

ICTSAD502

Model data processes

Assessment 3 of 5

Portfolio

Assessor Guide



Assessment Instructions

Task Overview

This Portfolio assessment is divided into four [4] parts. Read the scenario in Part A and complete the associated tasks in Parts B, C and D. Portfolio tasks include completing simulated workplace documentation and/or templated written communication, such as emails.

Please type all responses into the spaces provided.

Important: Before commencing your work, you must update your *Student name* and *Student number* in the footer from **page 2** onwards.

Additional Resources and Supporting Documents

ICTSAD502_03_Portfolio_Scenario documents (compressed/zipped folder) - This folder contains the following scenario documents and templates required for completing the tasks in this assessment.

- AUS Retail_Email_template.docx
- AUS Retail_Data dictionary reference.xlsx
- AUS Retail_Stakeholder communication policy.pdf
- AUS Retail_Procedure for data process modelling.pdf
- Online Retail System_Business rules_specification.pdf
- Online Retail System_Process data flow_specification.pdf
- Business Process Model and Notation (BPMN)_version 2.0.2.pdf
- Online Retail System_Business functions and processes_specification.pdf

Assessment Information

Submission



You are entitled to three [3] attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the Learning Platform. Hand-written assessments will not be accepted unless previously arranged with your assessor.



Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

Part A: Case study scenario

All tasks in this assessment refer to a simulated environment where conditions are typical of a work environment that is experienced in the systems analysis and design field of work. The scenario relates to a fictitious retail business organisation called 'AUS Retail'.

Read the case study scenario carefully before completing the tasks in Part B.

A1. Client's business requirements

- **Company background and client requirements**

AUS Retail started as a single retail store based in Sydney, NSW. They now have retail store locations across several other states and territories in Australia and the business continues to grow.

AUS Retail's management wants to further expand the business to an online retail environment. The increasing amount of reports on data breaches and security incidents in the online business space has raised many concerns for AUS Retail's management. Therefore, they want to ensure that security is paramount in designing the online retail system.

The management had specifically requested for a high-level version of the process model of the secure online retail system to be developed initially using 'Context' and 'Level-1 Data Flow' diagrams. Subsequently, they will need a more detailed version of a selected process to be modelled using a 'BPMN' diagram. The management also expects the diagrammatic models and all associated documents prepared for this project to include complete and up-to-date information.

- **Your role**

You work at AUS Retail as a **Systems Design Analyst / Process Modeler**. You are responsible for gathering process data and business information to model relevant data processes for the proposed online retail system for AUS Retail.

- **Current project details**

The key project sponsors are the following AUS Retail stakeholders to whom you must directly report regarding the project's progress.

- Chief Financial Officer (CFO); Karen Jones (Karen.Jones@ausretail.com.au)
- Head of Operations; Daniel Brown (Daniel.Brown@ausretail.com.au)

The subject matter experts whom you have been in touch with to request process details are the following two colleagues/clients from AUS Retail:

- Retail Operations Manager: Sarah Evans (Sarah.Evans@ausretail.com.au)
- IT and Security Administrator: Alex Dawson (Alex.Dawson@ausretail.com.au)

Previously, you emailed AUS Retail's 'Retail Operations Manager' (Sarah Evans) and 'IT and Security Administrator' (Alex Dawson) to request details of an online retail system's business functions, data processes and security aspects.

You have received the following response emails from the 'Retail Operations Manager' and 'IT and Security Administrator'.

Email response from the 'Retail Operations Manager'.

From: Evans, Sarah
To: Student Lastname, Student Firstname
Attached document: *Online Retail System_Business functions and processes_specification.pdf*
Subject: Re. Online retail process questionnaire

Dear <Student name>,

It was a pleasure to have met you last week at the project meeting. Thank you for sending the online retail questionnaire. I'm happy to provide you with a high-level overview of the functionality expected of the online retail system.

I hope my responses below and the information sources provided will help answer your questions.

