BUSI 2710

EXAMPLE FINAL EXAM QUESTIONS

DO ANY 10 OF THESE IN A 2 HOUR EXAM

1. What is a business process and what is the relationship between business processes and business rules?

2. For the PEMM framework, define two groups of Enterprise and two groups of Process enablers and, for each group, describe two specific/detailed enablers.

3. Explain any four of Hammer's six principles for re-engineering.

4. What is the role of a business process owner and why are process owners important?

5. Describe a reset net. Discuss cancellation regions in YAWL and relate them to the concept of reset nets.

6. Model the following as a Petri Net: In a factory, there are two cranes that share a common rail along which they can travel. Along this rail, they can reach four different machines. Clearly, the cranes cannot pass each other.

7. One important aspect of process mining is conformance checking. What is this and what is required for this?

8. What are the three conditions for soundness of a workflow or YAWL net? For each of these, what problems may occur when the condition is not satisfied?

9. Describe the data perspective of YAWL, focusing on how data flows along a process.

10. Why is it important that a workflow specification language has a formal syntax and semantics?

11. When Michael Hammer described business process reengineering, what role for information technology did he envision? Do you believe that workflow management systems fill this role? Why or why not?

12. Describe work item piling and chaining and explain the difference between them.

13. Describe the role of the resource service in YAWL during workflow runtime.

14. What is liveness and boundedness of a Petri Net? Briefly define/describe each concept, then

    - Draw a Petri net that is **not** live.
    - Draw a Petri net that is **not** bounded.

15. Chapter 2, Exercise 1

16. Chapter 2, Exercise 4 (only as YAWL net or as a Petri net or as a BPMN model)

17. Chapter 10, Exercise 4

18. Define the following terms relating to process performance: Throughput, Throughput time, Cycle time, Capacity, Utilization. What is the relationship between utilization, capacity and throughput?