Service Engineering

HW 4: Activities + Resources = Processing-Network

Create a model of some service processing network. Think in terms of preparing overheads for a presentation in which you advocate the use of processing-network modelling for the re-engineering of an existing system. (There is no need to actually prepare overheads.)

Your homework should consist of the following six pages:

1. The first page is a cover page, with an appropriate name for the “project” you are proposing (the system you are modelling), and the names of your group members.

2. The second page should first have your project’s title/name (the same one from the first page). Then, in a bullet-point format, describe the system you are modelling. Conclude with clear definitions/list of the activities and the resources which are the building blocks of your system’s processing-network model.

3. On the third page, draw the corresponding activity precedence diagram, with an appropriate header and labels of nodes.

4. On the fourth page, focusing on the resources, draw the corresponding processing-network representation.

5. On the fifth page, draw the combined diagram of the activities and resources.

6. On the sixth page, choose one resource and focus on the resource’s activities draw the corresponding processing-network representation.

7. On the seventh and last page, in a bullet-point format, describe what you propose to use the model for and how you would go about doing it.

Examples of a previous students’ assignments can be found in the course website.