- As you may already know, I work as the *Retail Operations Manager* here at AUS Retail. My role involves overseeing the retail business functions, ensuring our retail operations comply with relevant regulations/standards and achieve the expected operational outcomes.
- We have several primary business functions, including 'Sales', 'Marketing', 'Product Management', 'Customer Relations', 'IT', and 'Finance'. However, it is important that our current systems within the 'Customer Relations', 'Sales' and 'Production' departments communicate with the new online retail system.
- After the initial project meeting last week, I met with my team to discuss the detailed processes and functionality of the new online retail system. Please find attached the draft document that outlines the details of the data processes, external events, procedures and results expected of the new system.

If you require any further clarification or additional information regarding our data processes or any other aspect of our operations, please do not hesitate to reach out.

All the best and kind regards,

Sarah Evans
Retail Operations Manager
Sarah.Evans@ausretail.com.au



Before printing this email, please consider the environment.

This message may contain privileged information or confidential information or both and is intended for the recipient named. If you are not the intended addressee, please delete it and notify the sender.

Email response from the 'IT and Security Administrator'.

From: Dawson, Alex
To: Student Lastname, Student Firstname
Attached document: *Online Retail System_Process data flow_specification.pdf*
Online Retail System_Business Rules_specification.pdf, AUS Retail_Data dictionary reference.xlsx
Subject: Re. Security aspects of an online retail process - questionnaire

Dear <Student name>,

I hope this email finds you well. Thank you for sending the online retail questionnaire. I appreciate your interest in understanding our data security measures and processes. Below, I've provided detailed responses to each section of the questionnaire:

- I serve as the *IT and Security Administrator* at AUS Retail. My role revolves around ensuring the security of our current retail platform and safeguarding customer data.
- Ensuring the security of our online retail operations is of utmost importance to us. It's a multi-faceted process that starts from the moment a customer visits our website. We have a comprehensive set of measures and processes in place to ensure the integrity and confidentiality of customer data. I have documented a list of the relevant Business Rules and data process flow specifications, which I have attached to this email for your reference. Additionally, I've attached a **Data Dictionary** reference so you can get an idea of what specific data is managed within our current systems.

I hope the attached documents will provide you with the answers to your questions. If you require any further clarification or additional information regarding our data security processes or any other aspect of our operations, please do not hesitate to reach out.

All the best and kind regards,

Alex Dawson

IT and Security Administrator

Alex.Dawson@ausretail.com.au



Before printing this email, please consider the environment.

This message may contain privileged information or confidential information or both and is intended for the recipient named. If you are not the intended addressee, please delete it and notify the sender.

A2. Working environment

You will work in an online workspace, where you must collaborate with stakeholders using appropriate computer technology and special-purpose tools as outlined in sections A3 and A4.

You must demonstrate consistent performance whilst working from home under safe conditions. Therefore, set up your computer equipment safely before commencing work according to [workstation-set-up infographic_july2023.pdf](#) [safeworkaustralia.gov.au].

Note: It is expected that when working from home, you are likely to experience interruptions due to noise levels, production flow and time variances typical of those experienced in a work-from-home environment.

A3. Special-purpose tools, equipment and resources

To carry out the assigned job tasks in the systems analysis and design field of work:

- you must have access to special-purpose tools and equipment such as:
 - a computer installed with an operating system (preferably Windows)
 - a reliable internet connection
- you are provided with the following organisational resource documents and templates.
 - **AUS Retail_Email_template.docx** – This template is referred to in the 'AUS Retail_Stakeholder communications policy.pdf' and must be used when drafting emails to AUS Retail's stakeholders.
 - **AUS Retail_Stakeholder communication policy.pdf** – includes organisational procedures, communication protocols and standards used when engaging with key stakeholders in the organisation for seeking input and feedback on the data process modelling project.

- **AUS Retail_Procedure for data process modelling.pdf** - Includes information on process modelling procedures and methodologies that should be followed.
- **Business Process Model and Notation (BPMN)_version 2.0.2.pdf** – This is an industry-standard specification document for creating BPMN process models. The latest version of this document can be obtained by visiting <https://www.bpmn.org/>.
- The following reference documents are provided to you by the client (via email correspondence, according to the scenario) to assist in investigating the project's requirements.
 - **AUS Retail_Data dictionary reference.xlsx**
 - **Online Retail System_Business rules_specification.pdf**
 - **Online Retail System_Process data flow_specification.pdf**
 - **Online Retail System_Business functions and processes_specification.pdf**

A4. Industry software packages

You must use the following industry software packages to carry out the job tasks assigned to you.

