message Flow are shown in the Tables Below.



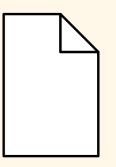
Association

An association is used to associate data, text, and other artefacts with flow objects

Note: in particular, input and output of activities

·····>

An association is represented by a dotted line with a line arrowhead

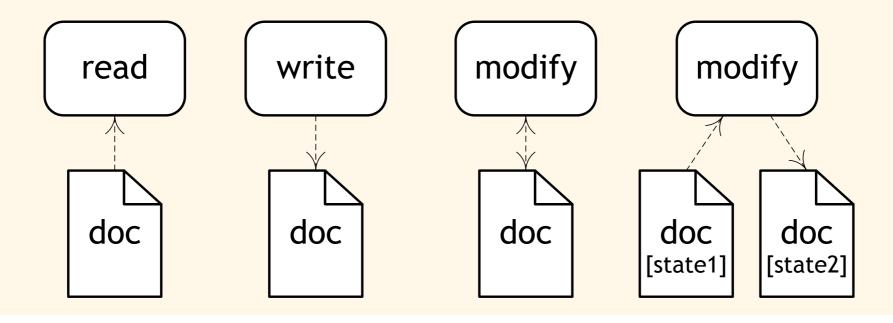


A **Data Object** represents information flowing through the process, such as business documents, e-mails or letters.

Attaching a data object with an **Undirected Association** to a sequence flow indicates hand-over of information between the activities involved.

A **Directed Association** indicates information flow. A data object can be read at the start of an activity or written upon completion.

A **Bidirected Association** indicates that the data object is modified, i.e. read and written during the execution of an actvity.



Graphical connecting objects



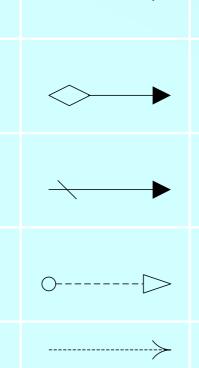
There are three ways of connecting **Flow objects (Events, Activities, Gateways)** with each other or with other information – using sequence flows, message flows or associations.

Graphical connecting objects

Normal sequence flow Conditional sequence flow Default sequence flow

Message flow

Association



A Sequence Flow is used to show the order In which the activities in a process will be performed.

A Sequence Flow can have condition expressions which are evaluated at runtime to determine whether or not the flow will be used.

For Data-Based Exclusive Decisions or Inclusive Decisions, one type of flow is the Default condition flow. This flow will be used only if all other outgoing conditional flows are NOT true at runtime. A Message Flow is used to show the flow of messages between two participants that are prepared to send and receive them. In BPMN, two separate Pools in a Diagram can represent the two participants. An Association (directed, non-directed) is used to associate information with Flow Objects. Text and graphical non-Flow Objects can be associated with Flow objects.

Naming conventions

Activities:

verb in the imperative form followed by a noun (e.g., Approve order)

the noun can be preceded by an adjective (e.g., Issue driver license)

the verb may be followed by a complement (e.g., Renew driver license via offline agencies)

Avoid long labels Articles are often omitted

Naming conventions

Events:

the label should begin with a noun and end with a verb in past participle form to indicate something that just happened (e.g., Invoice emitted)

the noun can be preceded by an adjective (e.g., Urgent order sent)

Avoid long labels Articles are often omitted

Naming conventions

Process models:

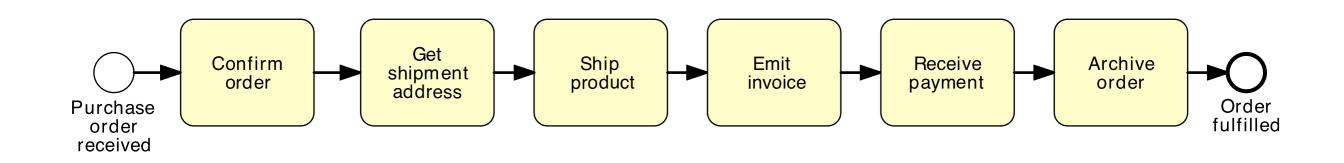
a noun possibly preceded by an adjective

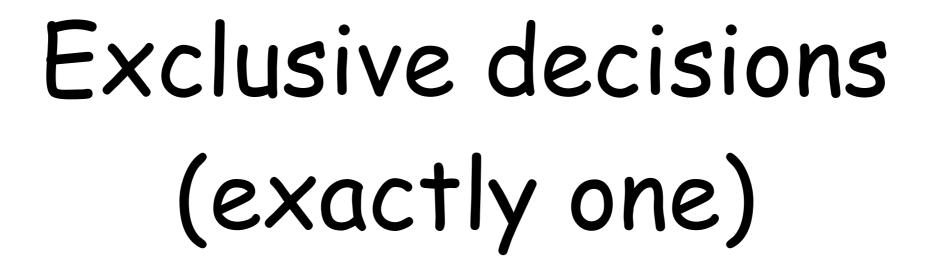
the label is often obtained by ``nominalizing" the verb that describe the main action in the process (e.g., claim handling, order fulfillment)

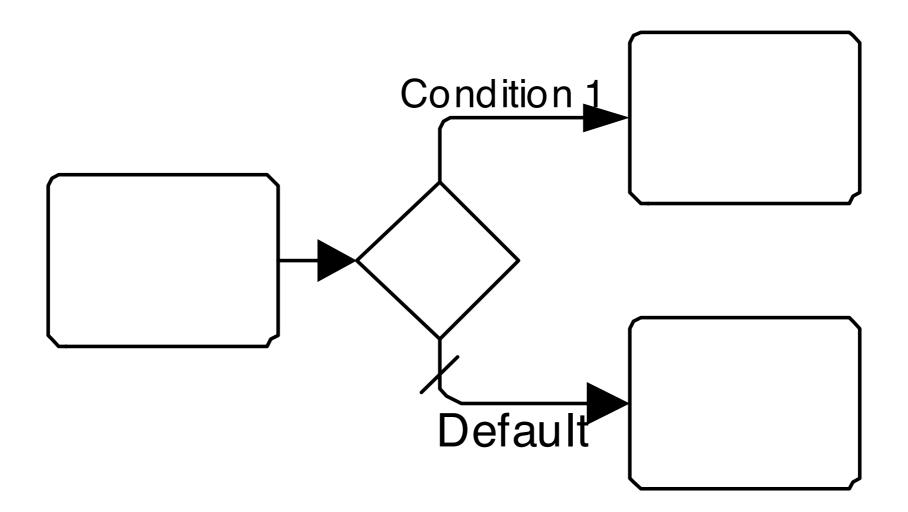
> Avoid long labels Articles are often omitted

A few patterns

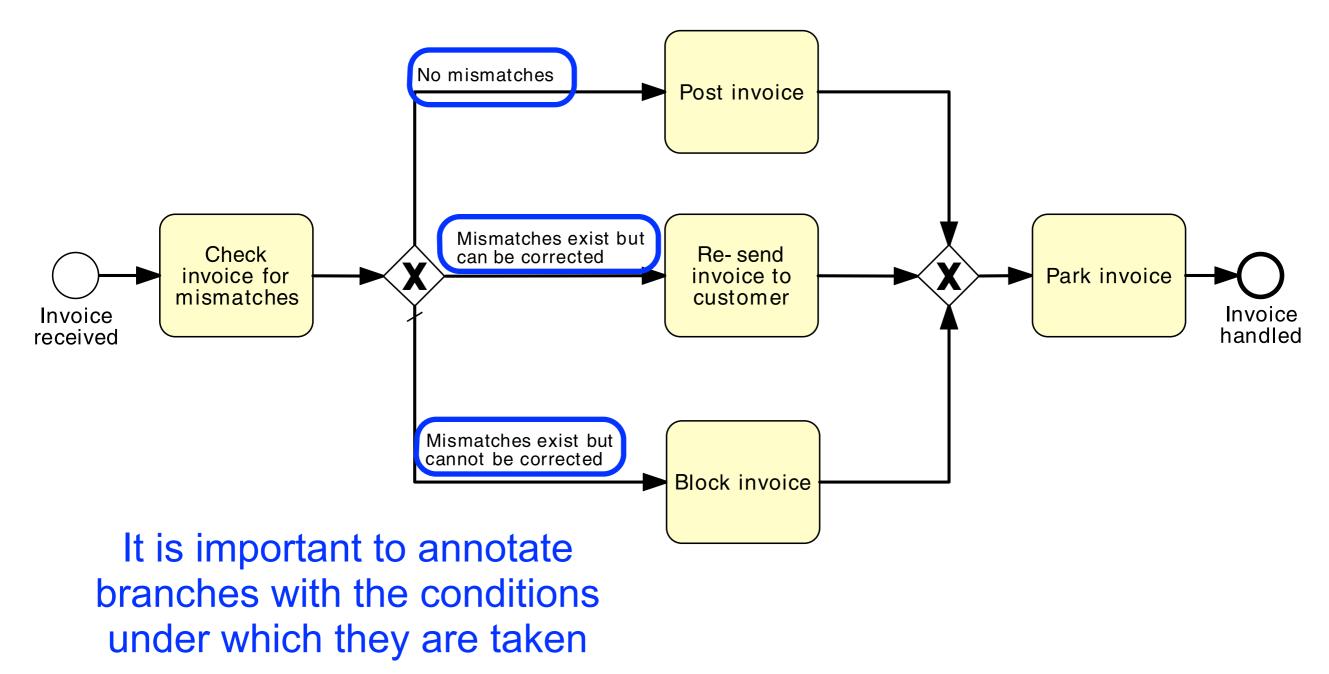
Sequence: order fulfillment



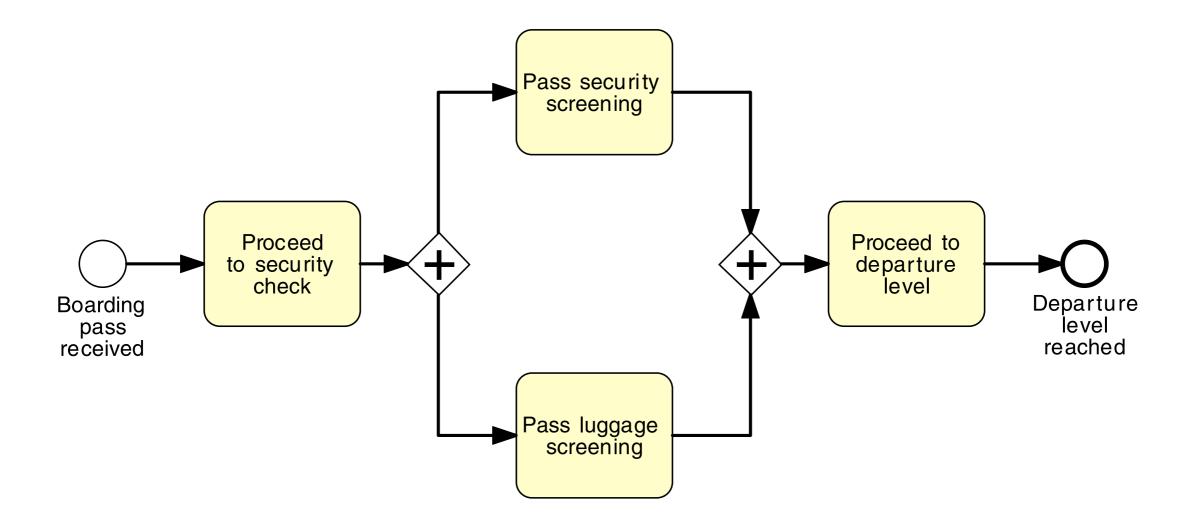


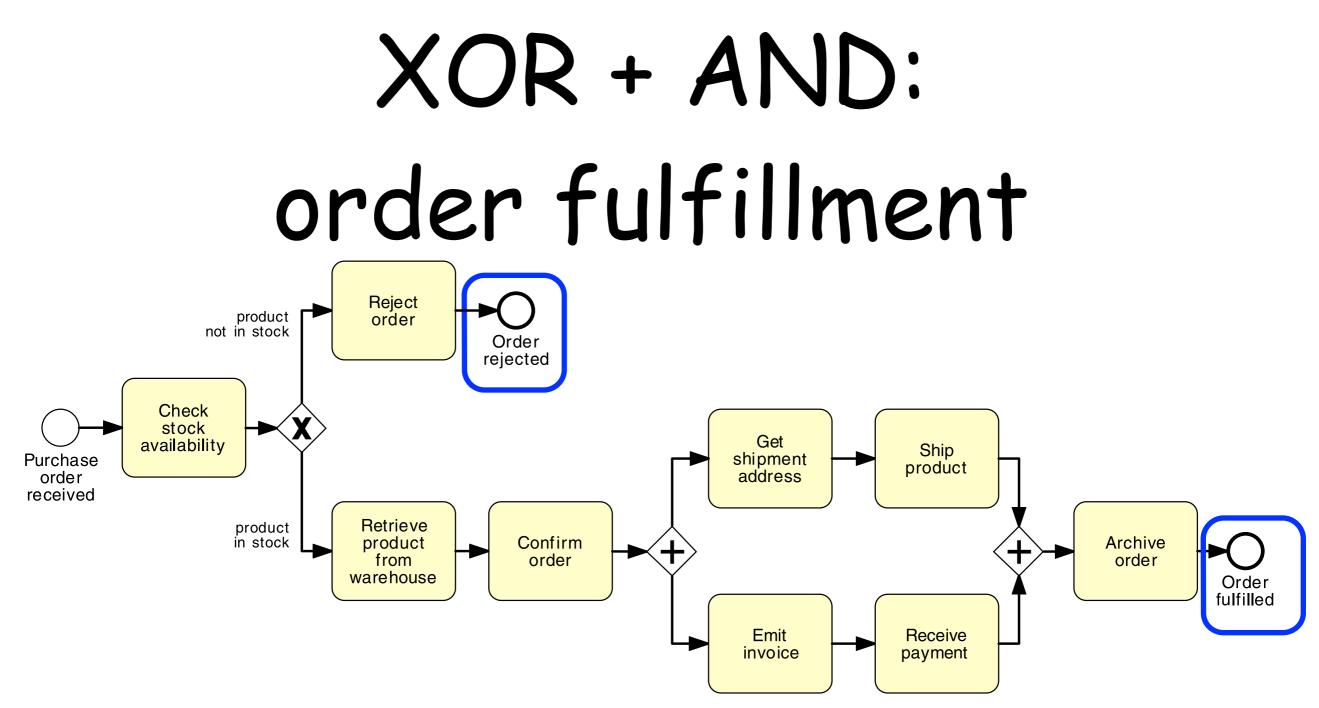


Exclusive decisions: invoice checking process



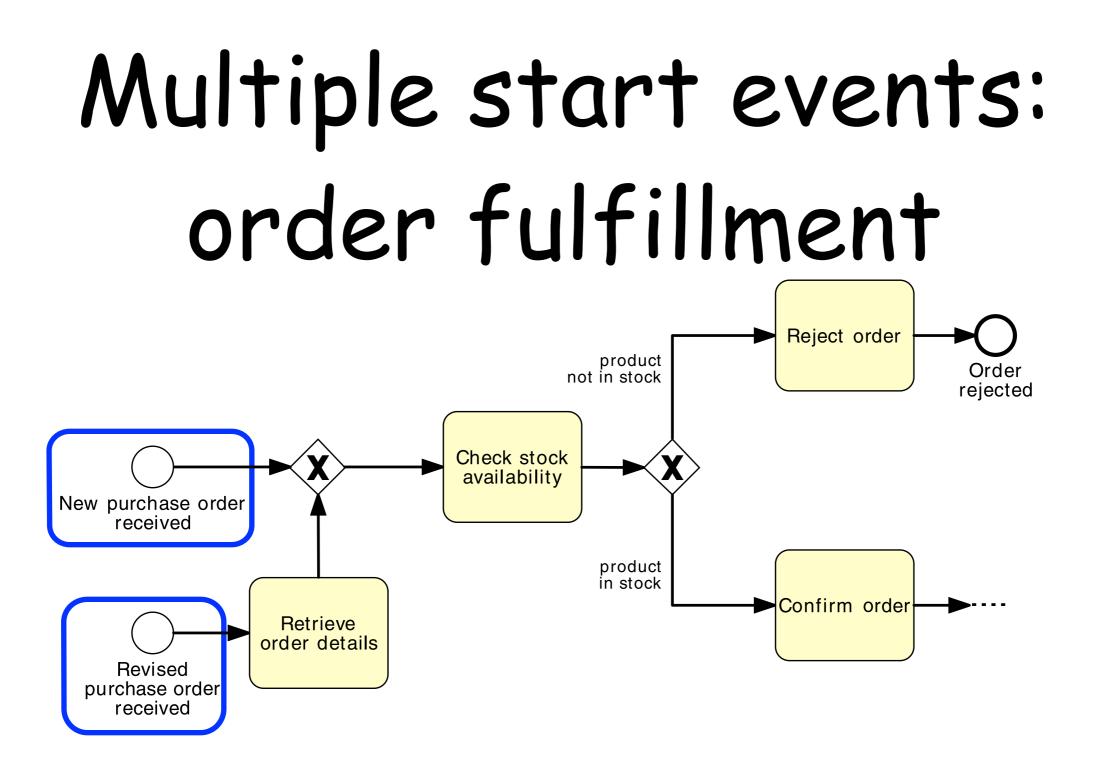
Parallel activities: airport security check



