



## Politecnico di Milano

School of Industrial and Information Engineering

via Anzani 42, 22100 Como

Phone: 031-332.7332 Fax: 031-332.7321

professor Giuseppe Pozzi - Workgroup and Workflow Management Systems

e-mail: giuseppe.pozzi@polimi.it

---

### Workgroup and Workflow Management Systems-Written Test of June 25<sup>th</sup>, 2013

Family name \_\_\_\_\_ First name \_\_\_\_\_ Politecnico ID # \_\_\_\_\_

Master Course in \_\_\_\_\_

*Please, fill in this sheet carefully.* All answers must be provided on this sheet, which must be returned at the end of the test. No additional sheet will be considered<sup>1</sup>.

---

**Rules.** The examination is passed if the student obtains at least 13 points out of a total of 25 points available for this test, and the grand total of obtained points, including those obtained with a presentation or a project, is greater than or equal to 18. Use of books, handbooks, lecture notes is not permitted: only the sheets provided by the teacher can be used. All the questions must be answered, at least partially: tests in which even one question has not been answered will not be evaluated. Duration of the test: 2 hours.

---

### Exercises

(1) Describe the main goals of the Workflow Management Coalition WfMC.

space reserved to your answer

---

<sup>1</sup>**Remark.** Complete specifications whenever needed. Clarity and order will be taken into account for the evaluation.

(2) The Zwave car company is worldwide renowned for its “first-sell-then-assemble” policy.

The local dealer enters the customer’s order, specifying customer’s name, car type, required accessories, and the required deadline for the final delivery of the assembled car.

The Zwave car company, after receiving the order from the local dealer, checks if the requested deadline is acceptable and informs the dealer about it. If the deadline is acceptable, the production is started. At the end of the production, the dealer is informed and the assembled car is delivered to the dealer’s location.

Upon receiving the assembled car, the local dealer informs the customer and waits for the final payment before delivering the car. Local dealers are privately managed and can only share information with the information system of Zwave.

Provide a reasonable schema of the *two* outlined processes, according to the modeling formalisms of WIDE. Please, suitably model all the *pre-conditions* and *post-conditions* of every task.

(3) With respect to the process described in Exercise 2, design a business transaction to be executed if the customer cancels his/her order *after* the car has been delivered to the local dealer, without paying the due amount: please, also consider the compensating transaction, which requires the customer to pay a penalty fee due to the cancelation.

space reserved to your answer - exercise 3

space reserved to your answer - exercise 2

(4) Describe the main advantages in terms of interoperability between Workflow Management Systems, achievable by adopting a standard process definition language.

space reserved to your answer

---

This part for use by the teacher, only.

Ex. 1	Ex. 2	Ex. 3	Ex. 4	Total
4	12	5	4	25

---