Tutorial: Business Process Compliance Analysis
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Company Focused Case Study

In this case study you are going to develop your own URN model in steps. Each section will describe a part of the case study and ends with a task that you have to do yourself.

It is necessary that you download and install the juCMNav software in advance:

- jUCMNav versions 5.5 and 6.x require Eclipse 4.2 to 4.4 (previous versions of Eclipse are no longer supported).

  Download Eclipse here: http://www.eclipse.org/downloads/

- Download the jUCMNav software here (also contains installation instructions): http://jucmnav.softwareengineering.ca/ucm/bin/view/ProjetSEG/DownloadingAndInstallation

Have fun!

Company Focused Case Study

A) Description

Banana Inc. is a company that develops mobile applications. The stakeholders have decided to develop a new mobile application, called "Groupi", which can be used to make group appointments. A group appointment can in principle be any appointment, but the company's main interest is in appointments that involve some third-party. For instance, having dinner in a restaurant, going to the gym, or watching a movie in the cinema. The company has set up collaborations with many of such enterprises, and is able to offer discounts for their users if they decide to make group appointments with those enterprises.

For simplicity, we suppose that there is only a single third-party player, namely the Italian restaurant Bonzo, and that there is only a single user of the application, which we simply name "User".

The main reason why Banana Inc. would like to develop the application is, of course, to *make profit*. Therefore, they prefer to *minimize costs*. However, other factors that are important to the company are that their application is *secure* and that the application is delivered *fast-to-market*. Finally, their application has to be *compliant* to a number of rules and regulations. There is clearly a trade-off here; Factors such as security and compliance increase the cost. Banana Inc. believes that are able to attract many users because of the discounts that they can offer at the third-party players. Therefore, they would like to offer as much discount as possible. In addition, since Banana Inc. collects, uses and discloses the personal information to the third parties, they have to ensure protecting the confidentiality and integrity of their data. The company also wants to have Canada and EU as their market.

The main goal of the Italian restaurant Bonzo is also to *make profit*. They expect that this will be achieved in two ways related to the application. First, they expect that this application will lead to more customers. However, since these customers will receive a discount, it will only be profitable if there are many additional customers. Secondly, Bonzo hopes that if many bookings are done via this application, there are able to prepare their food *on demand*. That is, they have a better estimate of the number of users and therefore they will waste less food.

Finally, the user of the application would like to be able to make group appointments in a simple way. Moreover, the user also prefers to spend as little money as possible. The users are also concern about the privacy of their data and they do not like to have their data be disclosed to any third-party without their consents.

The Banana Inc. application Groupi includes the following process: Once **a user** has downloaded the application, he/she can <u>invite</u> **friends** into a shared activity by <u>entering their phone number</u>. In this way, the user must allow Banana Inc. to access to their phone directory. These people will then receive an SMS with a URL. Once they go to this URL, they will see an overview of the current status of the activity. This includes: which other users have been invited, whether the other users are attending or not, what the activity will be about, what time it will take place, where it will take place, and a chat screen in which all users can discuss other details. When the users pick a restaurant such as Bonzo, Banana Inc. will notify the restaurant about the detail of the selections. These details are: number of people, time and date. In additions, depends on the users' privacy selection, some additional information such as users' name, phone number and some food preferences or restrictions can be shared with Bonzo.

B) Questions

1) Identify the actors in the case study
2) Identify the Intentional Elements (i.e. softgoals, goals, tasks, resources, ..) for each of the actors.
3) Create GRL models for each of the actors and provide the links between them
4) Identify the tasks related to achieving the goals of the main actors.
5) Create the use case maps for the workflow of the case
6) Analyze the different alternative solutions (with GRL strategies) and decide which one can be a better option in terms of satisfying the softgoals and goals of most of the actors