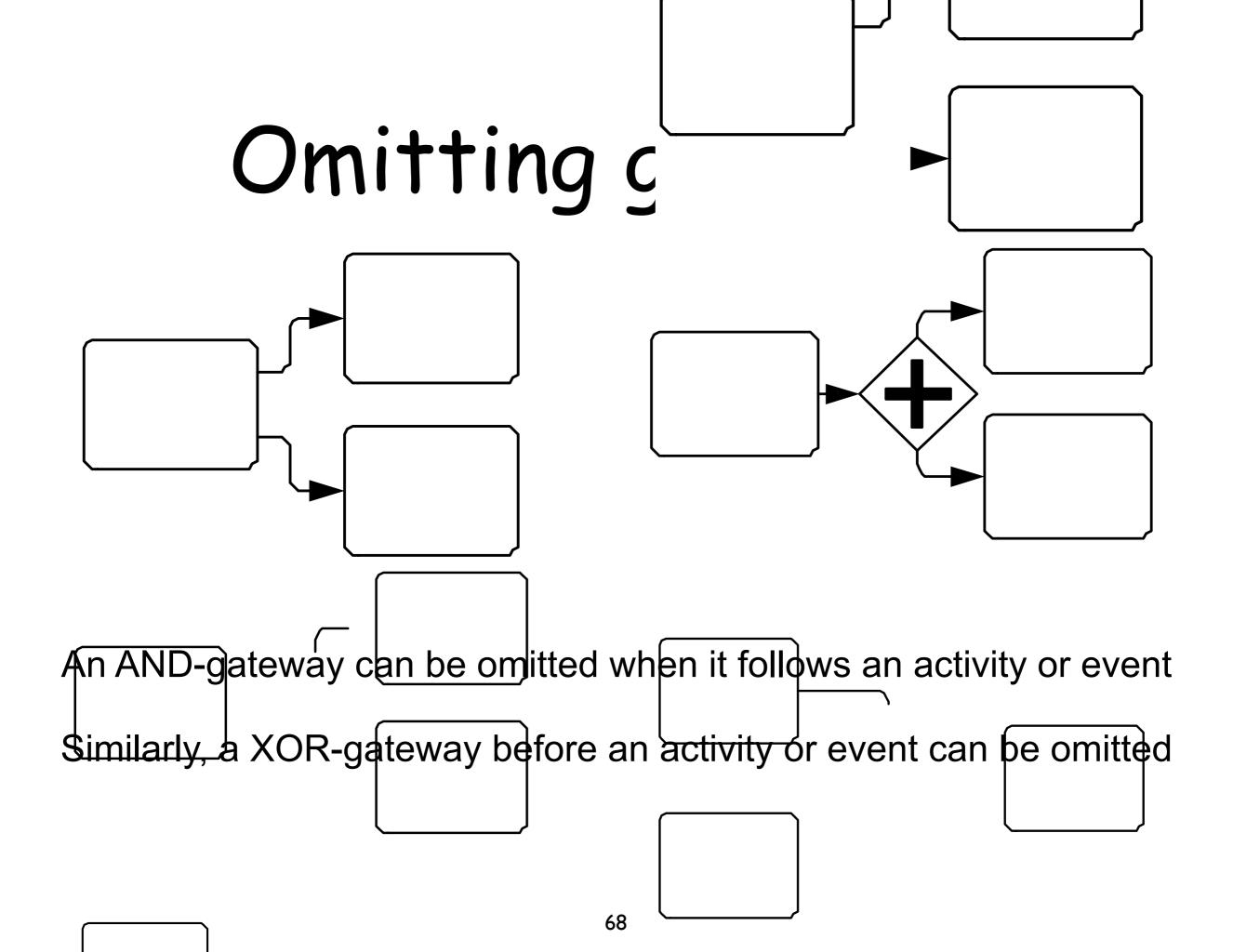


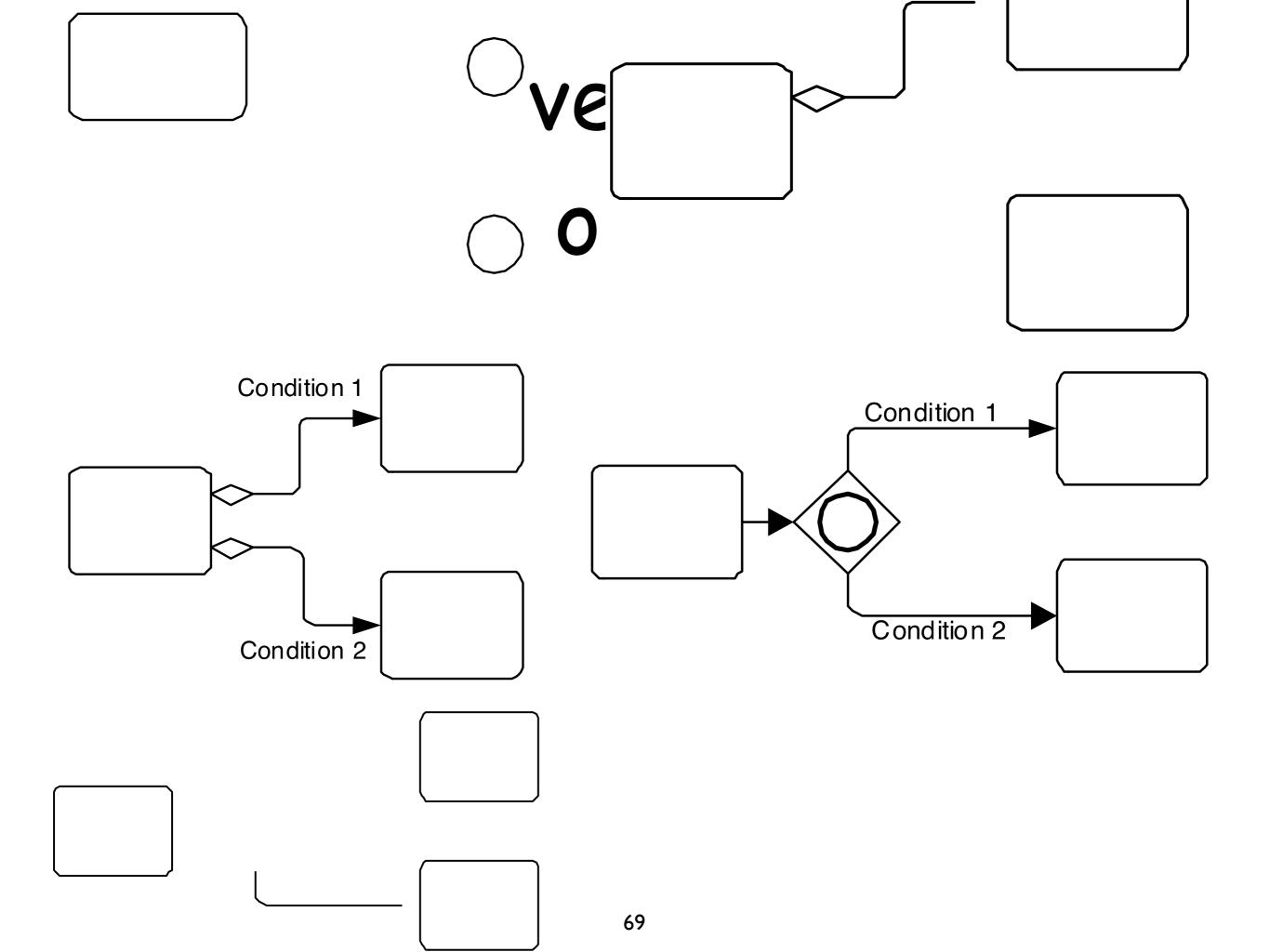
Multiple end events are often considered as a convenient notation (they are mutually exclusive in the example)

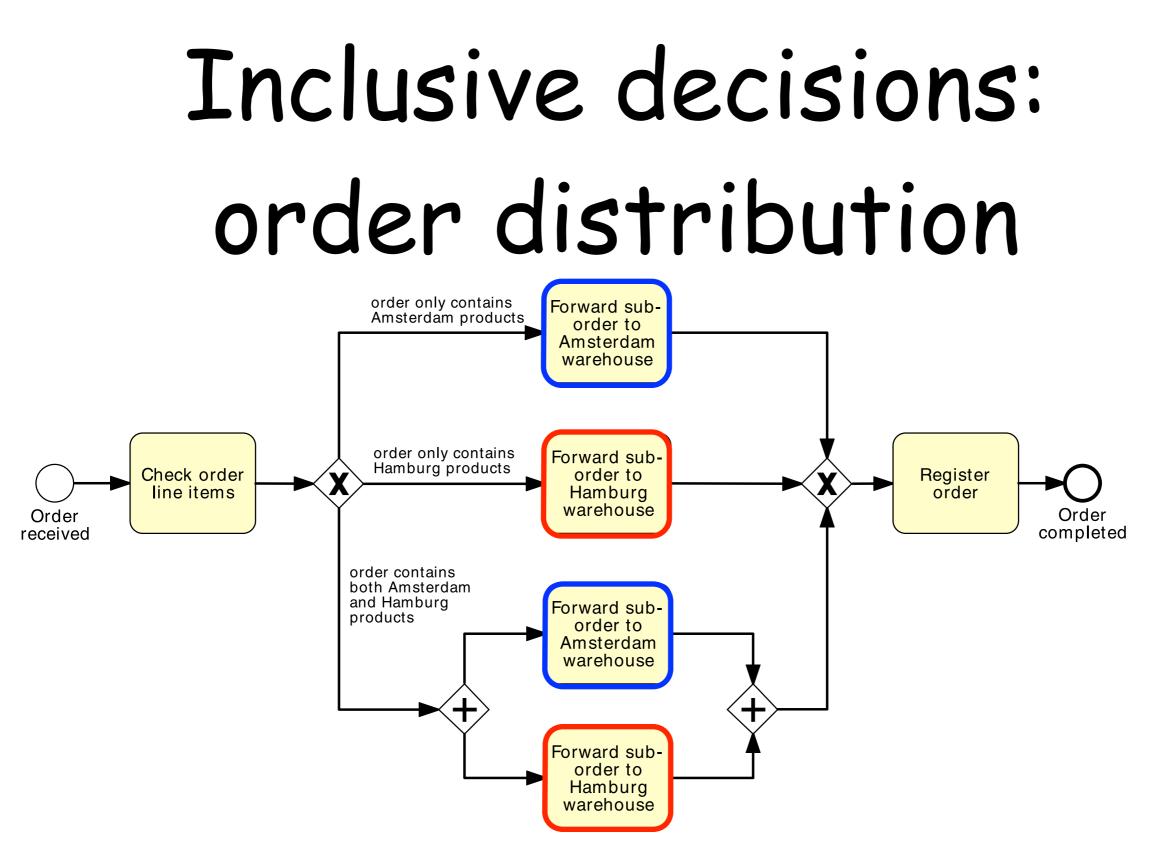
BPMN adopts **implicit termination** semantics: a case ends only when each ``token" reaches the end



Multiple start events are often considered as a convenient notation (they capture mutually exclusive triggers to start a process instance)

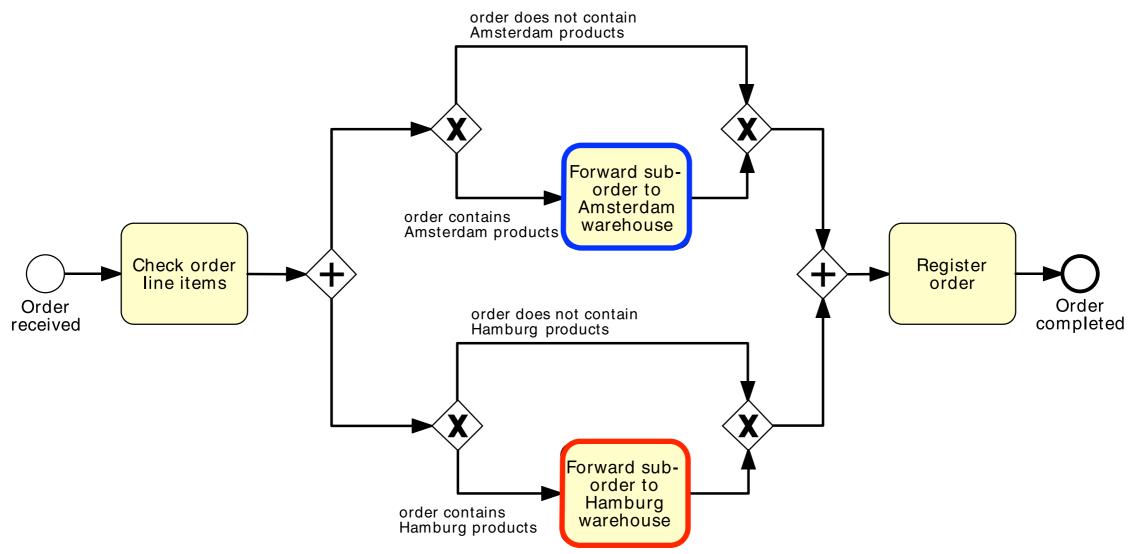






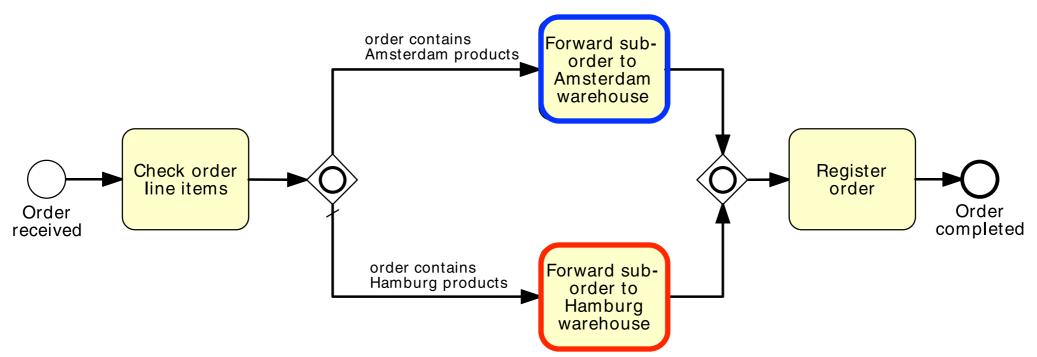
Only XOR / AND gateways, but the diagram is convoluted! What if we had three or more warehouses? (does not scale)

Inclusive decisions: order distribution



Only XOR / AND gateways, the diagram can ``scale", but is it correct? (also the case no-warehouse is now possible)

Inclusive decisions: order distribution

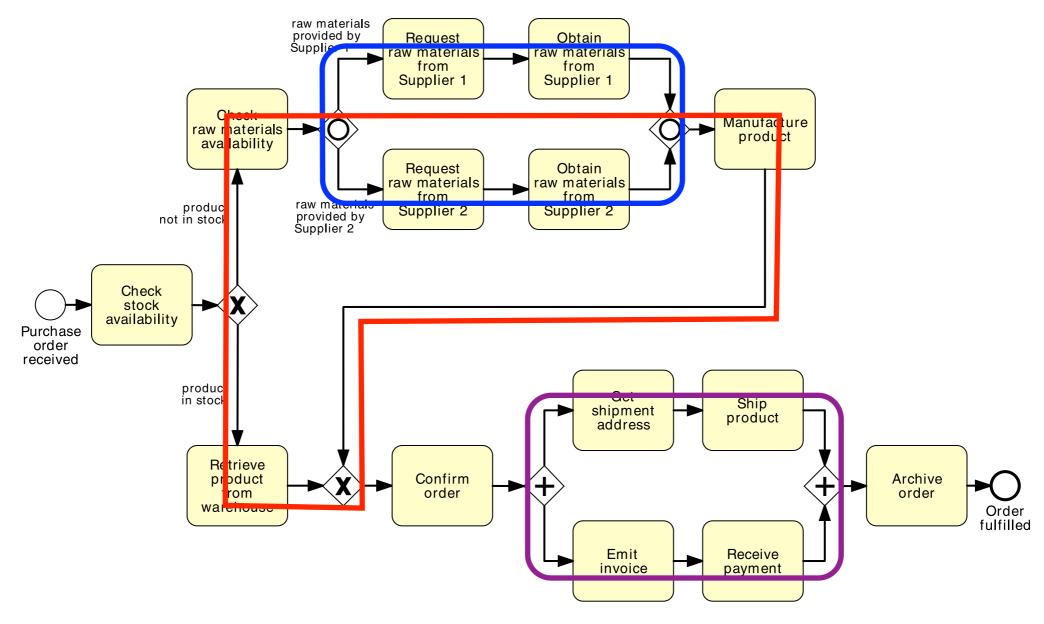


OR gateways, the diagram can ``scale",

but remember all the issues with unmatched OR-joins: they are still valid!

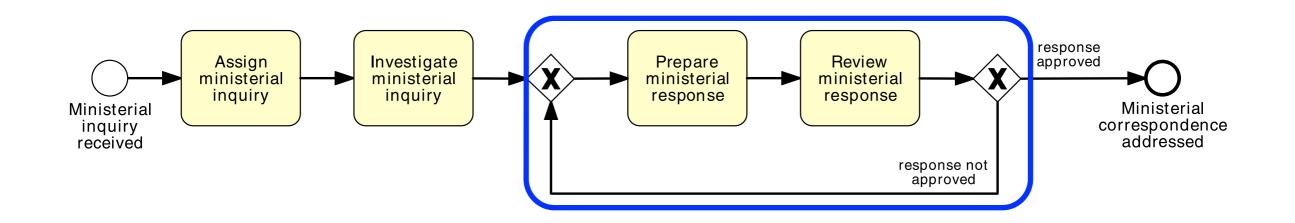
Use OR-gateways only when strictly necessary

XOR + AND + OR: order fulfillment



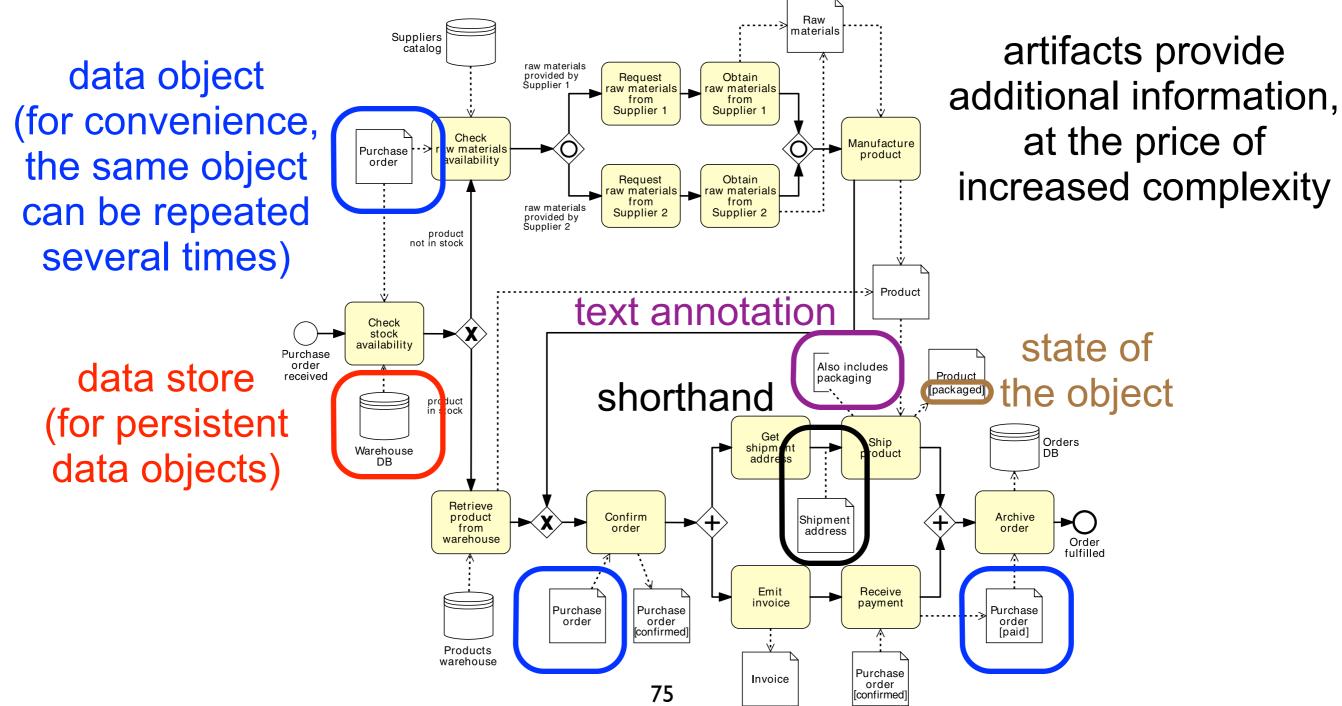
Better if gateways are balanced

Rework and repetition: ministerial correspondence

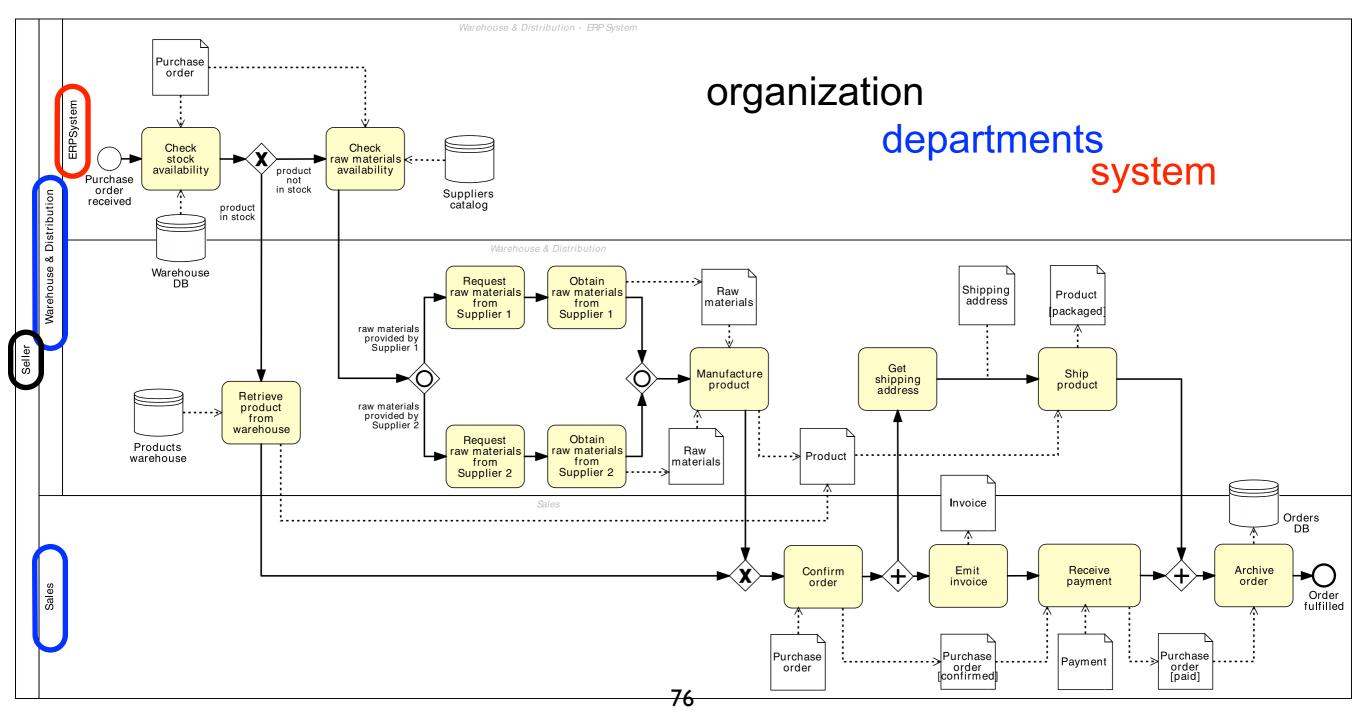


A repetition block starts with a XOR-join and ends with a decision gateway (XOR-split)

Information artifacts: order fulfillment



Resources as lanes: order fulfillment



Placing items

events: must be placed in the proper lane

activities: must be placed in the proper lane

data-objects: placement is irrelevant

gateways:

(X)OR-splits: same lane as preceding decision activity AND-split, joins: placement is irrelevant

