Interactions
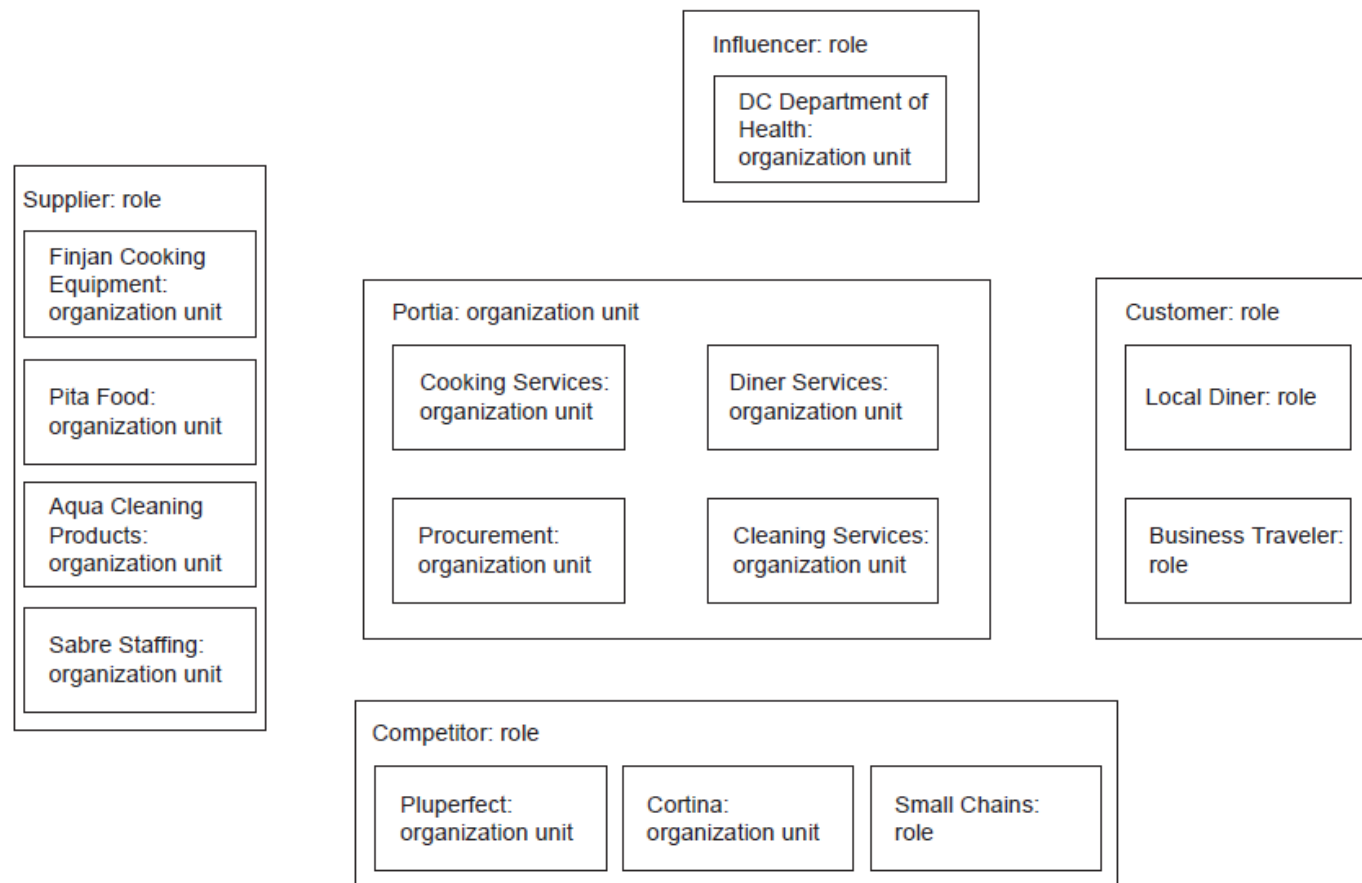
External Organisations and External Roles