- Web browsing software [e.g. Microsoft Edge, Firefox, Chrome, Safari]
- Microsoft Office software [e.g. WORD, Excel]
- A PDF reader
- Process modelling tool/software/platform

Note: You may use a tool/software/platform listed below or another industry-accepted platform/tool that supports the latest version of Business Process Model Notation (BPMN) standard

- [BPMN Editor | bpmn-js modeler Demo | demo.bpmn.io](https://demo.bpmn.io/new) [Long URL: <https://demo.bpmn.io/new>]
- [Download The Camunda BPMN / DMN Process Modeler | Camunda](https://camunda.com/download/modeler/) [Long URL: <https://camunda.com/download/modeler/>]. Refer to [About Modeler | Camunda Platform 8 Docs](#) for more information on this platform and how to use it.
- [Visual Paradigm Online \[visual-paradigm.com\]](https://online.visual-paradigm.com) [Long URL: <https://online.visual-paradigm.com/app/diagrams/#diagram:proj=0&type=BusinessProcessDiagram&width=11&height=8.5&unit=inch>]

Part B: Gather process data

To complete this part of the assessment, you are required to:

- read the scenario in Part A and the organisational documentation provided
- critically analyse the questionnaire response emails and reference documents provided by the clients
- apply systematic and analytic decision-making processes to understand and identify the required processes and data flow
- consolidate and document the complex relationships between process data using Tables 1-3 provided.

Tasks:

Task B1

Collect and document the following information related to the operation of AUS Retail's proposed online retail system using 'Table 1'.

- a. Identify and list three (3) business functions required for AUS Retail's proposed online retail system in 'Column A'.
- b. For each business function:

- i. list a minimum of two [2] relevant high-level processes of the proposed system that represent the client's business reality
- ii. outline how each high-level process relates to AUS Retail's existing data stores in 'Column B'. [Approximate word count: 35-60 words per business function].
- c. List the data inputs relevant to the identified high-level processes for each business function in 'Column C' [List 2-5 data input types per business function].
- d. List the data outputs related to the identified high-level data processes for each business function in 'Column D'. [List 2-5 data output types per business function].

Answer:

Assessor instructions: Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

Assessor comments:

S NYS

The student must demonstrate their ability to:

- read through the complex documentation obtained from various sources and the chosen information-gathering method [i.e. client email responses to the questionnaire, reference documents, specifications] provided as part of the scenario
- apply systematic and analytical decision-making processes to understand the identify the required processes and data flows
- critically analyse and consolidate information using 'Table 1' to determine the business function and process data requirements.

The student may use different wording in their responses. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer.

A sample answer is provided below.

Table 1

Column A	Column B	Column C	Column D
Business Function (Internal department)	Details of the high-level processes of the proposed system and links to relevant data stores.	Process Data Input	Process Data Output
Customer Relations	<p>Customer registration and account management – This process interacts heavily with the customer database.</p> <p>Shopping cart and checkout – This process obtains customer payment data required for the checkout process.</p> <p>Payment processing – To process payments, customer account information is referenced to verify payment details</p>	<p>New customer registration data [name, email, password]</p> <p>Updates to customer profiles</p> <p>Communication preferences</p> <p>Customer account and shipping data</p>	<p>Verified customer accounts</p> <p>Updated customer profiles</p> <p>Changes in communication preferences</p> <p>Authorisation and payment confirmation status</p> <p>Shipped orders with tracking information</p>

Column A	Column B	Column C	Column D
Business Function (Internal department)	Details of the high-level processes of the proposed system and links to relevant data stores.	Process Data Input	Process Data Output
	Order fulfilment and shipping – The customer's shipping address from the customer database is crucial for this process	Shipping information	
Production	Shopping cart and checkout – This process heavily relies on the product database to fetch product information Order fulfilment and shipping – relies on the product database to verify product availability, which is essential for processing orders.	Product details from the product database. Cart contents (product IDs and quantities). Inventory levels from the product database.	Completed orders with product details. Updates to product inventory levels.
Sales	Payment processing – generates transaction records that are stored in the transaction database. Order fulfilment and shipping – information related to completed orders and payment status may be updated in the transaction database.	Payment card information. Transaction details. Order details.	Authorisation and payment confirmation status. Transaction records in the transaction database. Order status updates in the transaction database.