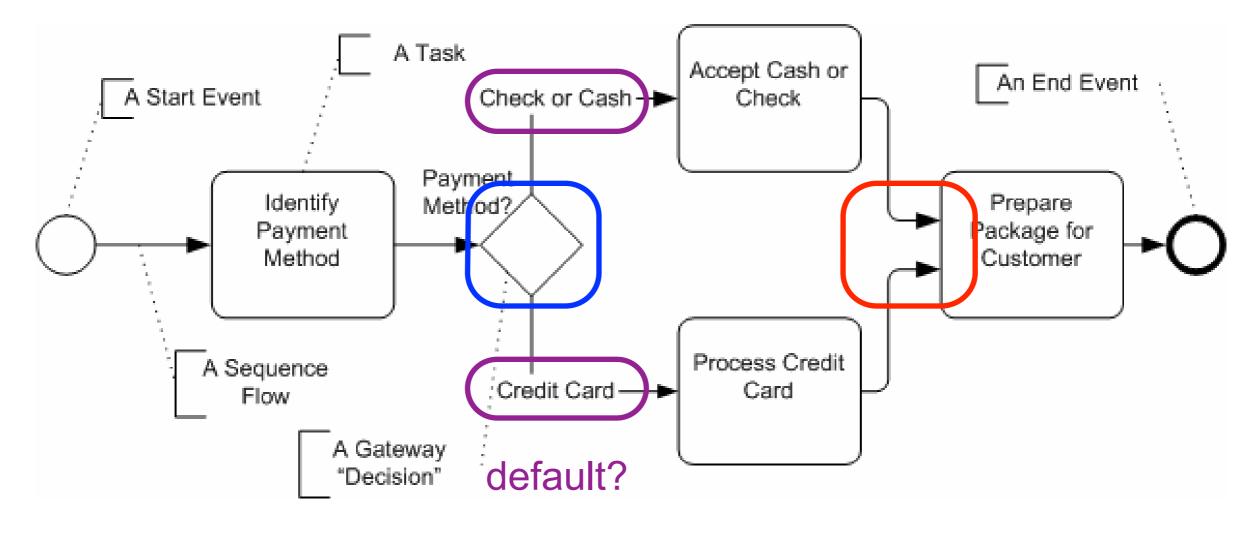
Some remarks

Lanes are often used to separate activities associated with a specific company function or role

Sequence flow may cross the boundaries of Lanes within the same Pool

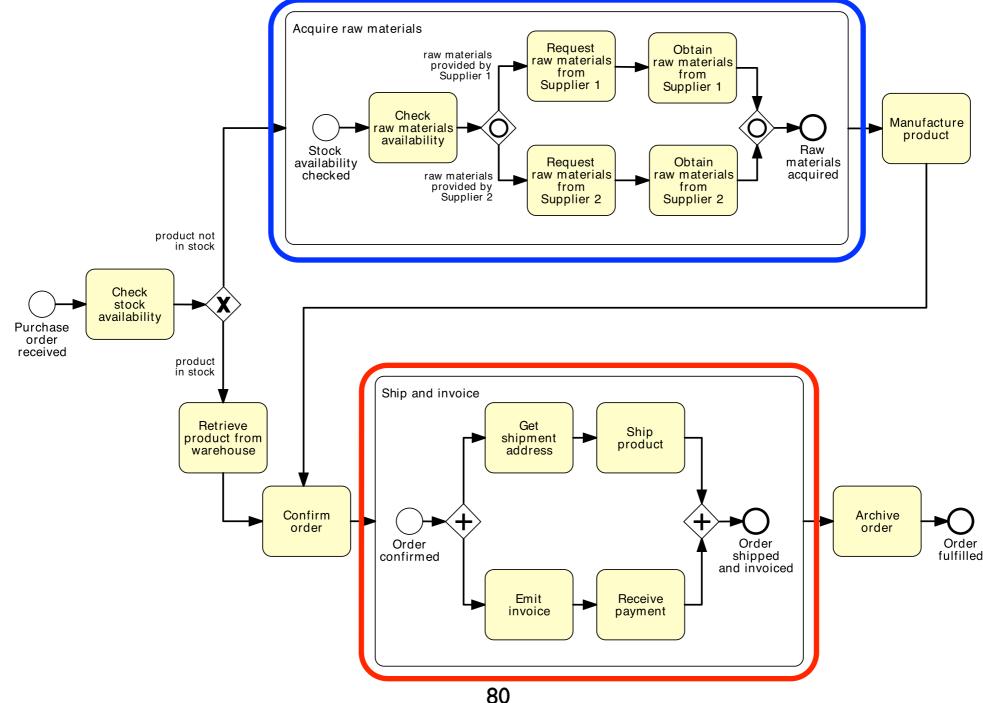
Message flow may not be used between Flow objects in Lanes of the same Pool

Question time

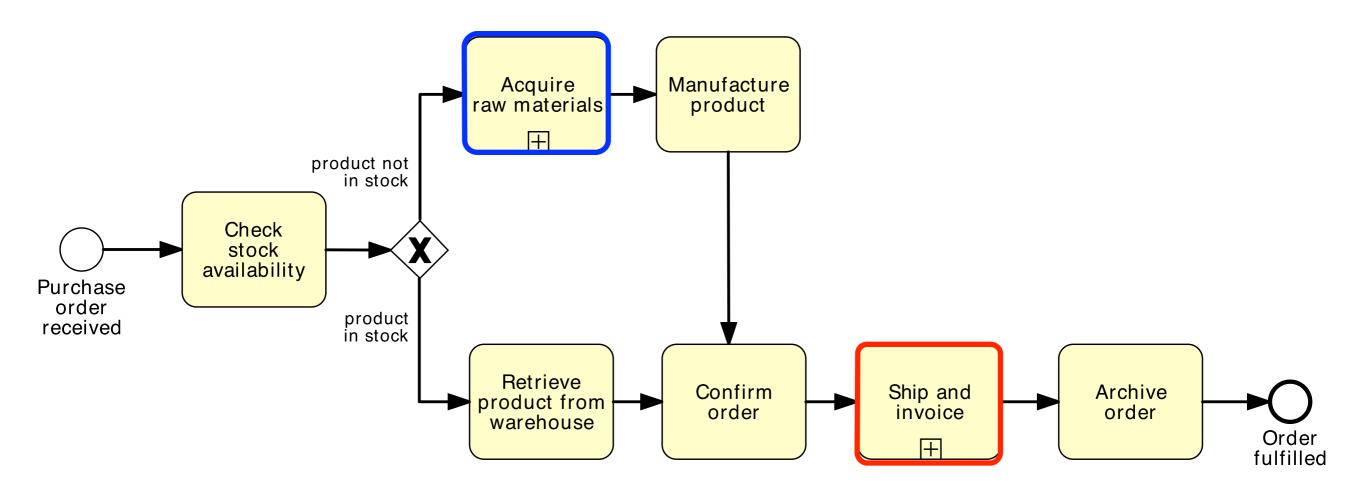


which symbol? which implicit gateway?

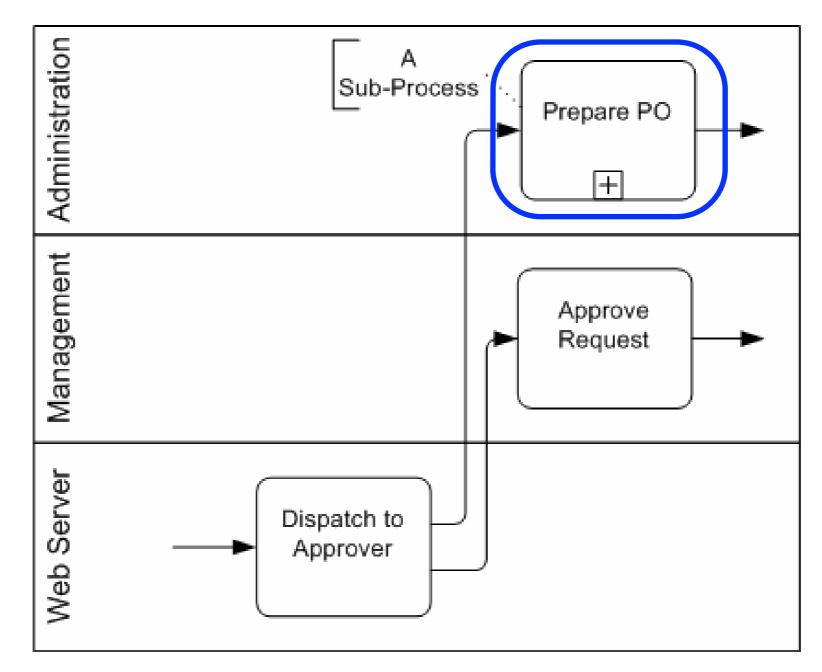
Identify sub-processes: order fulfillment



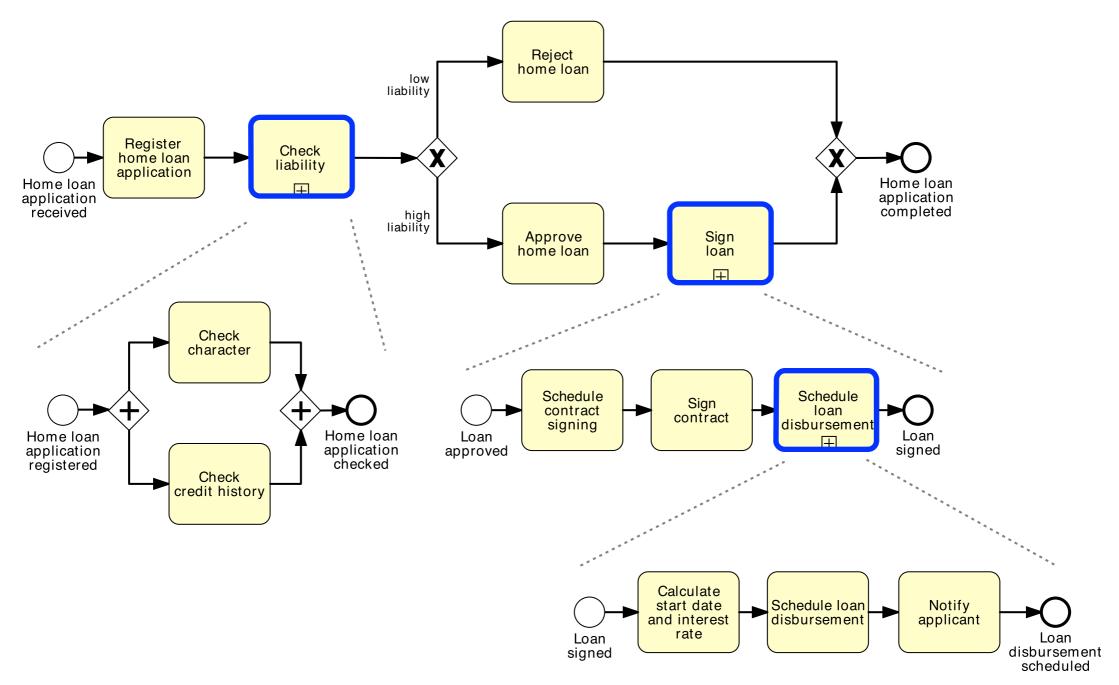
Hiding sub-processes: order fulfillment



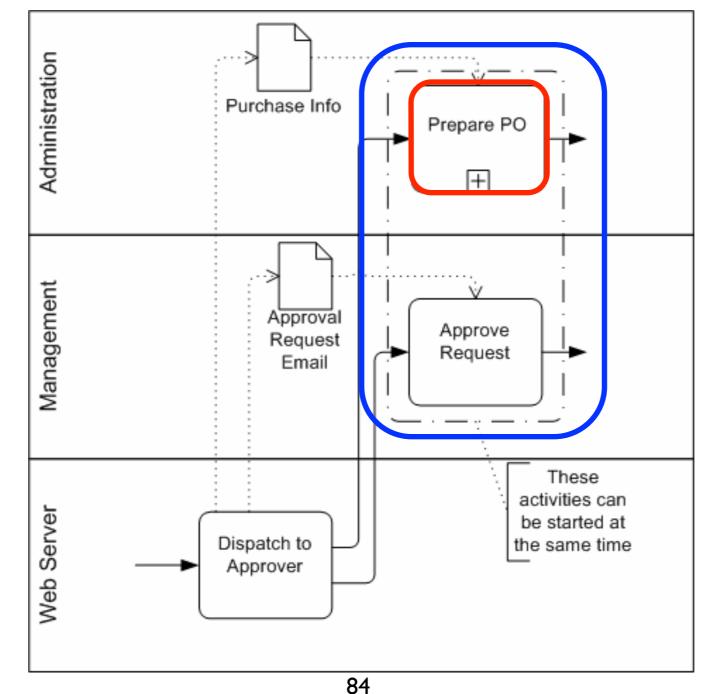
Three lanes and a sub-process



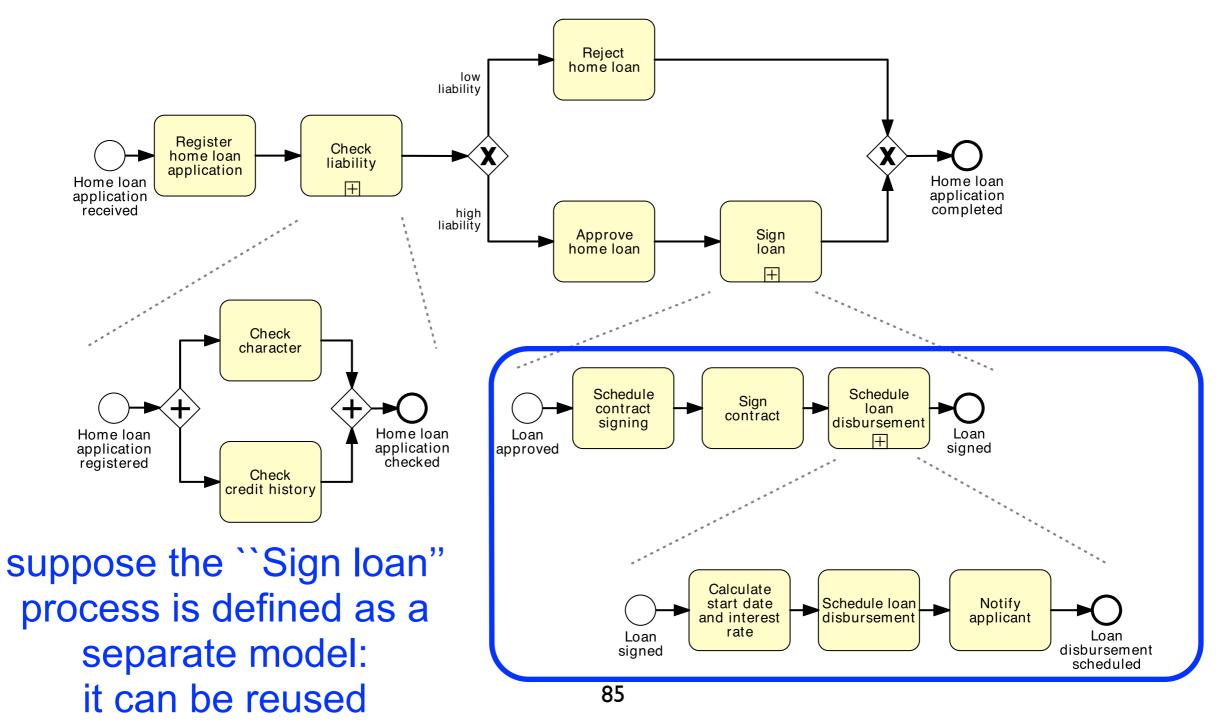
Nesting sub-processes: home loans



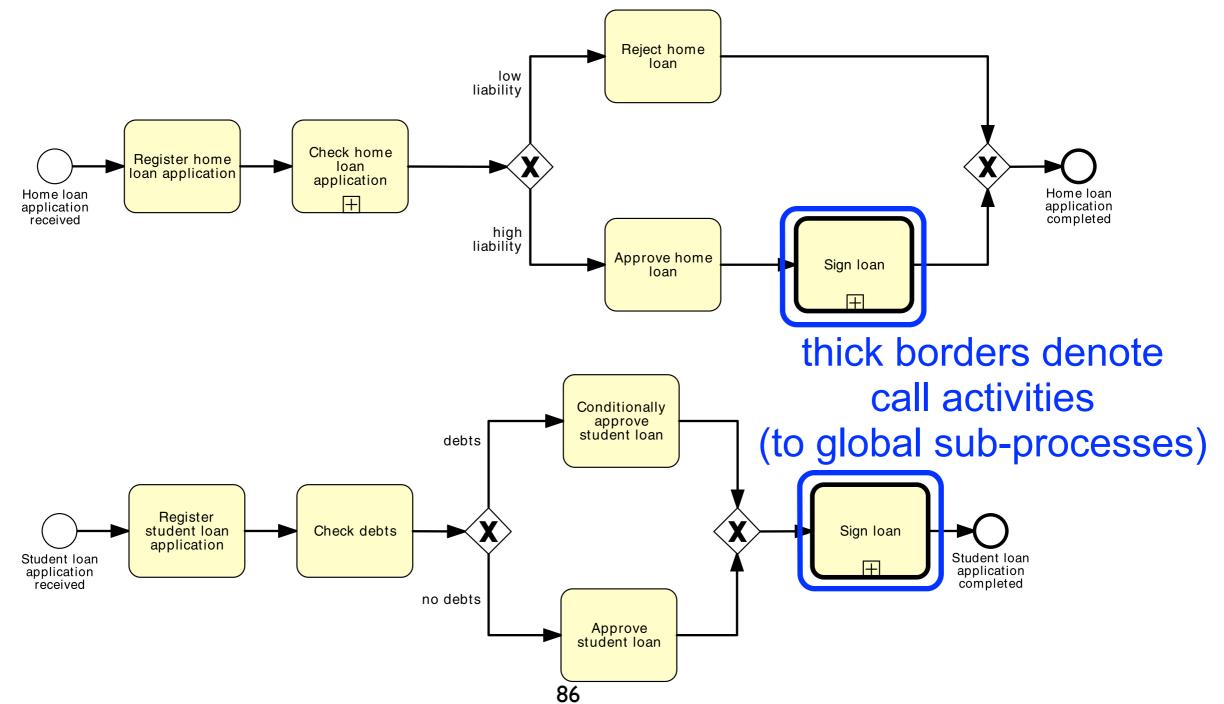
Three lanes, a sub-process and a group



Global sub-processes: home / student loans



Call activities: home / student loans



Global processes: advantages

Readability: processes tend to be smaller

Reusability: define once, use many time

Change propagation: any change made to a global process is automatically propagated to all models that invoke it

Exercises

Model the following fragments of business processes for assessing loan applications:

Once a loan application has been approved by the loan provider, an acceptance pack is prepared and sent to the customer. The acceptance pack includes a repayment schedule which the customer needs to agree upon by sending the signed documents back to the loan provider. The latter then verifies the repayment agreement: if the applicant disagreed with the repayment schedule, the loan provider cancels the application; if the applicant agreed, the loan provider approves the application. In either case, the process completes with the loan provider notifying the applicant of the application status.

A loan application is approved if it passes two checks: (i) the applicant's loan risk assessment, done automatically by a system, and

(ii) the appraisal of the property for which the loan has been asked, carried out by a property appraiser.

The risk assessment requires a credit history check on the applicant, which is performed by a financial officer.

Once both the loan risk assessment and the property appraisal have been performed, a loan officer can assess the applicant's eligibility. If the applicant is not eligible, the application is rejected, otherwise the acceptance pack is prepared and sent to the applicant.

A loan application may be coupled with a home insurance which is offered at discounted prices. The applicant may express their interest in a home insurance plan at the time of submitting their loan application to the loan provider. Based on this information, if the loan application is

approved, the loan provider may either only send an acceptance pack to the applicant, or also send a home insurance quote.

The process then continues with the verification of the repayment agreement.

Once a loan application is received by the loan provider, and before proceeding with its assessment, the application itself needs to be checked for completeness. If the application is incomplete, it is returned to the applicant, so that they can fill out the missing information and send it back to the loan provider.

This process is repeated until the application is complete.

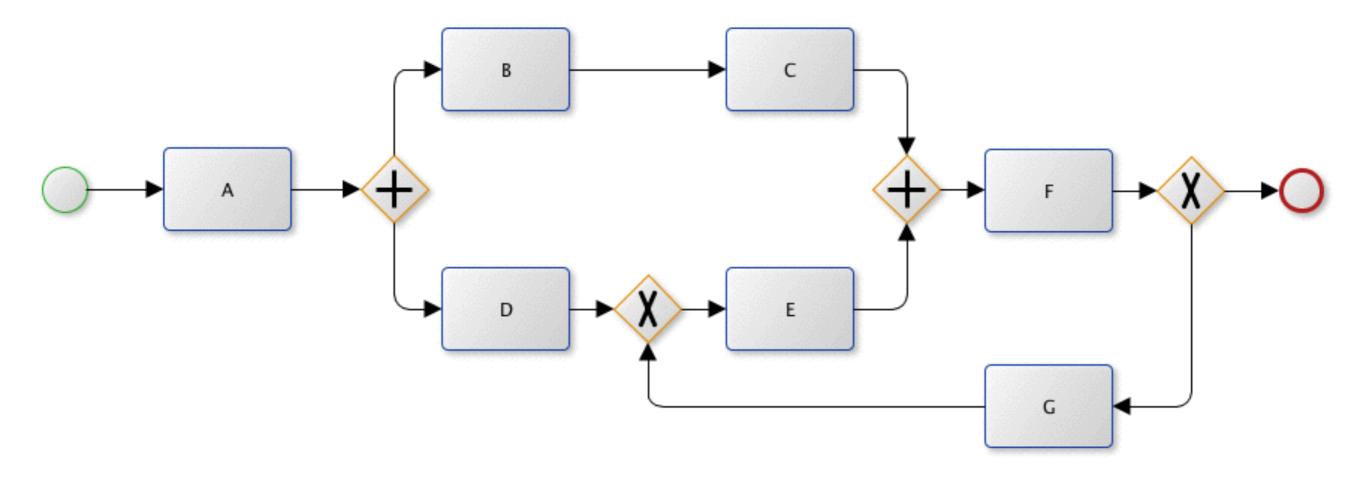
Put together the four fragments of the loan assessment process that you created in previous Exercises. Then extend the resulting model by adding all the required artifacts. Moreover, attach annotations to specify the business rules behind (i) checking an application completeness, (ii) assessing an application eligibility, and (iii) verifying a repayment agreement.

