## Corso di Ingegneria dei Processi Aziendali – Business Process Engineering
## Prof. Ernesto Damiani
## Esame del 16/6/2015

*The exam is open book. Please write your name and student number on your asnwer sheet.*

## Exercise 1 (20 points)
The ACME company runs a chain of stores selling home appliances to the general public (dishwashers, washing machines, kitchen stoves, refrigerators etc.).
The ACNE management is discussing the creation of a sister financial company, FinACME, to offer consumer loans, supporting installment plans and delayed payments on customer purchases in ACME stores.

A. (10 points) Provide the original value model of ACME and the new value model of the ACME+FinACME company constellation. Show the value transfer interfaces and introduce all supplementary actors you consider necessary

B. (10 points) Show the core process for customer purchase of appliances
(i) before and
(ii) after the activation of FinACME.
Use a a multi-pool, multi-lane BPMN diagram and discuss the differences

## Esercizio 3 (4 punti)
Convert the ACME+FinACME BPMN in the skeleton of a BPEL programhighlighting the service interfaces you will need.

## Esercizio 4 (6 punti)
Using the GQM (Goal-Question-Metrics) approach, propose a KPI for the ACME+FinACME purchase process. Discuss observable collections and provide an example of reporrting.