Sometimes it can make sense to model also external roles

Supplier: role
- Finjan Cooking Equipment: organization unit
- Pita Food: organization unit
- Aqua Cleaning Products: organization unit
- Sabre Staffing: organization unit

Influencer: role
- DC Department of Health: organization unit

Portia: organization unit
- Cooking Services: organization unit
- Diner Services: organization unit
- Procurement: organization unit
- Cleaning Services: organization unit

Customer: role
- Local Diner: role
- Business Traveler: role

Competitor: role
- Pluperfect: organization unit
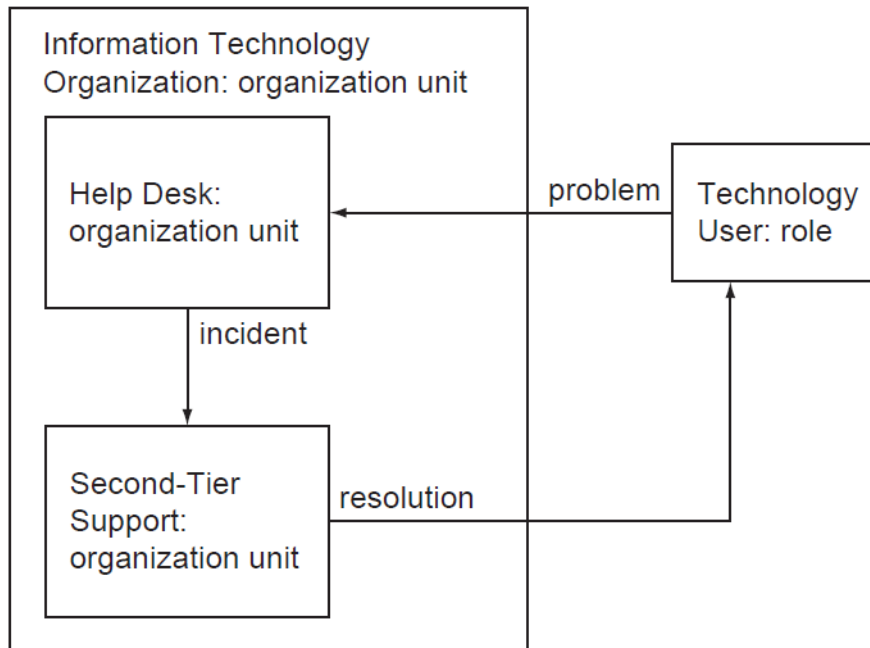- Cortina: organization unit
- Small Chains: role

A role inside a role means the the inner role plays the role of the outer role, i.e. a Local Diner is also a Customer

When an organization is represented as part of a role, it means that the organization plays that role, i.e. Cortina plays the role of a Competitor.