Extend the business process for assessing loan applications that you created in previous Exercises by considering the following resource aspects. The process for assessing loan applications is executed by four roles within the **loan provider**: a **financial officer** takes care of checking the applicant's credit history; a **property appraiser** is responsible for appraising the property; an **insurance sales**

representative sends the home insurance quote to the applicant if this is required. All other activities are performed by the **loan officer** who is the main point of contact with the applicant.

Exercises: refactoring

Can the process model below execute correctly? If not, how can it be fixed without affecting the cycle, i.e. such that F, G, and E all remain in a cycle?

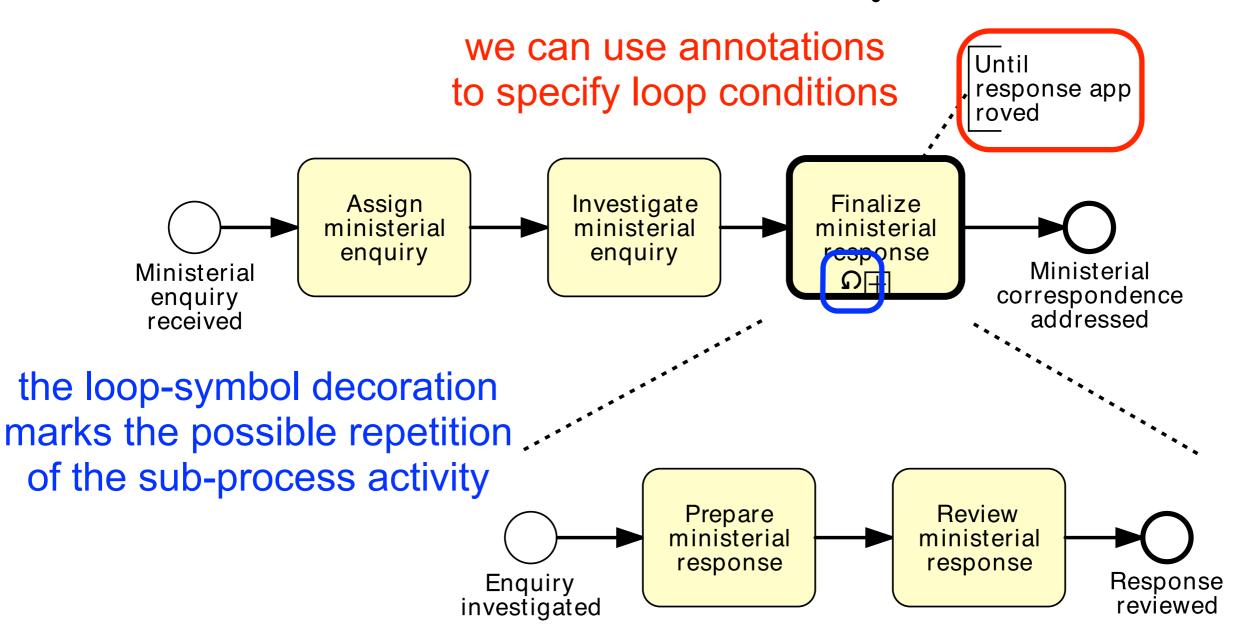


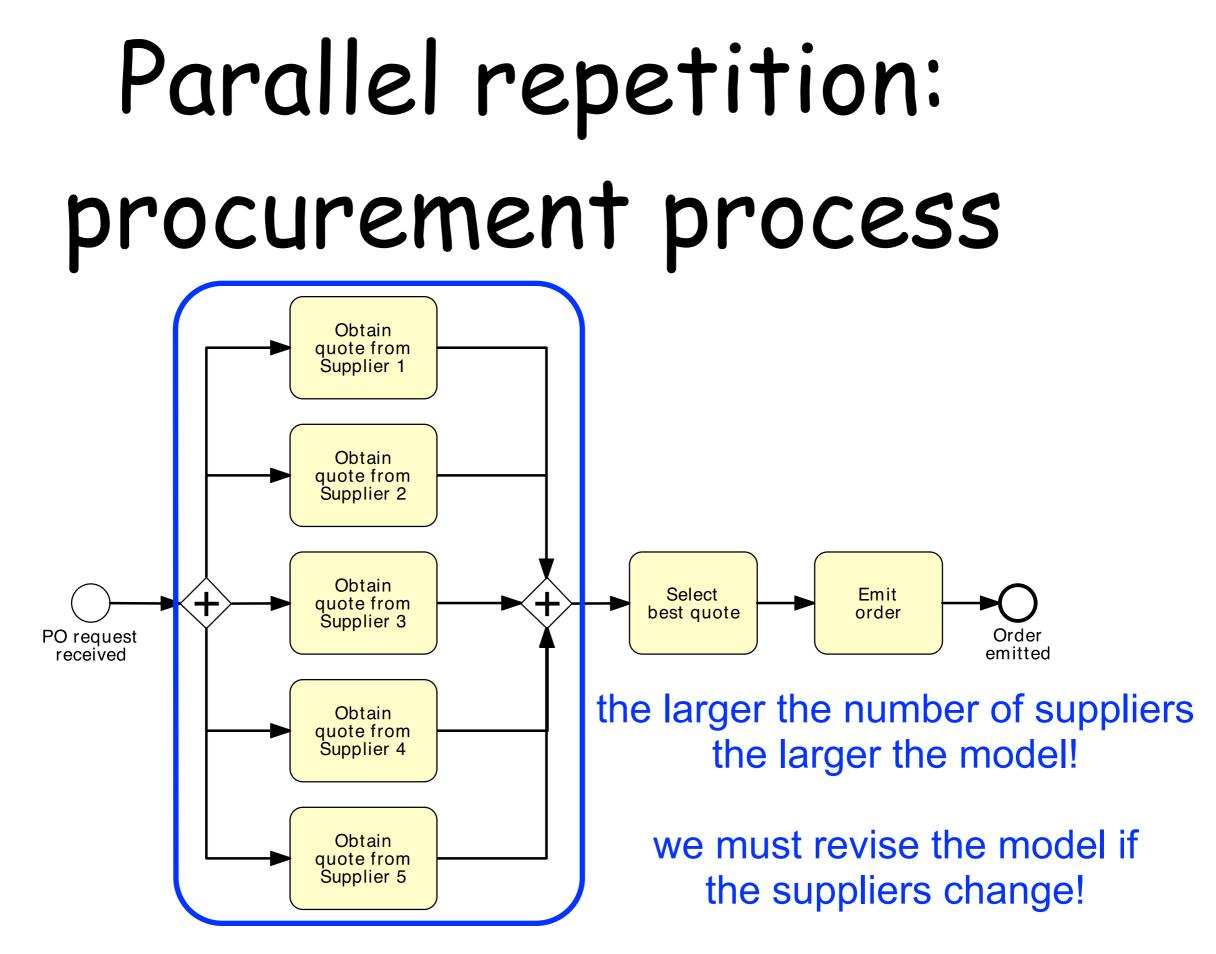
Semantics annotations

The graphical syntax is not expressive enough to model exactly all interesting situations

In many cases part of the behaviour is moved to decorations and annotations (i.e., without considering them the implementation is not possible, as well as providing formal semantics)

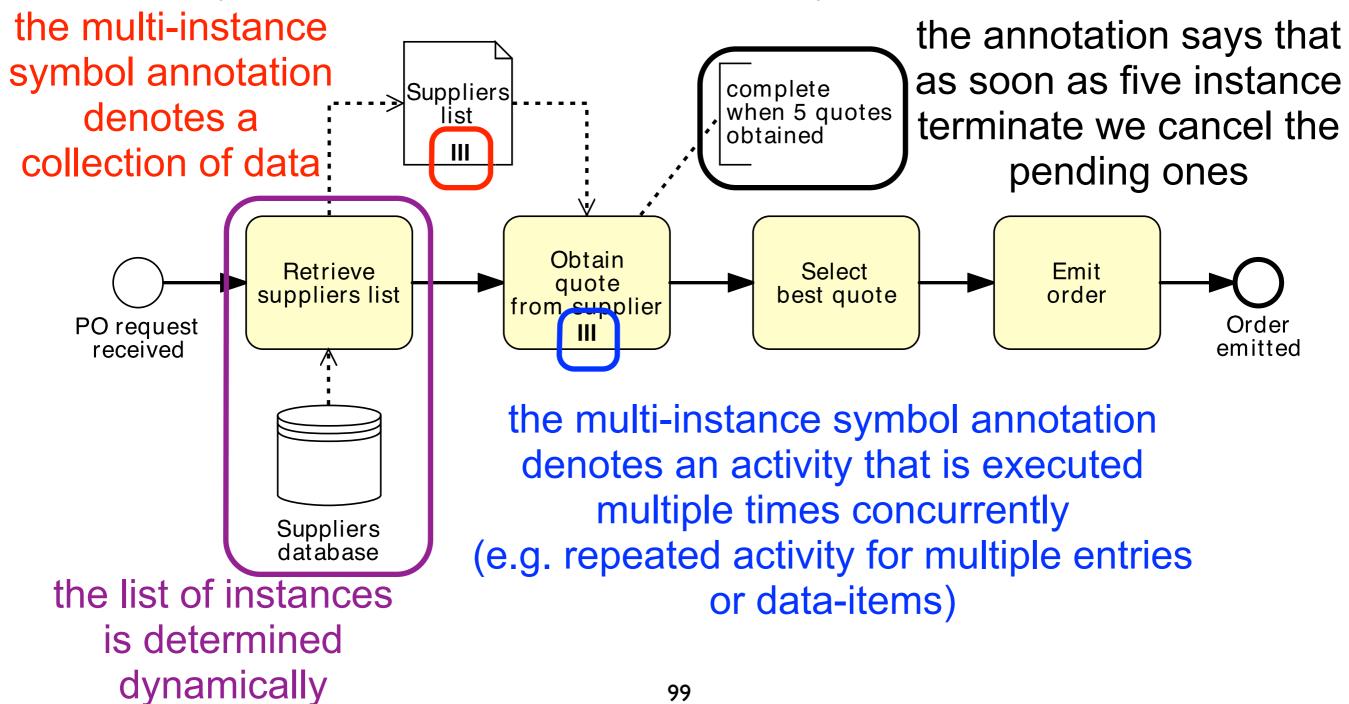
Loop annotation: ministerial correspondence



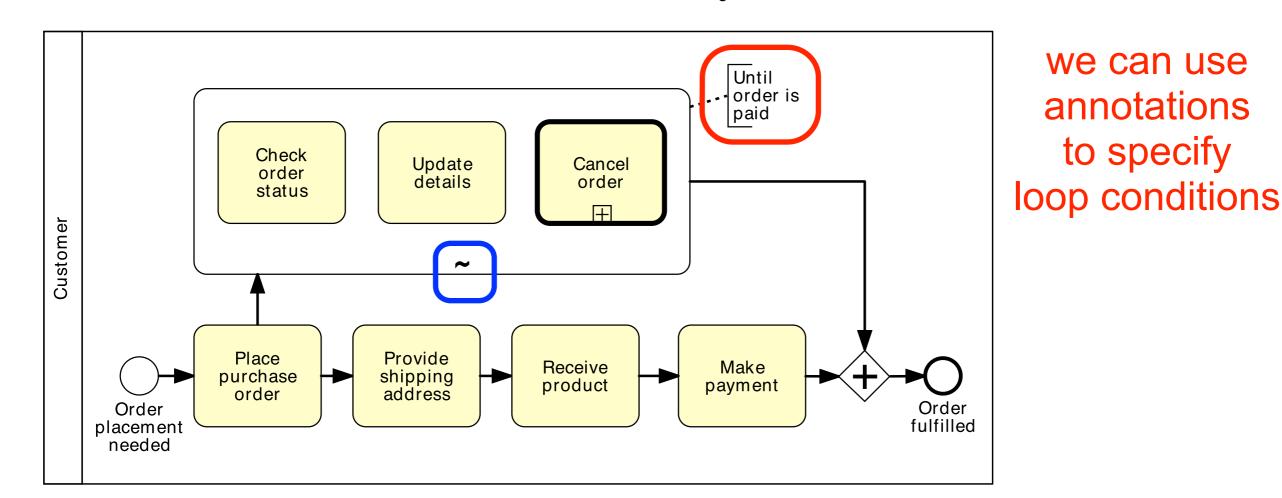


Multi-instance activities:

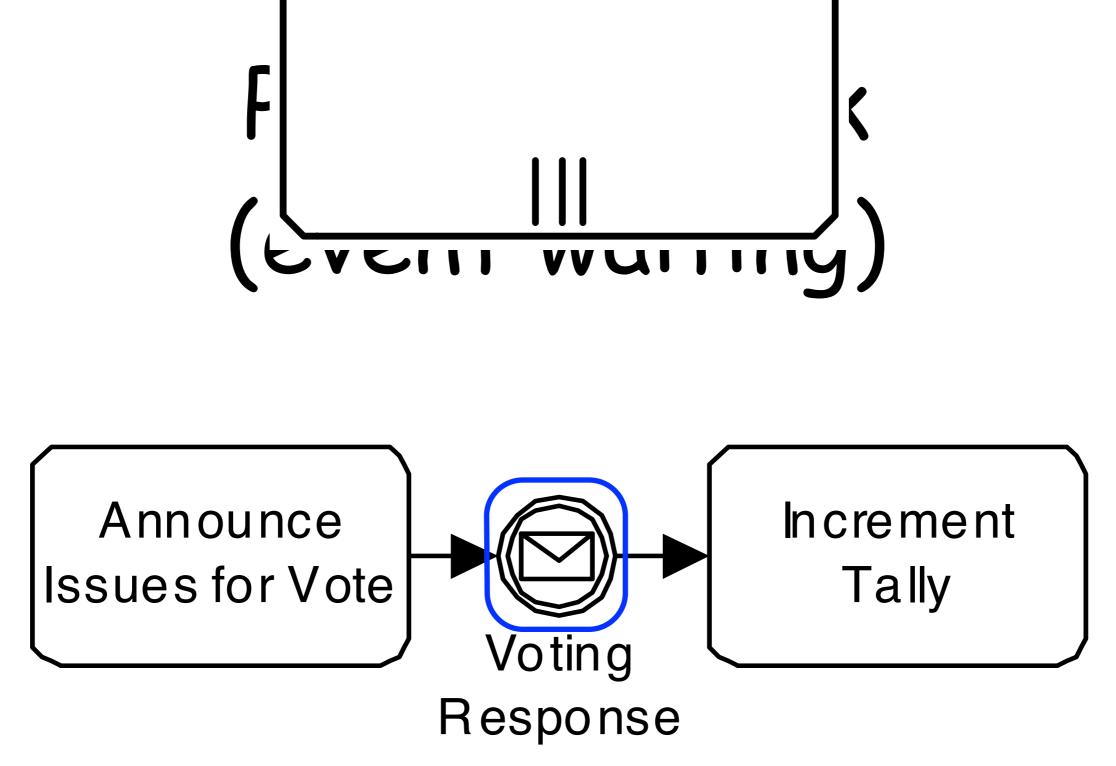
procurement process



Ad-hoc sub-processes: customer process



the ad-hoc symbol annotation denotes an uncontrolled repetition of activities: they may be repeated multiple times with no specific order or not occur at all, until a condition is met



the envelope annotation denotes an intermediate message event: it signals the receipt of a message

a black-filled envelope would denote that a message has been sent

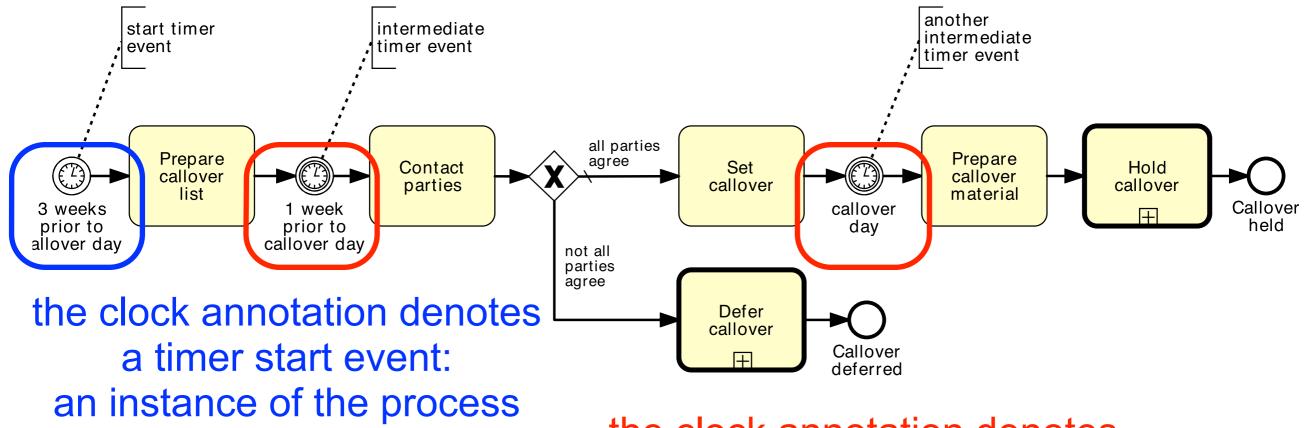
Message annotated events and activities

A start event can be annotated with a white-envelope: a process instance is created when a certain message is received

An end event can be annotated with a black-filled envelope: the process concludes by sending a message

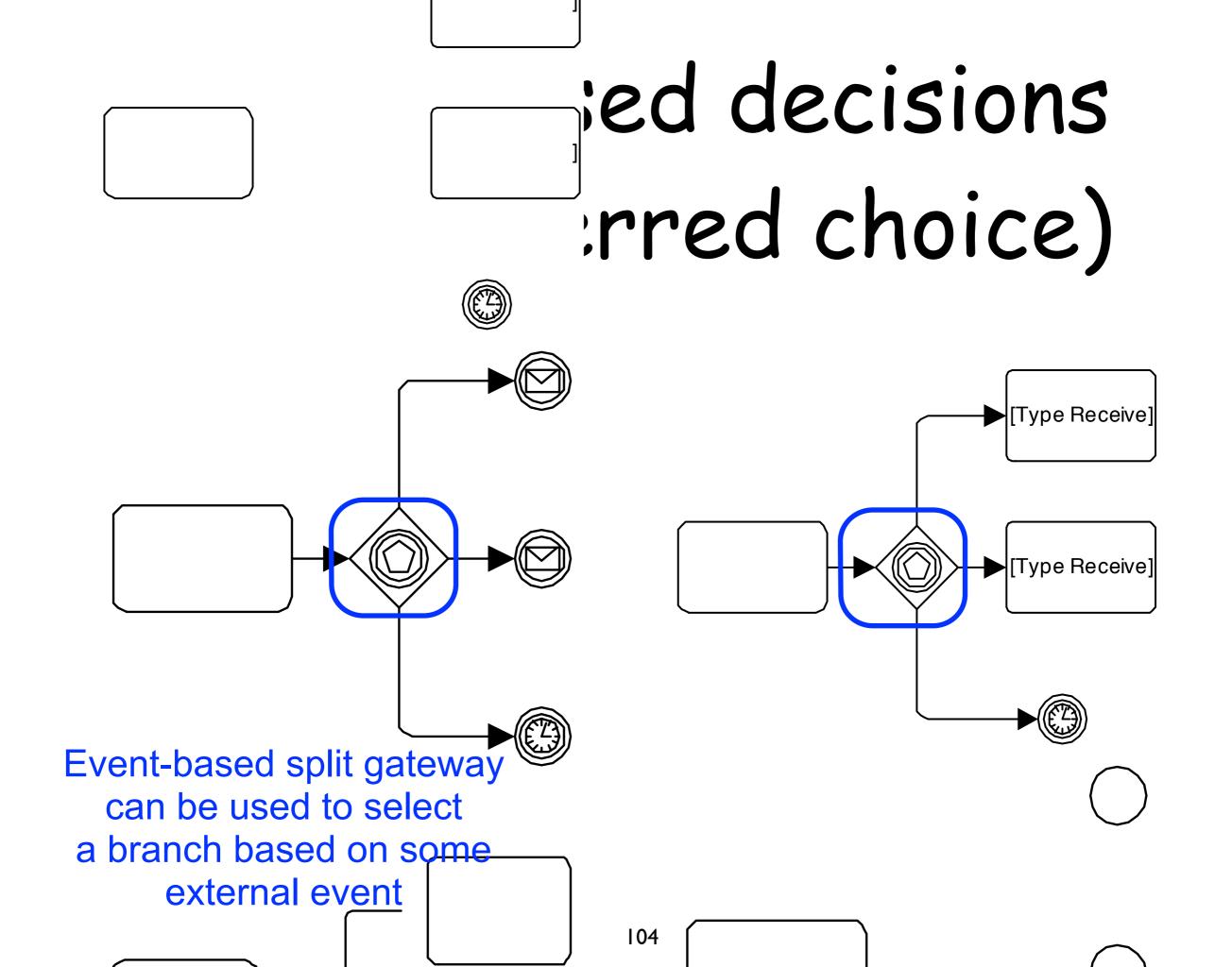
Intermediate events and activities can be annotated with both kinds of envelope (white = receipt of a message, black = the sending of a message)

