

Corso di Ingegneria dei Processi Aziendali
Prof. Ernesto Damiani
Esame del 14/7/2015

Potete tenere libri o appunti. Scrivete chiaramente nome, cognome e matricola SU TUTTI I FOGLI CHE CONSEGNAE.

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ACME is a large retailer that runs a centralized HR management service. However, the day-to-day activity of hiring and firing temp employees as shop assistants happens at the stores, rather than at corporate headquarters. ACME store managers send information on the employees via email to headquarters where HR analysts input it into the system.

ACME is now considering to use Web and integration technologies to provide store managers with customized local processes for performing the HR transactions they need to.

Esercizio 1 (8 punti)

Provide a BPMN diagram for the **current** employee hiring and firing processes, showing all activities, message exchanges (including sent letters to the employee) pools and swimlanes.

Esercizio 2 (10 punti)

Provide a BPMN diagram for the new Web-based process seen by each store manager. Discuss the major similarities and differences between the two models.

Esercizio 3 (8 punti) Propose at least two KPIs for the hiring process, explaining the observables they are based on, and the evidence collection to put in place. Are your KPIs also CSF? Why?

Esercizio 4 (4 punti)

A headhunter company screens the job seekers' CVs in advance and ranks them according to quality. Introduce a value model showing value interfaces. Will the headhunter integration change the hiring process?