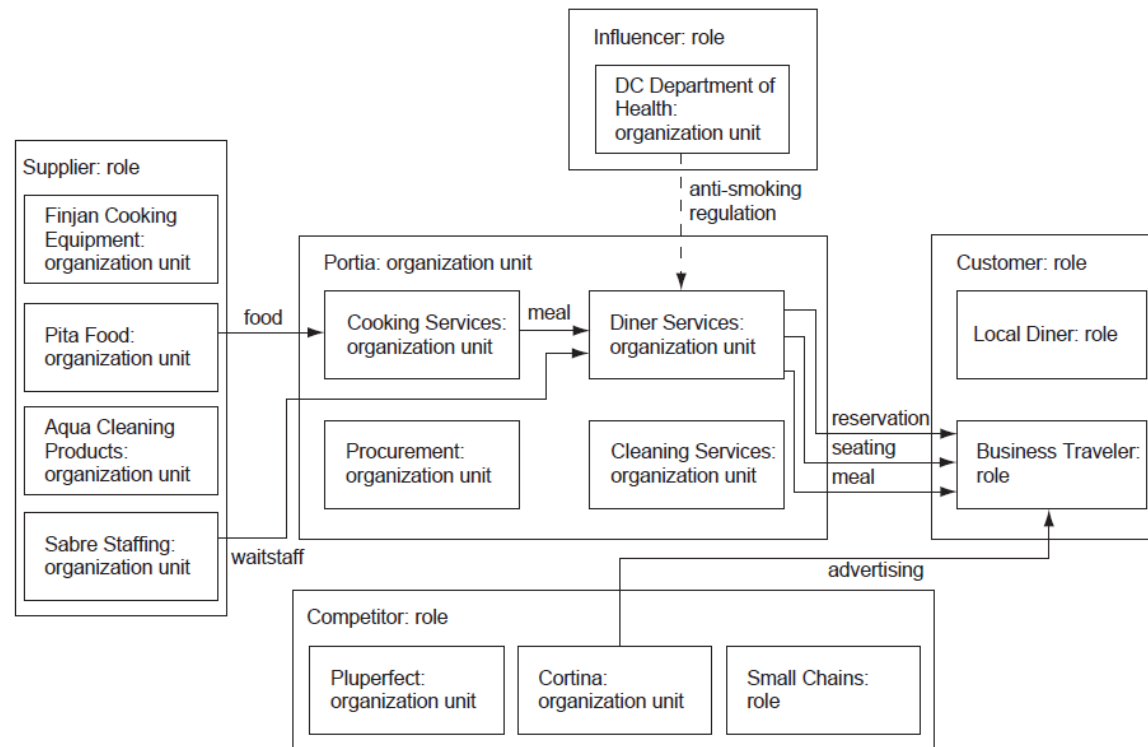(Bridgeland & Zahavi 2009, p. 86f)

Interactions

- Interactions shows who works with whom
- An interaction is represented as an arrow between organisations and roles
- An interaction is labeled with the name of the deliverable, which can be information, a physical good, a service or money

- The interaction between the role Technology User and the organization Help Desk is labeled with the deliverable: problem. The interaction is directional. This means that the technology user delivers the problem to the help desk, rather than vice versa.

- There also is an interaction between Help Desk and Second-Tier Support. The help desk organization provides second-tier support with an incident, a written description of the problem recorded and tracked.

- The resolution of the problem is a third interaction, one between Second-Tier Support and Technology User. That interaction delivers a resolution to the user.

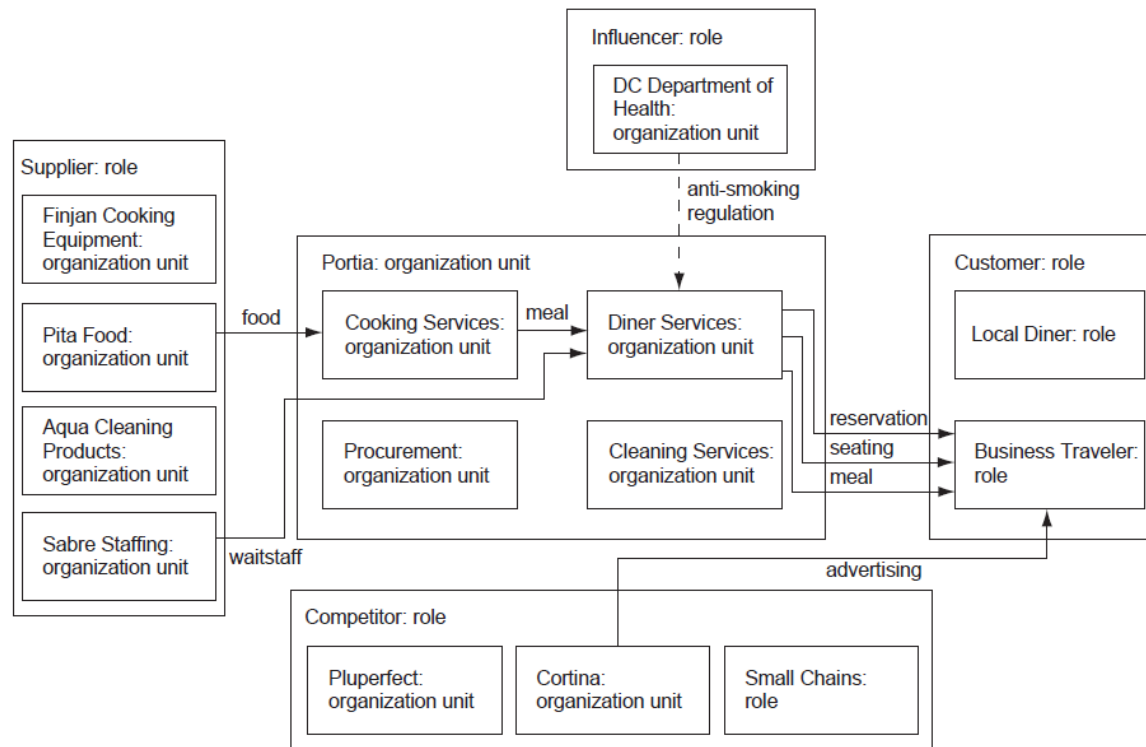...009, p. 88ff)