Timer events: small claims tribunal

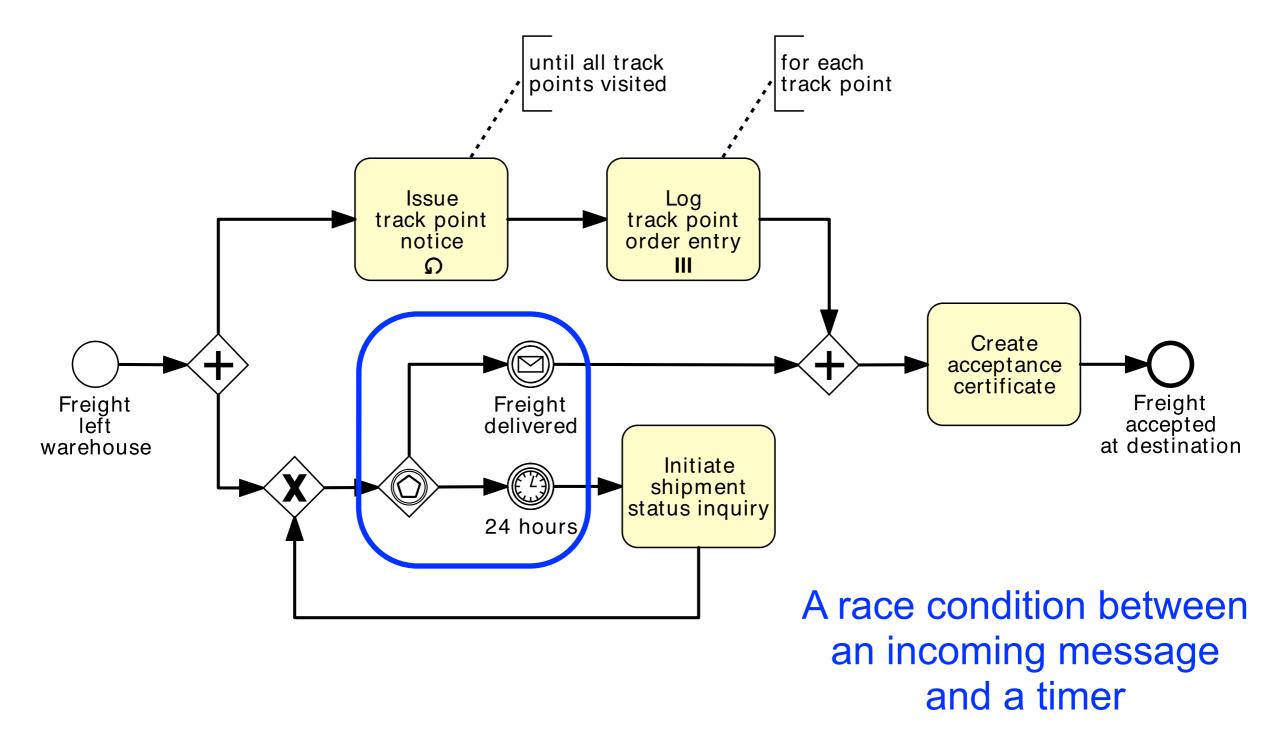


is created when some temporal event happens

the clock annotation denotes a timer intermediate event: the process is blocked until a time-out expires



Deferred choice



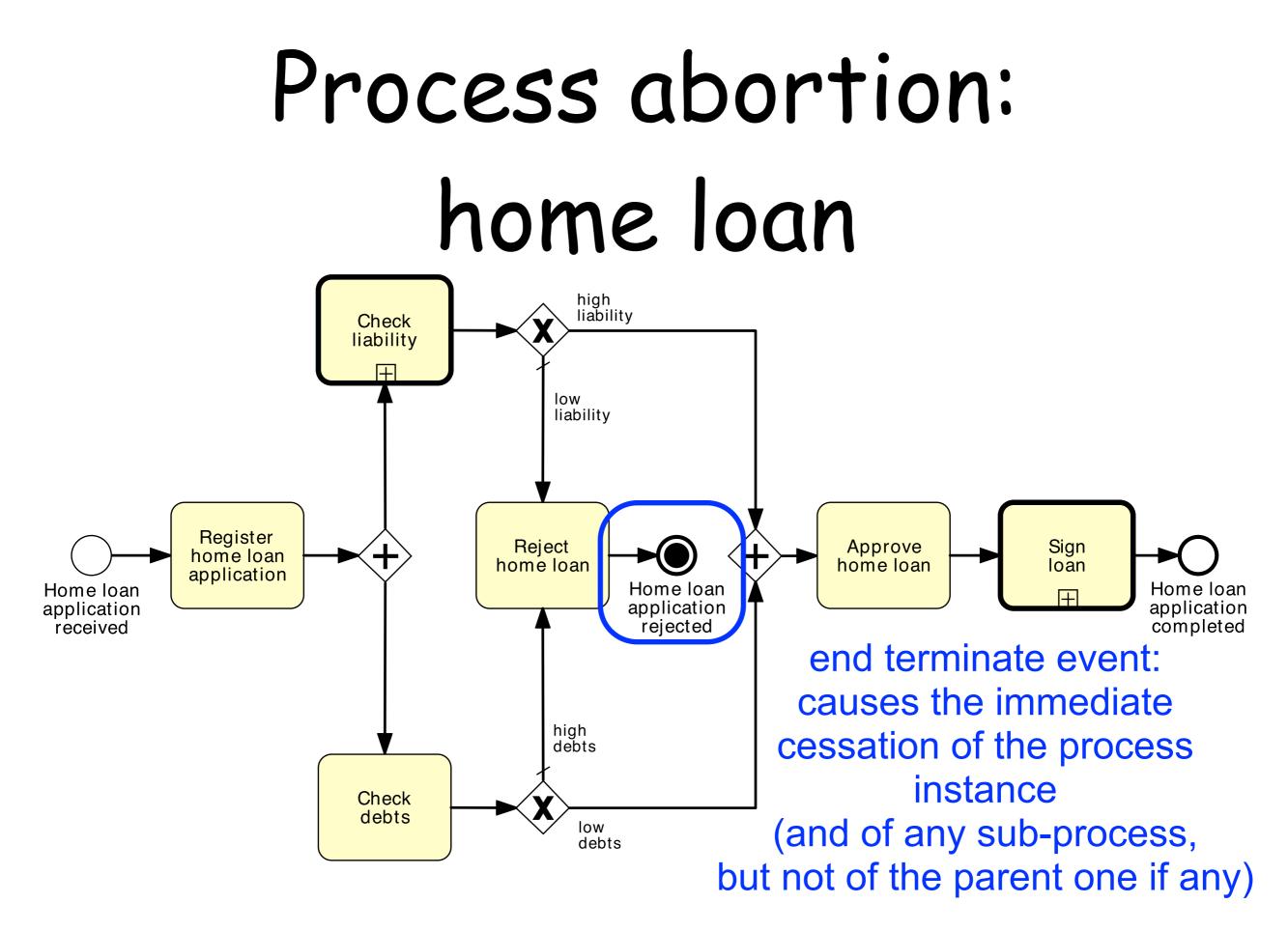
Exceptions: rainy-days vs sunny-days

Exceptions are events that deviate a process from its normal course

They include: business faults (e.g., out of stock), technology faults (e.g., database crash)

Exceptions provoke the interruption or abortion of the running process instance

Before adding exceptions it is important to have the sunny-day scenario well understood



Handling exceptions: rainy-days vs sunny-days

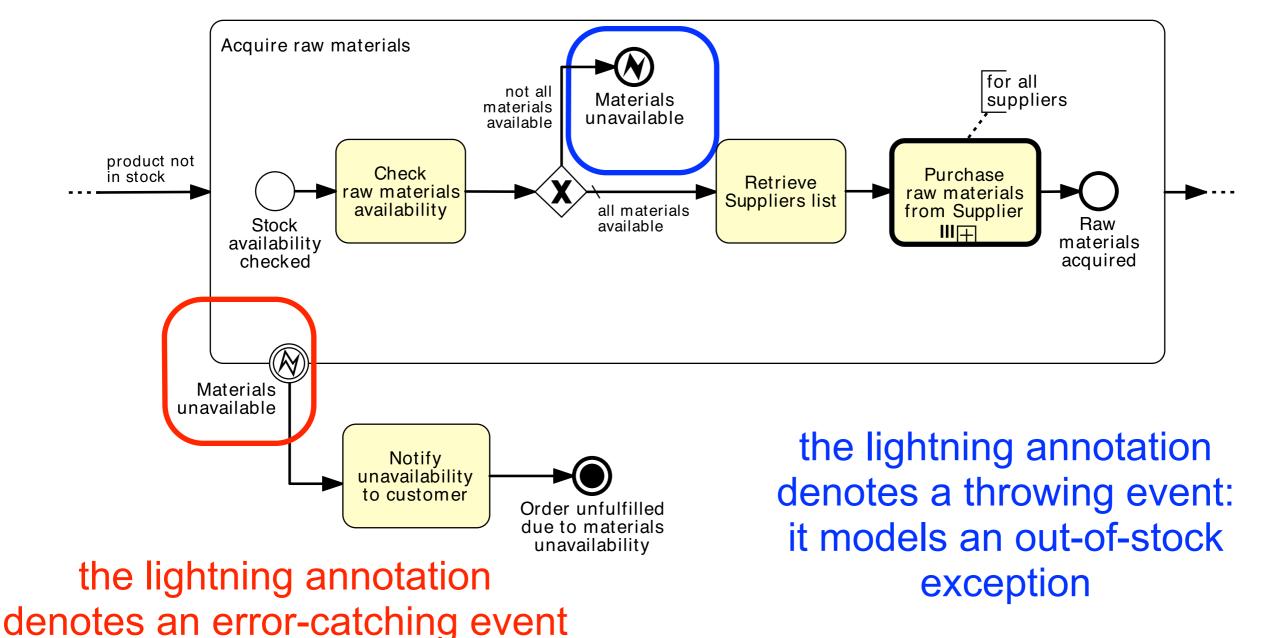
We can handle exceptions of sub-processes by interrupting the activity that caused the exception and moving the control flow to another process

The recovery procedure can try to bring the process back to a consistent state

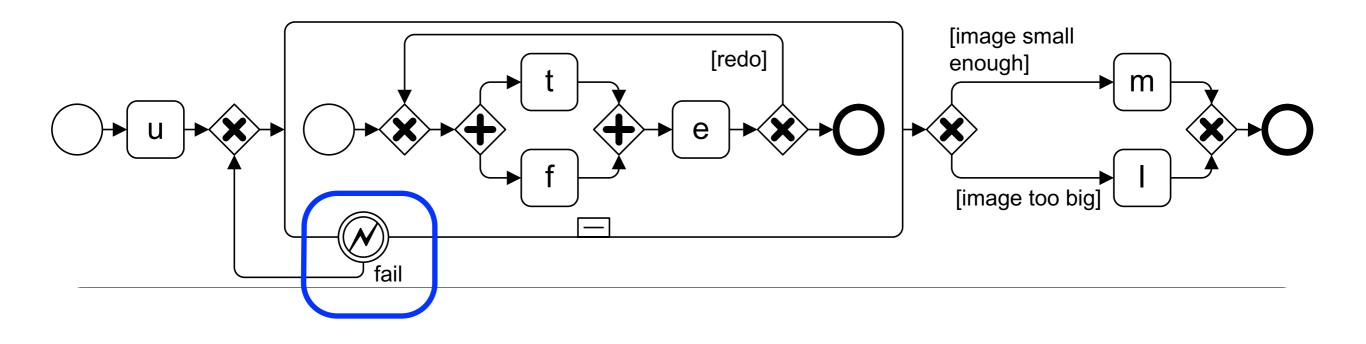
Error end events are used to interrupt the execution

Boundary events trigger the recovery procedure (called exception flow)

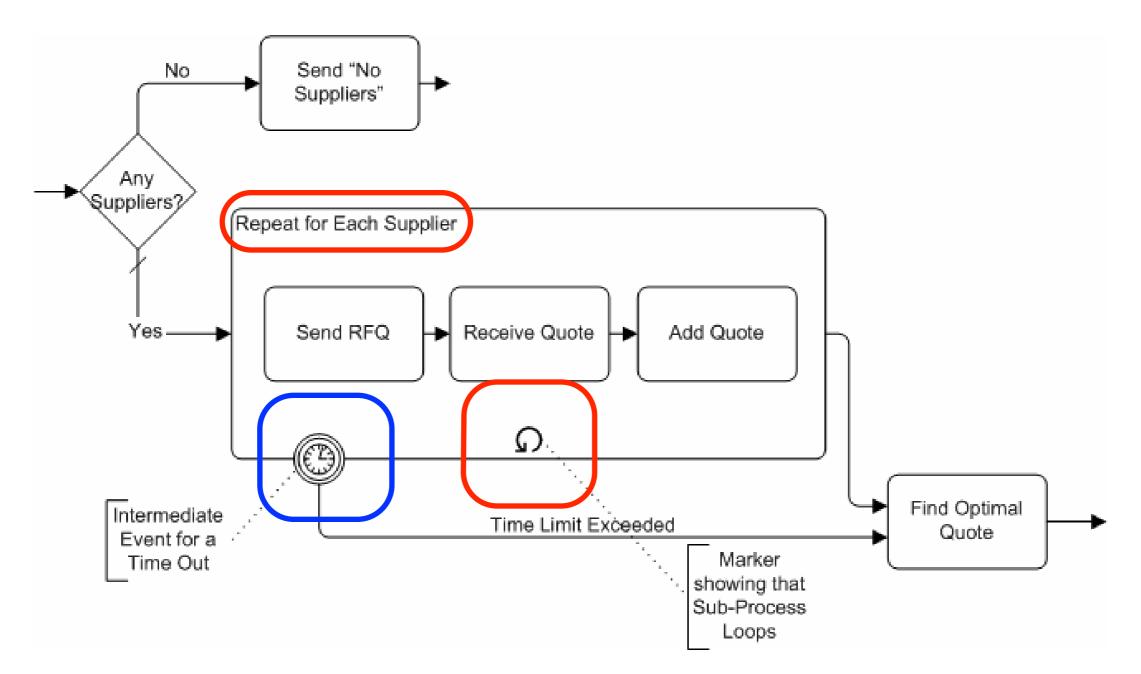
Throwing and catching: order fulfillment



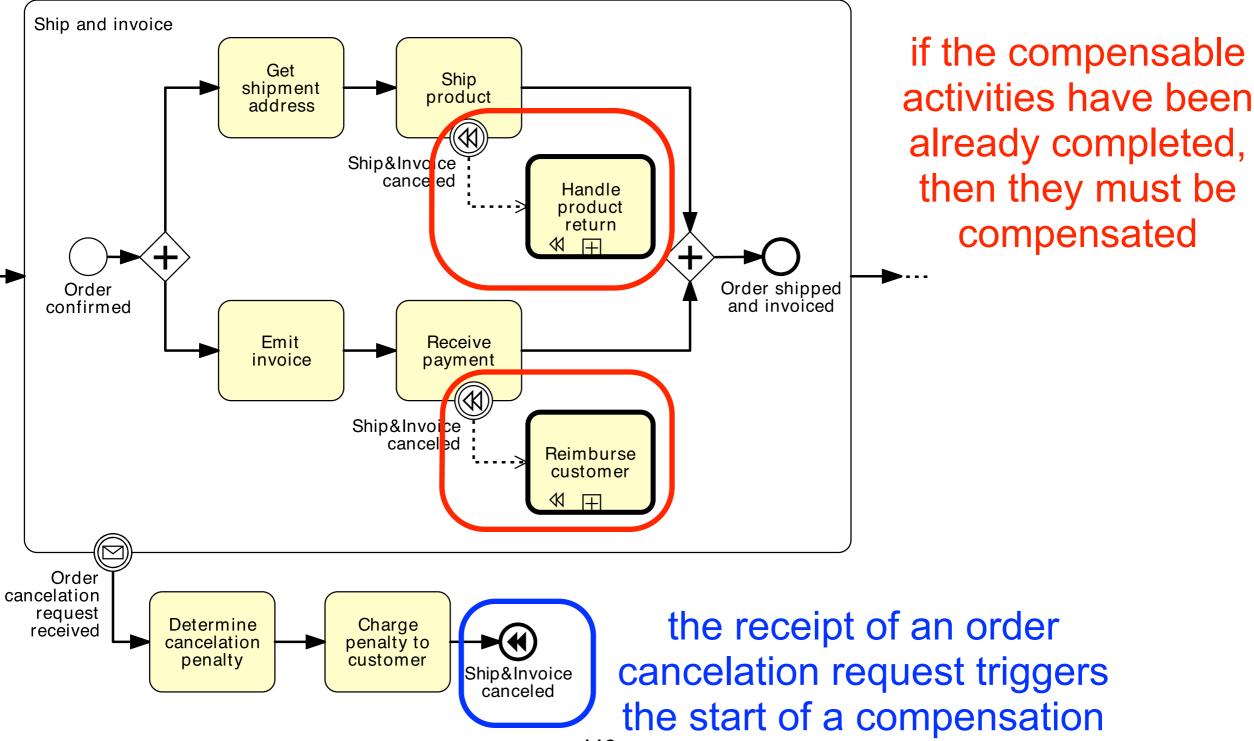
Recovery from faults: image manipulation



Intermediate time out and a loop



Compensations



Exercises

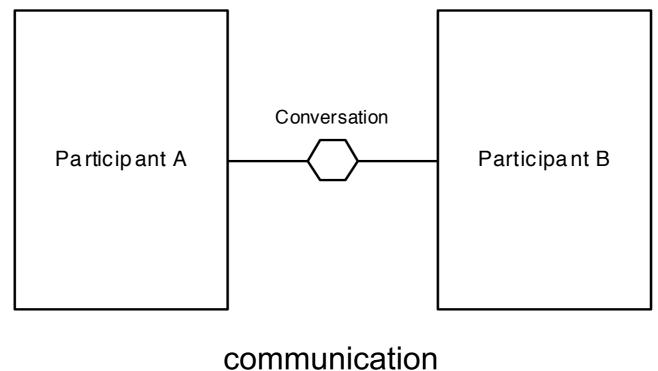
Model the following process fragment:

After a car accident, a statement is sought from two witnesses out of the five that were present, in order to lodge the insurance claim. As soon as the first two statements are received, the claim can be lodged with the insurance company without waiting for the other statements.

Conversations, choreographies, and collaborations

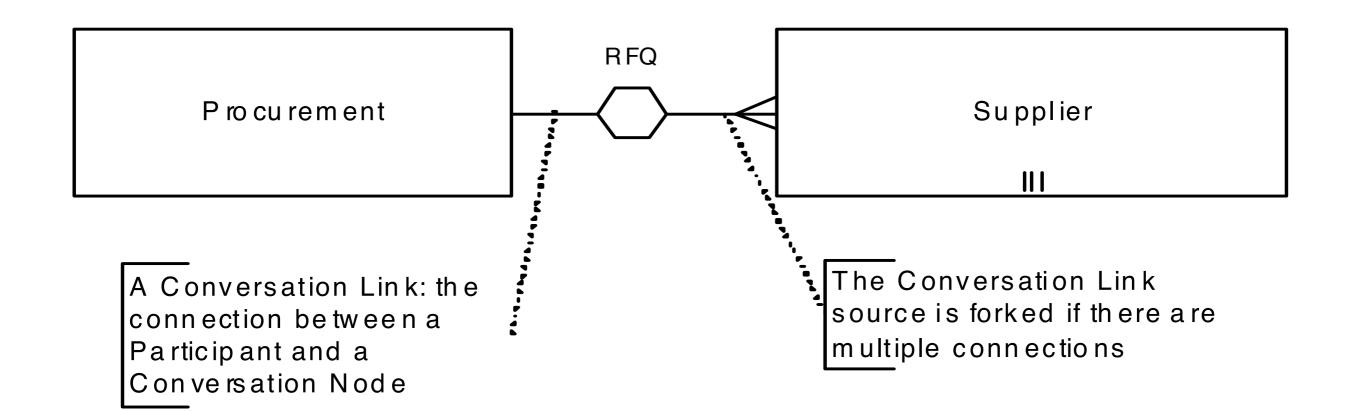
Conversation

A Conversation is the logical relation of (correlated) Message exchanges



element

Conversation links





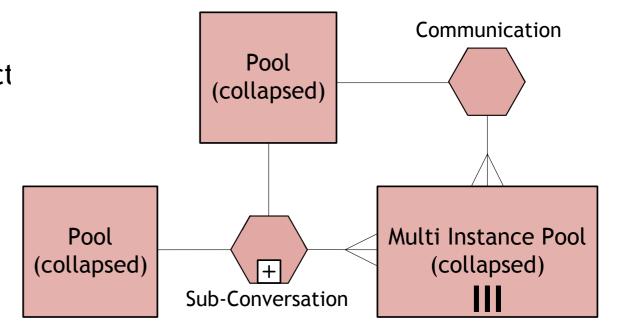
Conversation diagram

A **Communication** defines a set of logically related message exchanges. When marked with a + symbol it indicates a Sub-Conversation, a compound conversation element.

A **Conversation Link** connects Communications and Participants.



A Forked Conversation Link connect Communications and multiple Participants.



Choreography

The behaviour of different Conversations is modelled through separate Choreographies

A **Choreography** defines the sequence of interaction between participants

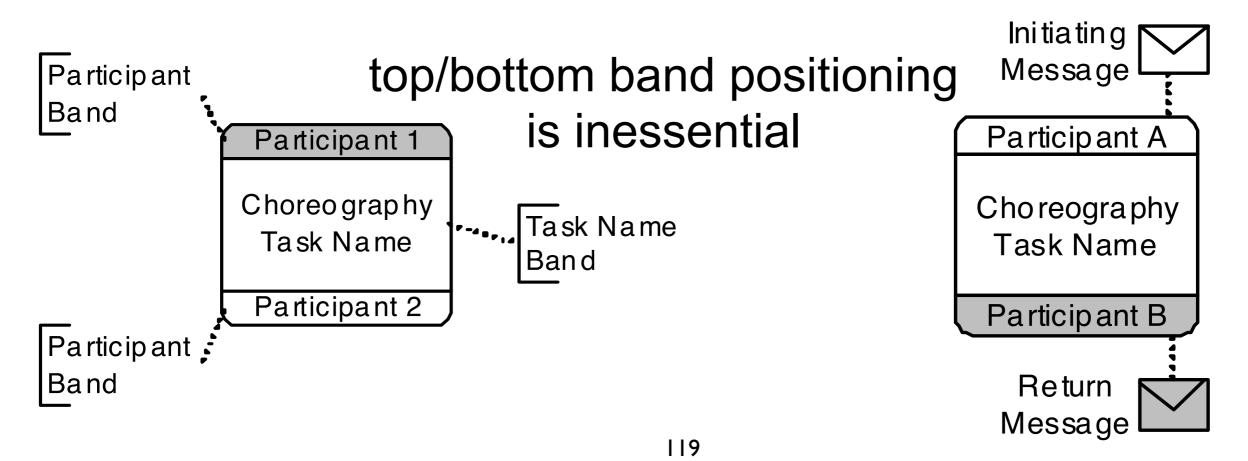
A choreography does not exists in a pool and it is not executable

It describes how the participants are supposed to behave

Choreography task

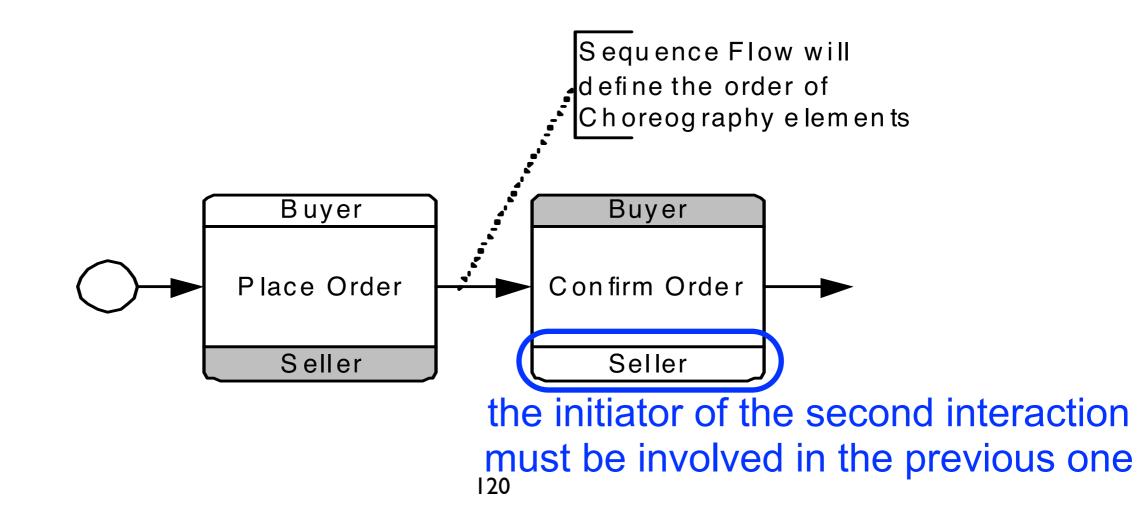
A Choreography task is an activity in a choreography that consists of a set (one or more) Message exchanges

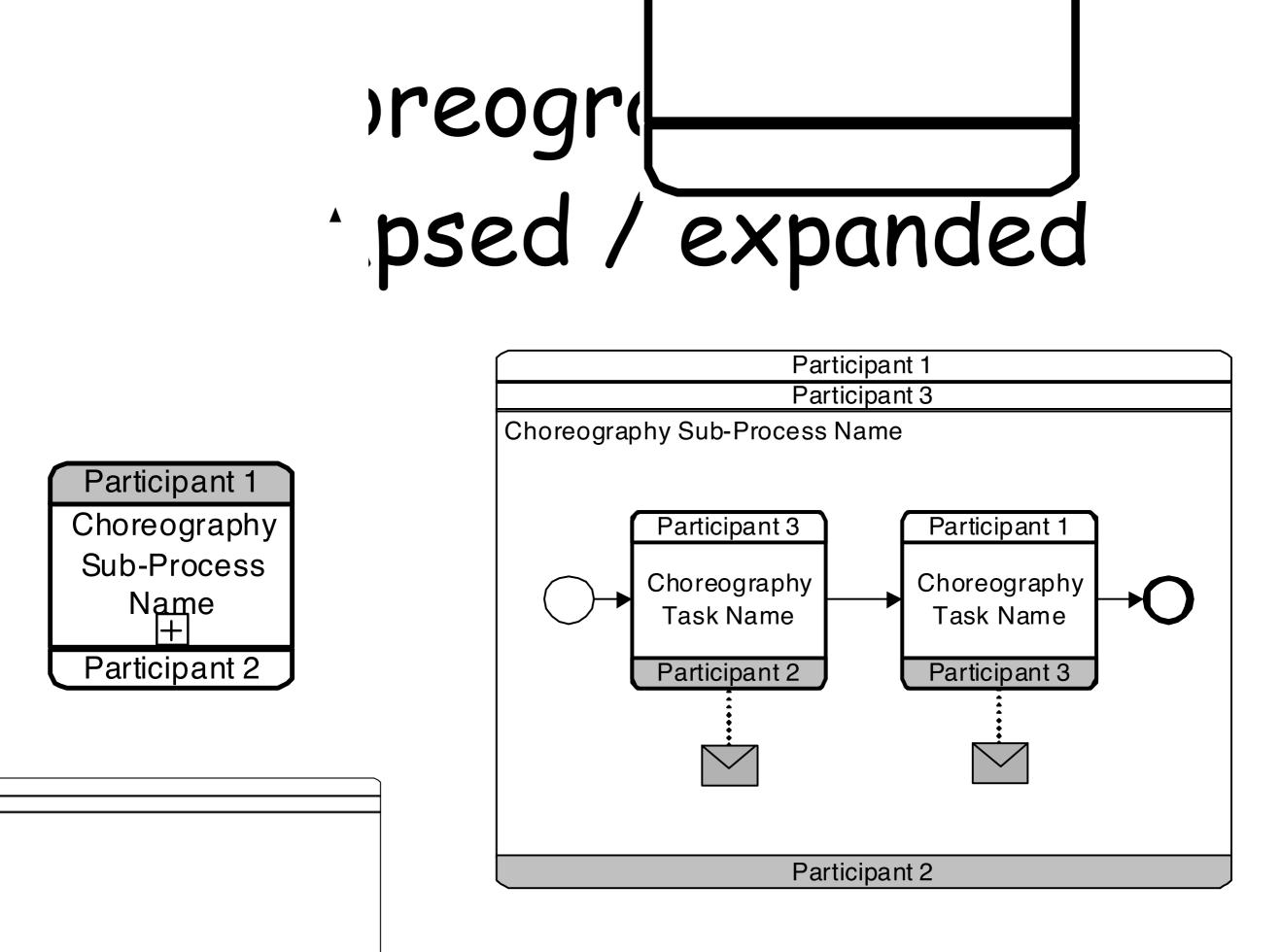
A choreography task involves two or more participants that are displayed in different bands



Sequence flow in a choreography

Sequence Flow are used within Choreographies to show the sequence of the Choreography Activities, Events, and Gateways





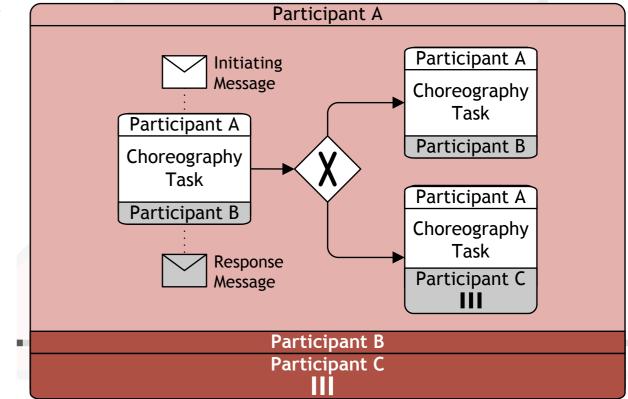
Choreographies		
choreographies		Participant A
Participant A		Choreography Sub-Process
Choreography Task	III	+ Participant B
Participant B		Participant C
A Choreography Tas represents an Interac (Message Exchange)		A Choreography Sub- Process contains a refined choreography with several

same kind.

between two Participants.

choreography with several Interactions.

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Collaboration

A **Collaboration** contains two or more Pools, representing the Participants in the Collaboration

A Pool may be empty or show a Process within

The Message exchange is shown by a Message Flow that connects Pools or the objects within the Pools The Messages associated with the Message Flow may also be shown

Choreographies may be shown "in between" the Pools as they bisect the Message Flow

Public processes (collaborative B2B)

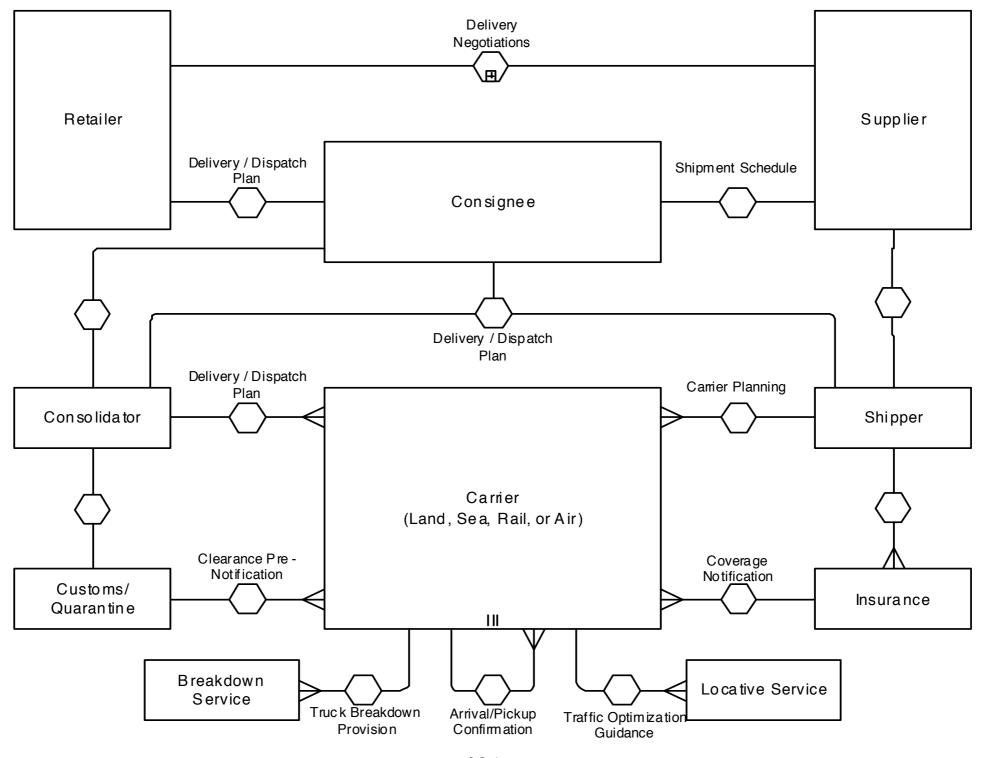
Public processes (also called abstract processes) depicts the interaction between two or more business entities

Typically designed as a global view: Sequence of activities and the message exchange patterns between participants

Activities of collaboration participants as "touch points" (visible to the public) Actual processes are likely to have more activities (private or internal view)

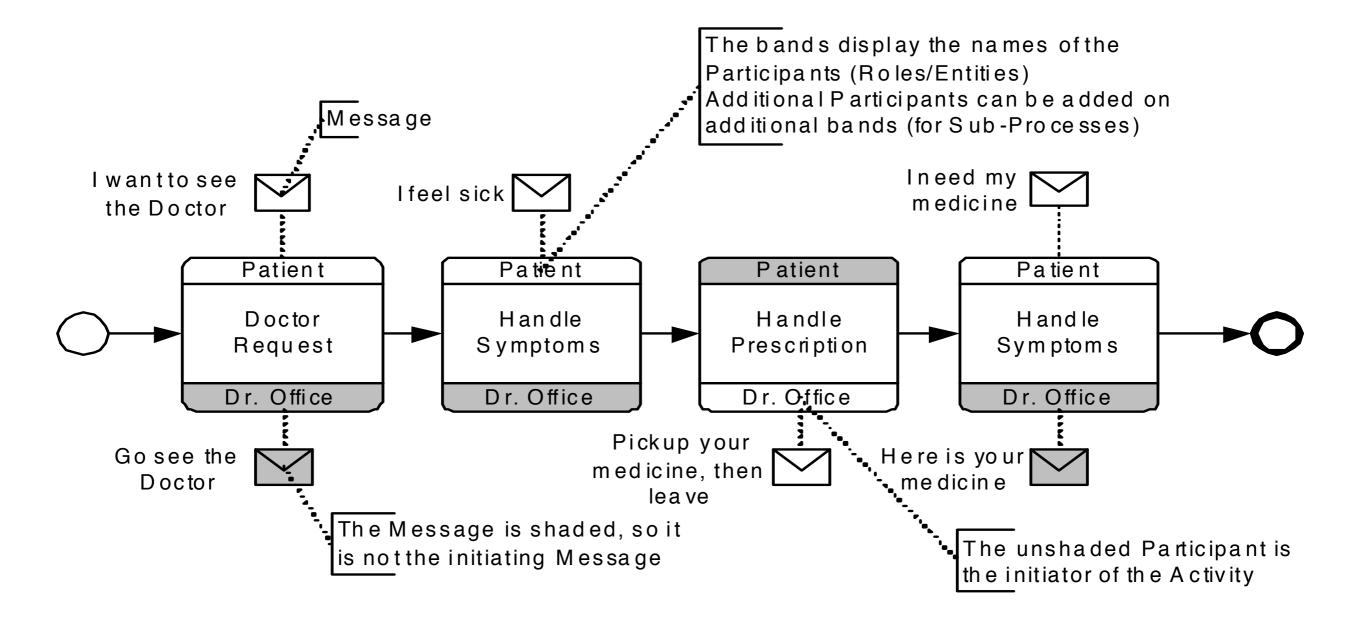
Examples (a taste of BPMN)

A conversation

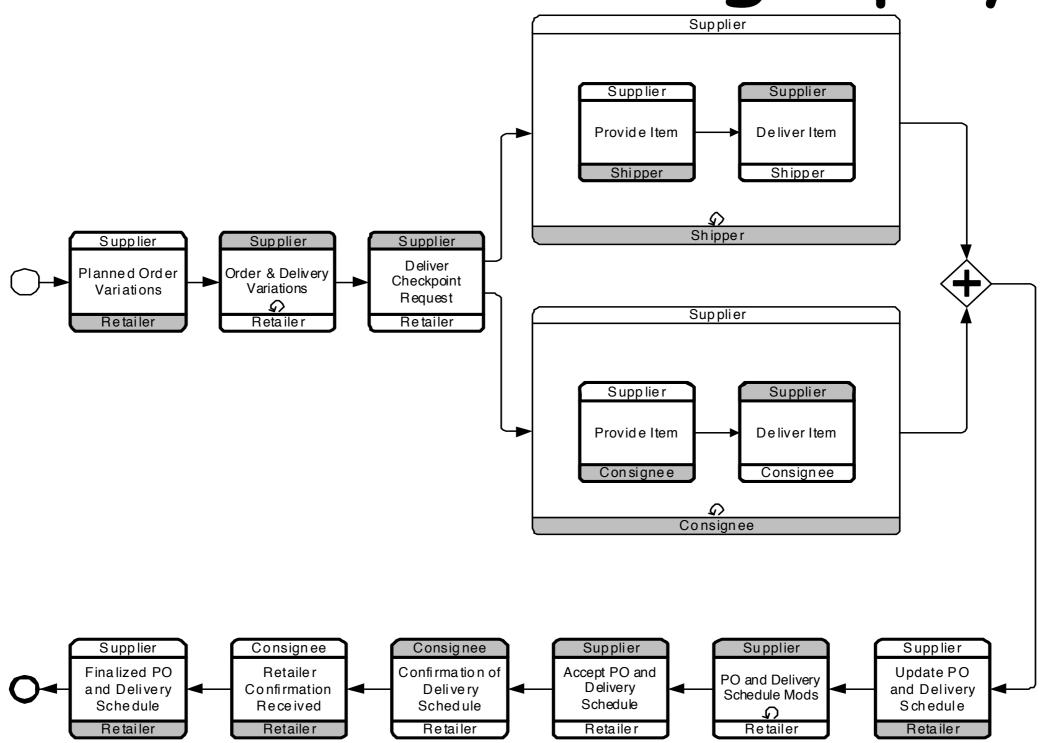


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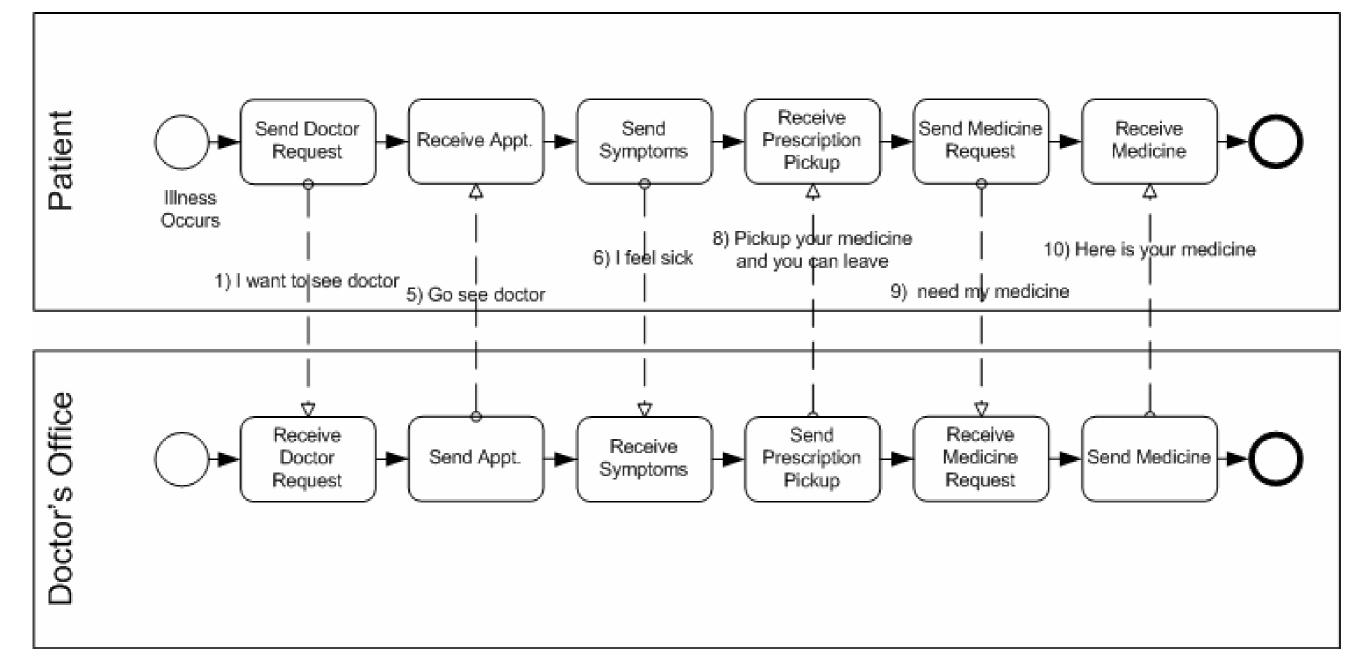
A choreography