Interactions and Influences

- An organisation can have an influence on another organisation, even if they do not work together

- Influence is similar to interaction, but influence is indirect

- In the example the anti-smoking regulation of the DC Department of Health influences the Diner Service

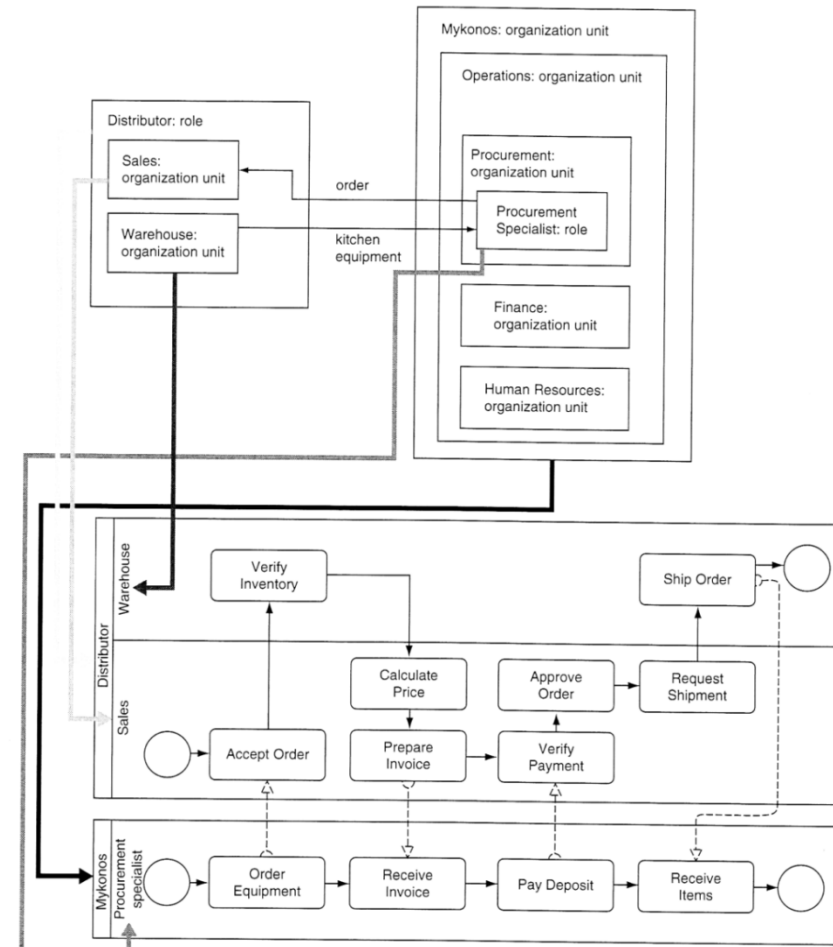(Bridgeland & Zahavi 2009, p. 92f)

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(Bridgeland & Zahavi 2009, p. 92f)

Business Processes, Organisations, and Interactions

■ A pool contains a process

  ♦ The pool is labeled with the participant who manages this process

■ A lane in a process model is labeled with the participant who performs the action

  ♦ an role or organisation in the pool

■ Interactions to external roles/organisations are modeled as message flows in a process

(Bridgeland & Zahavi 2009, p. 130f)