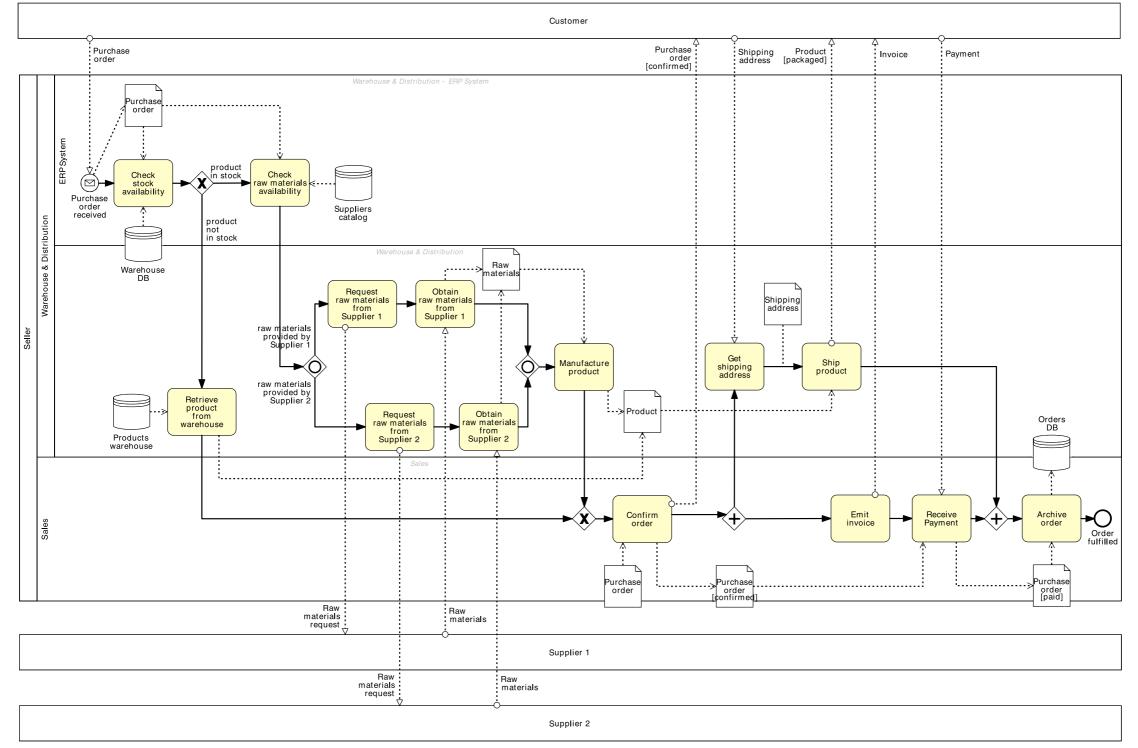
Another choreography



A collaboration with two pools

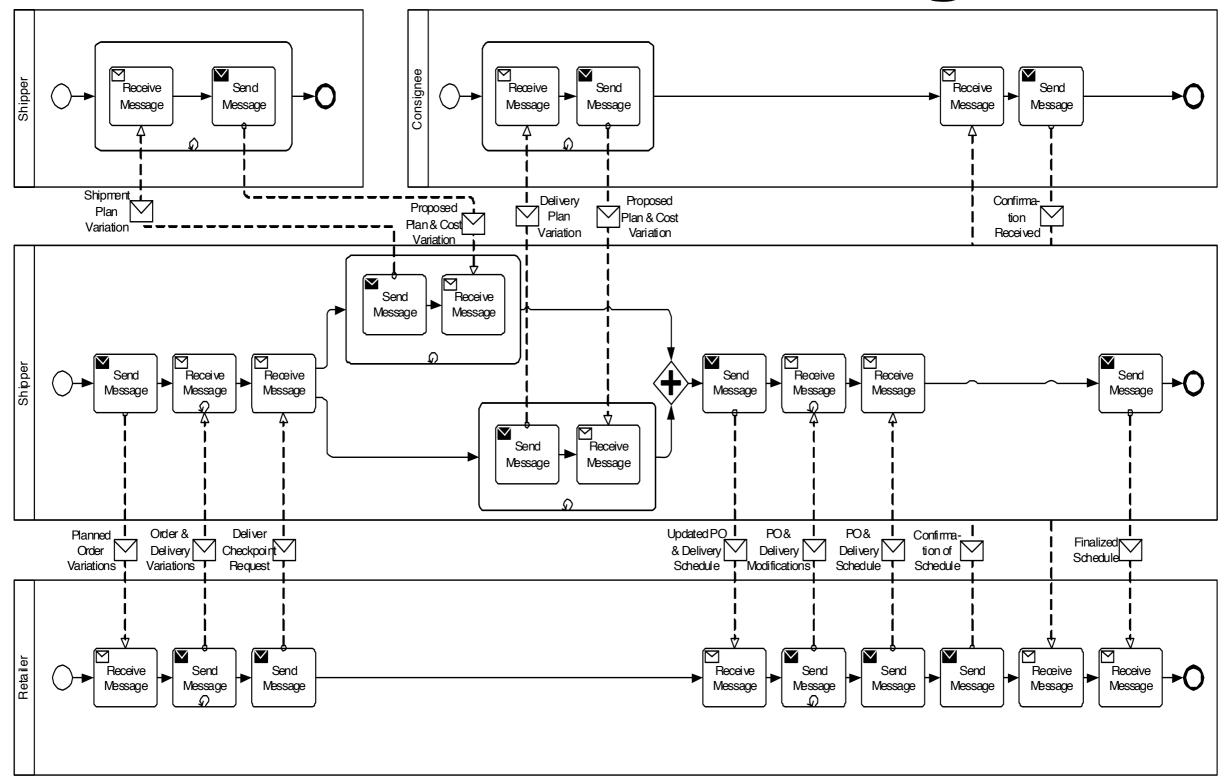


A collaboration diagram

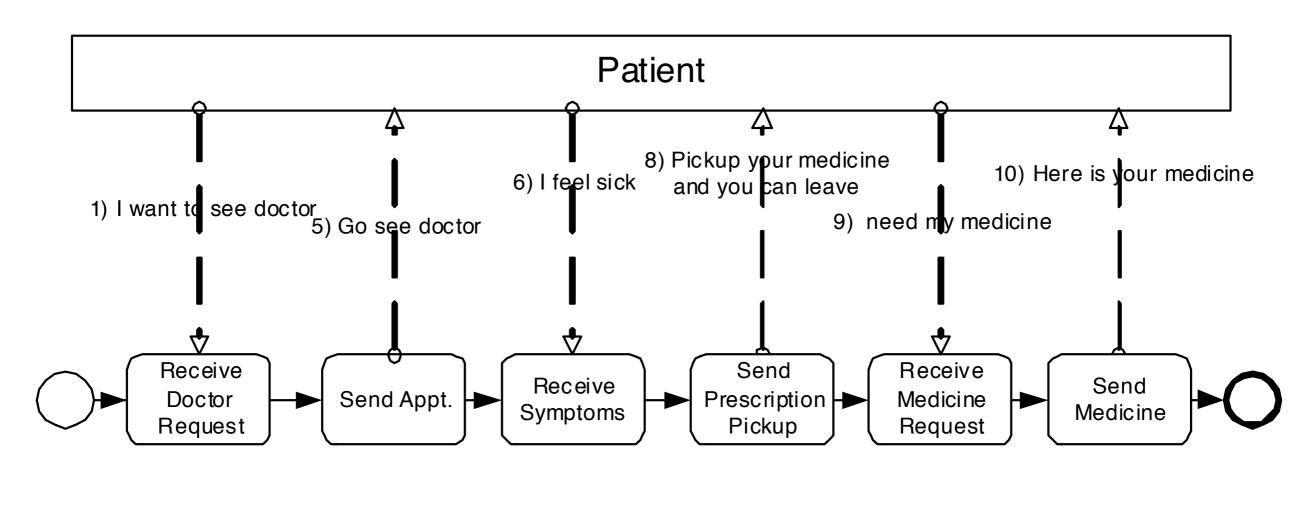


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A collaboration diagram

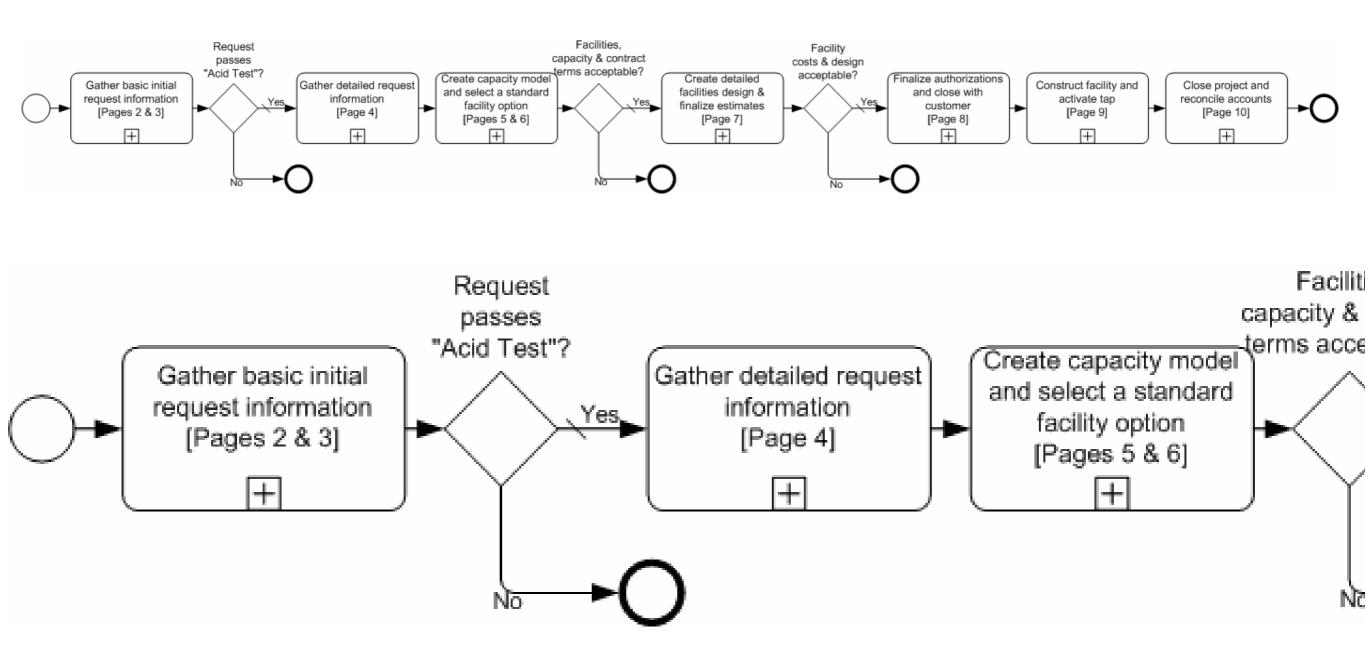


A public process

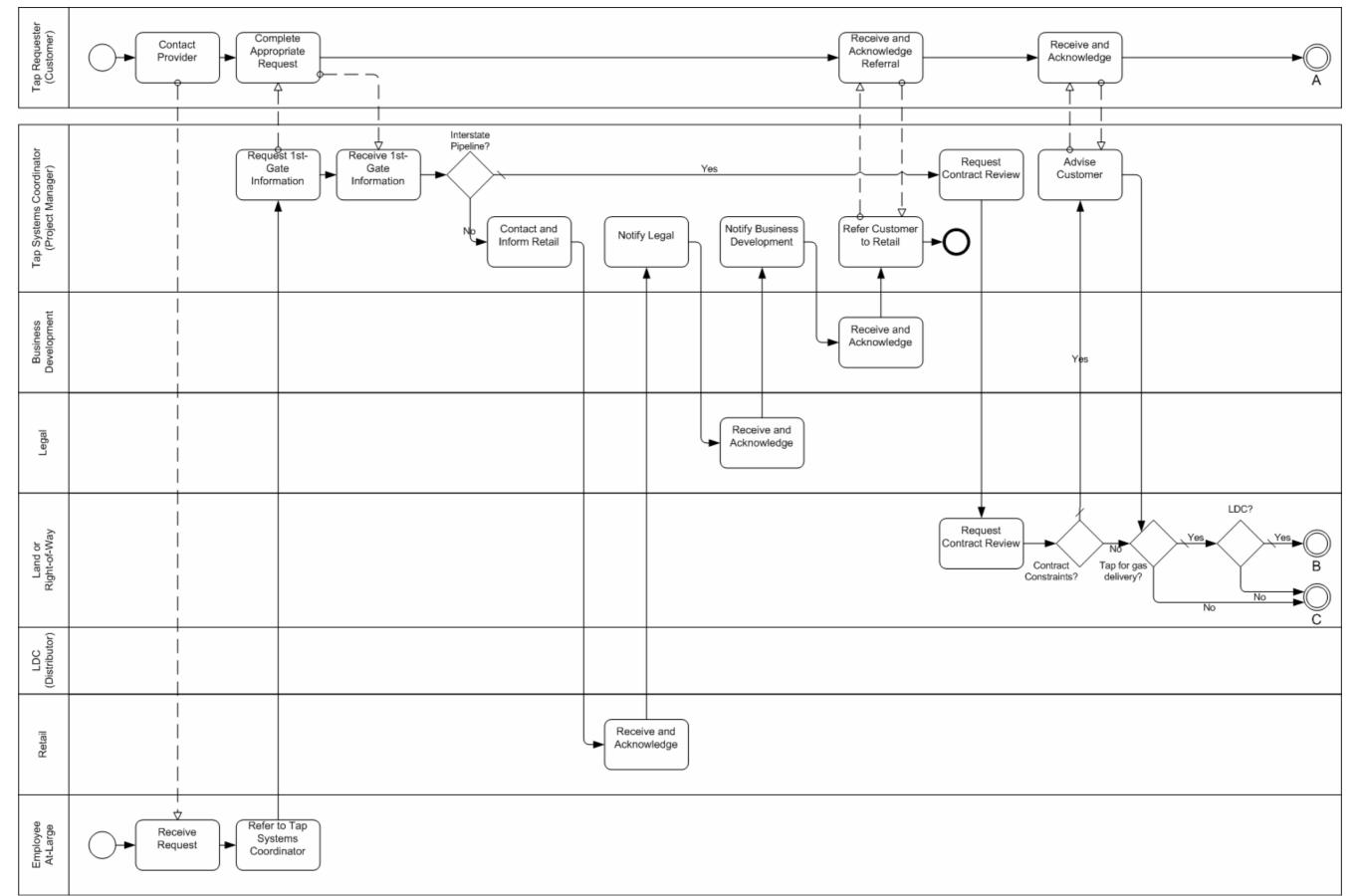


Doctor's Office

An abstract process



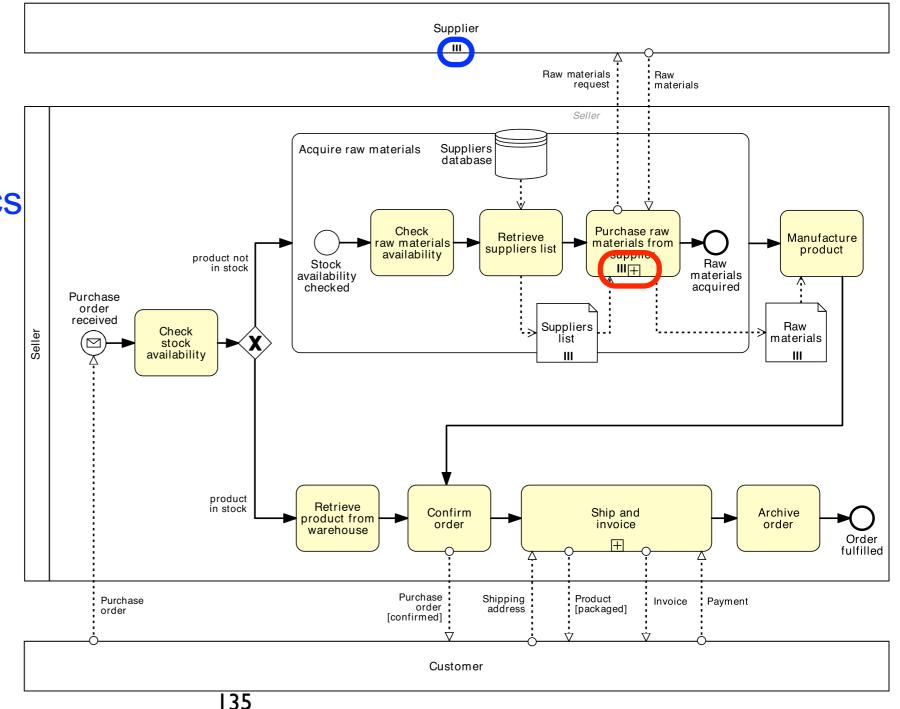
An internal, interactive process



Multi-instance pools: order fulfillment

the multi-instance symbol annotation denotes a set of resources with similar characteristics

> multi-instance sub-process



Exercises: loan application

Extend the loan application model by representing the interactions between the loan provider and the applicant.



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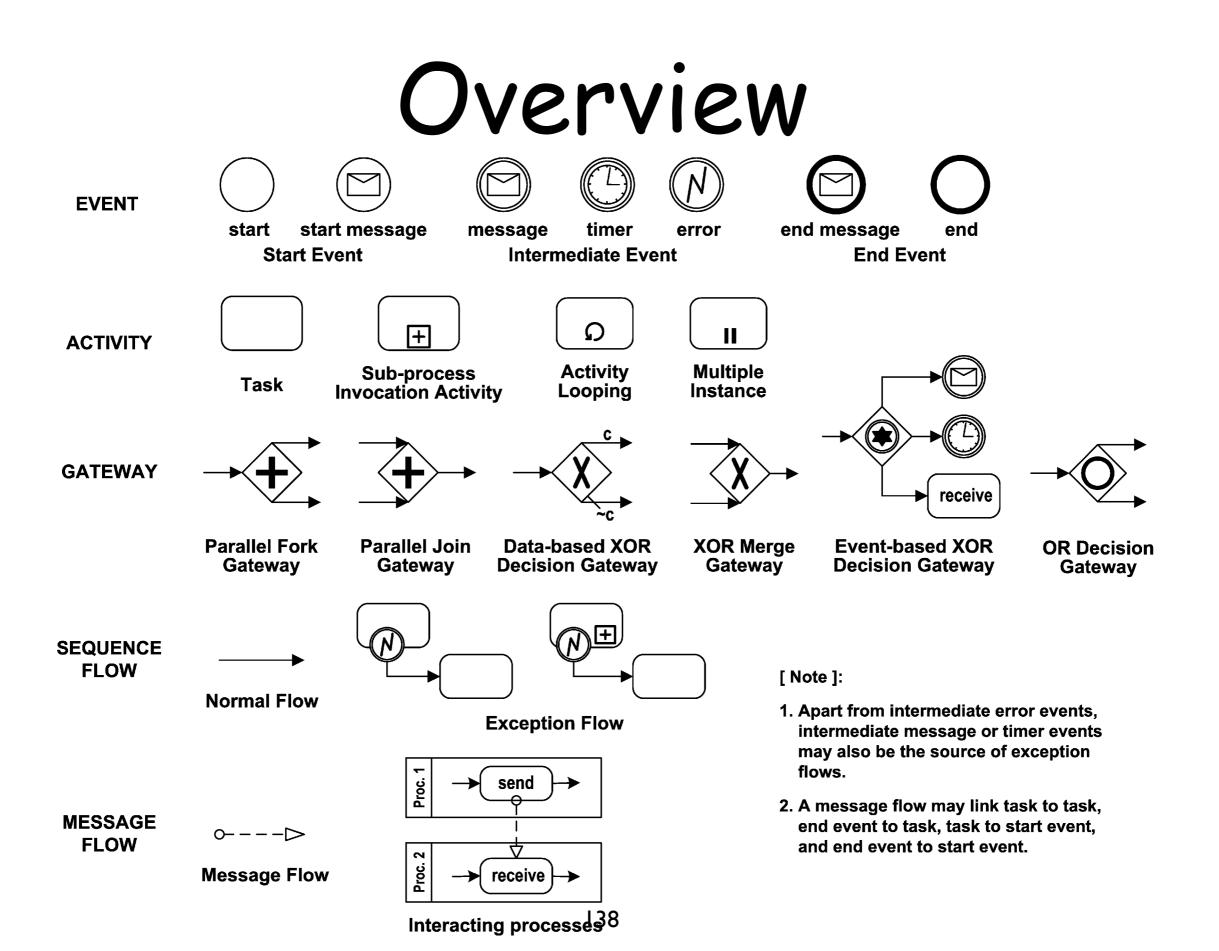
www.elsevier.com/locate/infsof

Semantics and analysis of business process models in BPMN

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From BPMN to Petri nets



Simplified BPMN

a start / exception event has just one outgoing flow and no incoming flow

> an end event has just one incoming flow and no outgoing flow

all activities and intermediate events have exactly one incoming flow and one outgoing flow

all gateways have either one incoming flow (and multiple outgoing) or one outgoing flow (and multiple incoming)

Simplified BPMN

The previous constraints are no real limitation:

event or activities with multiple incoming flows insert a preceding XOR-join gateway

event or activities with multiple outgoing flows insert a following AND-split gateway

gateways with multiple incoming and outgoing flows decompose in two gateways

insert start / end event if needed

Simplified BPMN

No link events

they are just a notational convenience to spread a model into several pages (no effect on the semantics)

No transactions and compensations

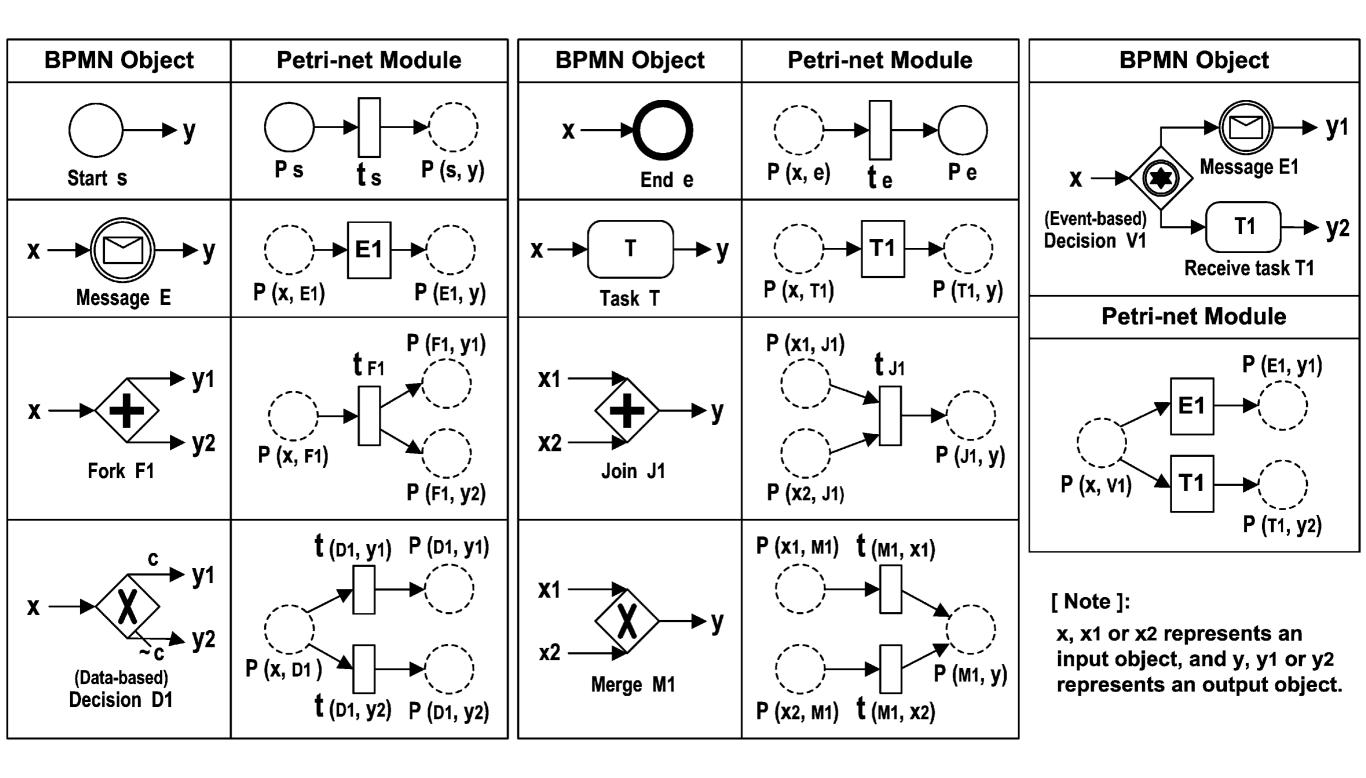
Limited form of sub-processing

no OR-split

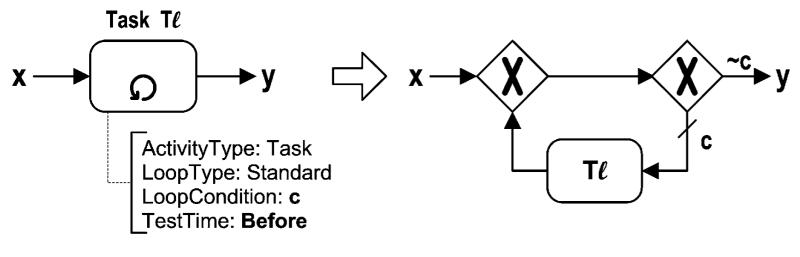
(can be expressed in terms of AND-split and XOR-split)

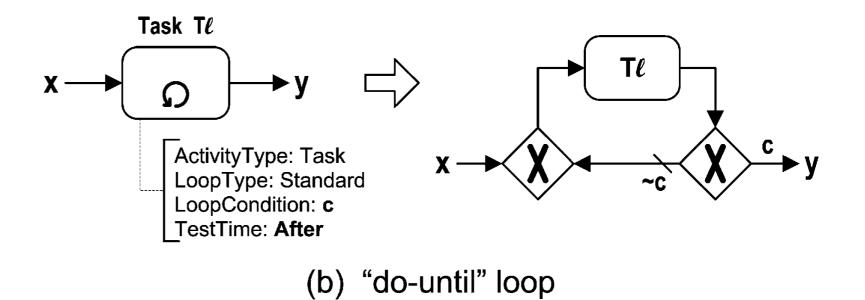
no OR-join

Task, events and gateways as nets

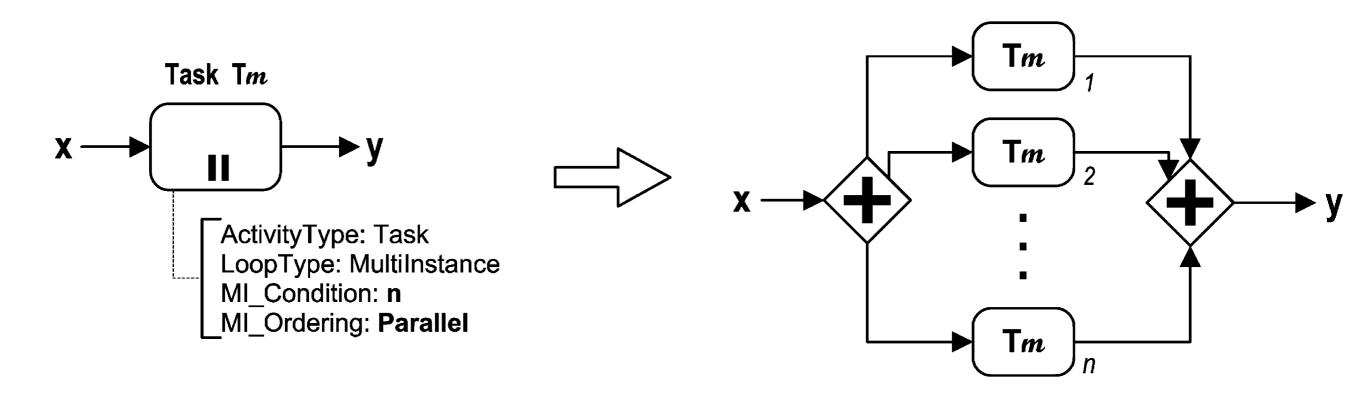


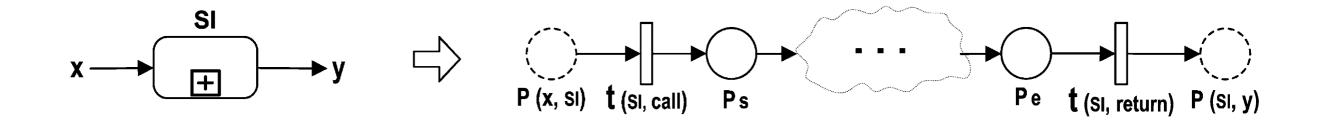
Activity looping

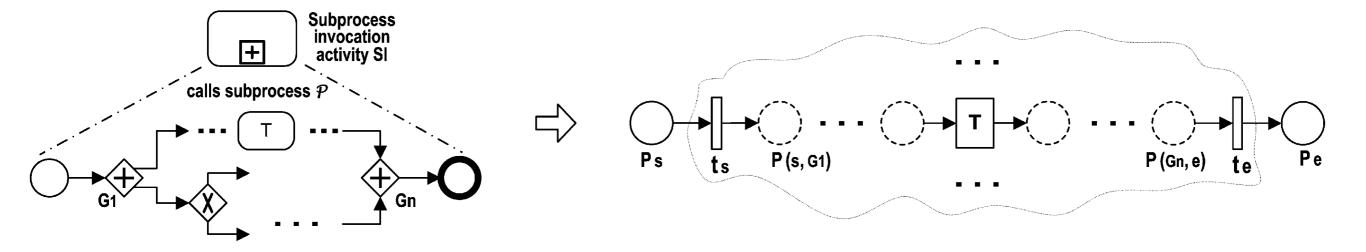




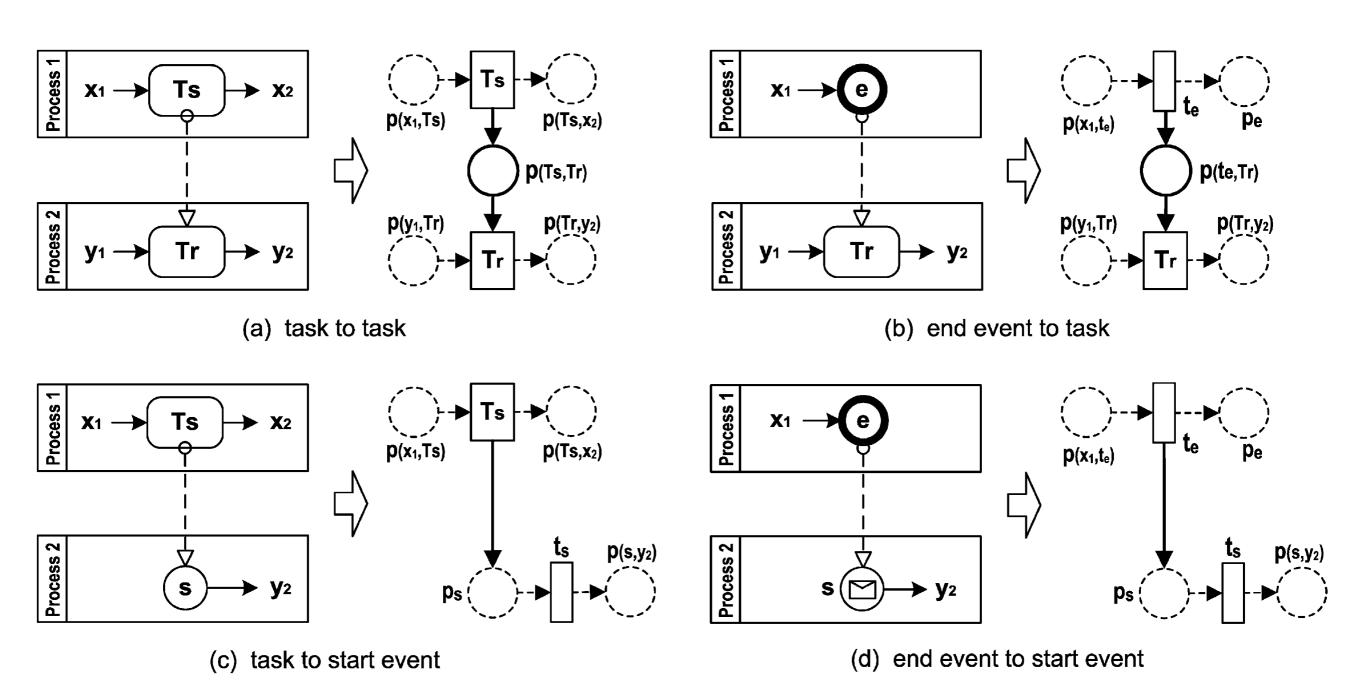
Multiple instances (design-time bounded)



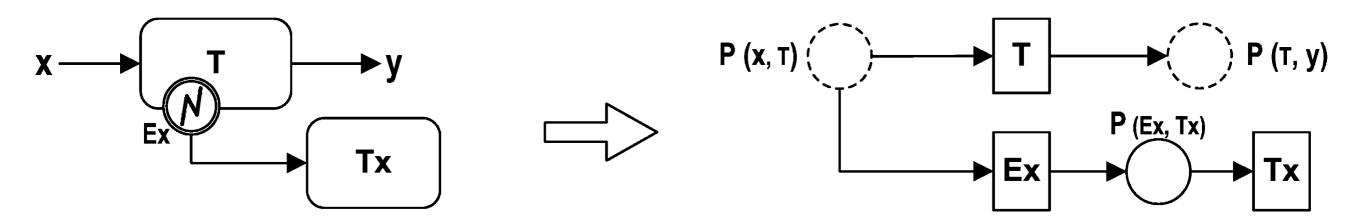




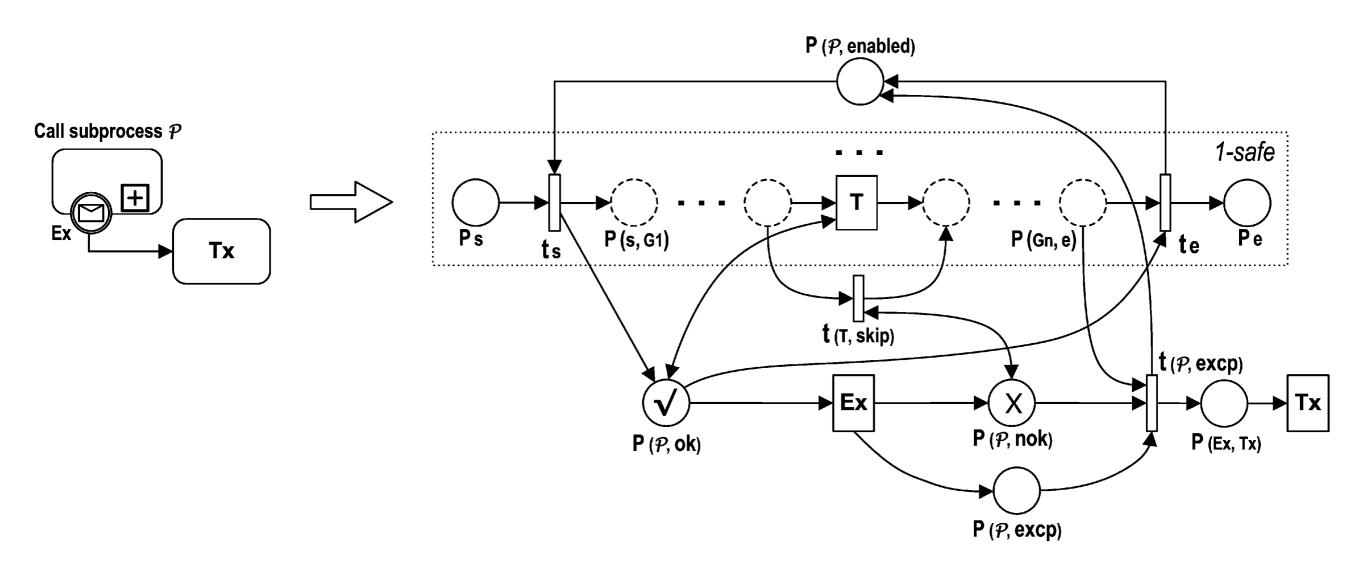
Message flow



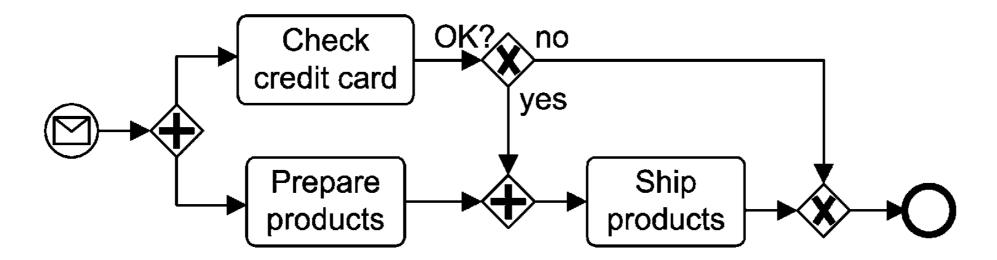
Exception handling: single task

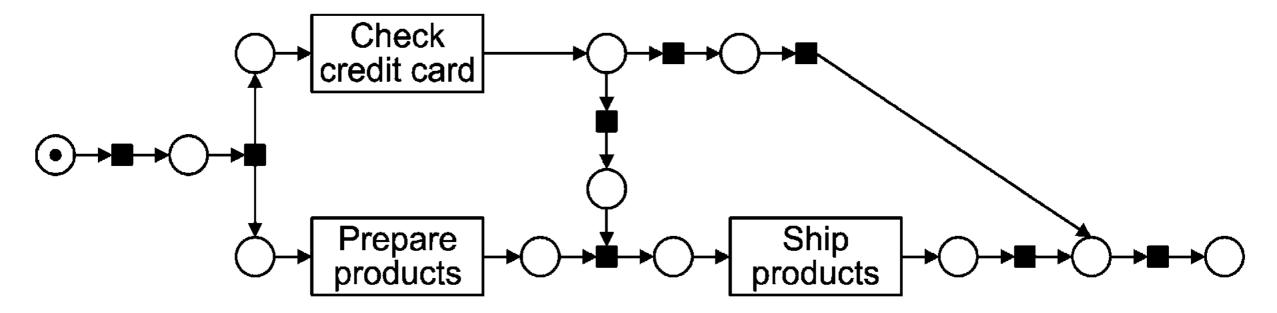


Exception handling: sub-processes

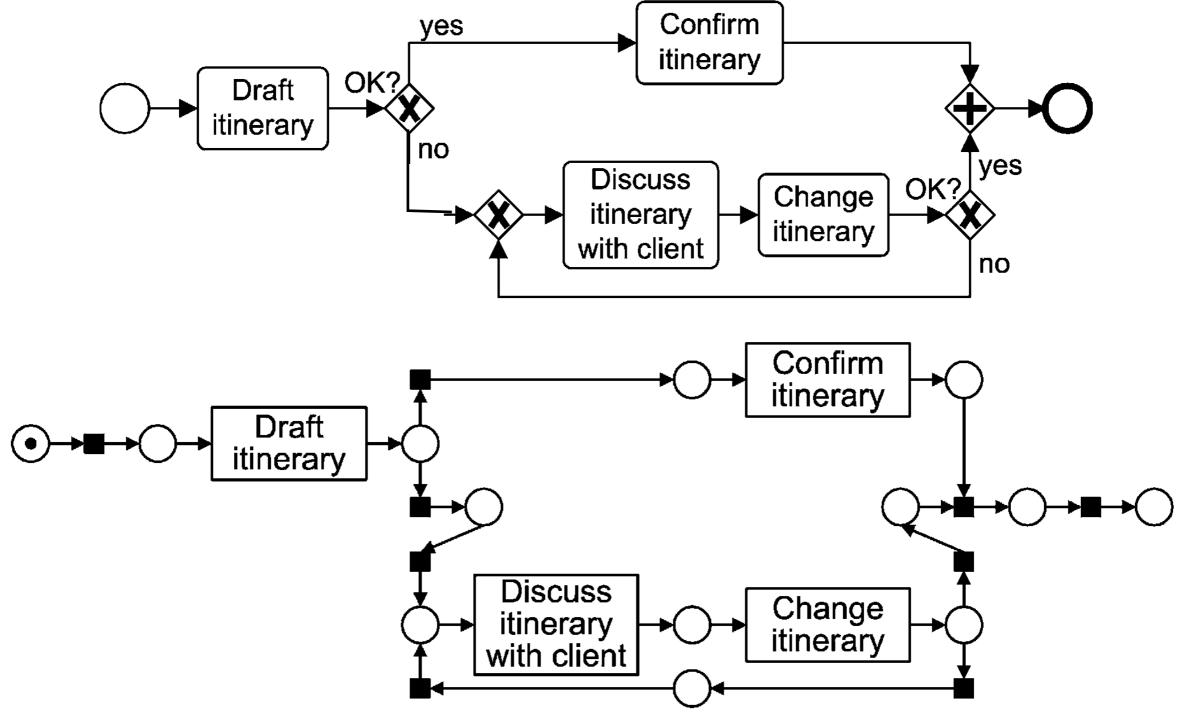


Example: Order process





Example: Travel itinerary



Exercise

Translate the BPMN collaboration diagram to nets and discuss problematic issues