Task B2

Identify and document the external events, procedures and results expected from the proposed online retail system according to the 'Business Rules' that apply.

Use the relevant sections in 'Table 2' to outline:

- five (5) external events in 'Column A' (Approximate word count: 5-15 words per item)
- the procedures and business rule(s) that apply for each external event, in 'Column B' (Approximate word count: 20-65 words per item)
- the result(s) related to each external event and procedure in 'Column C' (Approximate word count: 5-25 words per item).

Answer:

Assessor instructions: Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

Assessor comments:

S NYS

The student must demonstrate their ability to:

- read through the complex documentation from the variety of sources (client email responses, reference documents, specifications of business rules) provided as part of the scenario
- apply systematic and analytical decision-making processes to understand and identify the external events, procedures, associated business rules and results

- critically analyse and consolidate information using 'Table 2' to determine requirements related to external events, procedures and results.

The student may use different wording in their responses. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer.

A sample answer is provided below.

Table 2

Column A		Column B	Column C
Item #	External events	Procedures and relevant business rule(s)	Results
1.	New customer registration: The customer initiates the registration process.	Registration verification – Verify customer information and email address during registration. Business Rule(s): <ul style="list-style-type: none"> Minimum age requirement: Customers must be at least 18 years old to create an account. Duplicate Email Check: An email address can only be associated with one account. Password Strength: Passwords must meet certain complexity requirements (e.g., minimum length, use of special characters). 	Successful creation and verification of customer accounts.
2.	Email verification: Customer confirms email addresses.	Email verification – Send verification emails and handle email verification. Business Rule(s): <ul style="list-style-type: none"> Customers have 24 hours to verify their email after registration. 	Confirmed email address for communication
3.	User cart actions: Adding, removing, or modifying items in their carts	Cart Management – allows users to add, remove and modify items in the cart. Business Rule(s): <ul style="list-style-type: none"> Shopping Cart Persistence: Items in the shopping cart are saved for a defined period (e.g., 30 days) for returning customers Customers have a limited time (e.g., 15 minutes) to complete the checkout process to avoid cart abandonment. 	Accurate Cart Contents: The cart reflects the items the customer intends to purchase.
4.	Customer Payments: Customers initiate payments for their orders.	Payment Authorisation: Verify and authorise customer payments. Business Rule(s): Authorisation Time Limit: Payment authorisations are valid for a specific duration (e.g., seven days).	Authorised Payments: Successful authorisation of customer payments.
5.	Place new order: Customers place orders, generating new shipments	Order Processing: Process customer orders, including packing and labelling. Business Rule(s): <ul style="list-style-type: none"> Order Processing Time: Orders should be processed within a specified time frame (e.g., 24-48 hours). Shipping Time Limits: Define shipping time frames (e.g., 2-5 business days) for different shipping methods. 	Shipped Orders: Successful order processing and shipping.

Task B3

Process decomposition outlines the sequence of tasks and sub-processes involved in a high-level process.

Identify and document the required decomposition for the processes listed in 'Table 3' related to the proposed online retail system that represents the client's business reality.

When doing this task, you must:

- refer to the specification documents provided to you by the clients to understand the details of each process
- plan and sequence 5-8 tasks within each process according to the correct data flow
- classify the identified process decompositions as user tasks, service tasks, business rule tasks or sub-processes
- use 'Table 3' to document the details of process decompositions (Approximate word count: 100-145 words per process).

Answer:

Assessor instructions: Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

Assessor comments:

S NYS

The student must demonstrate their ability to:

- read through the complex documentation from the variety of sources (client email responses, reference documents, specifications of business rules) provided as part of the scenario
- apply systematic and analytical decision-making processes to understand and identify the external events, procedures, associated business rules and results
- critically analyse and consolidate information using 'Table 3' to determine the required decomposition for the given processes and plan for the correct sequence of the complex tasks.

The student may use different wording in their responses. However, the acceptable responses must:

- be within the specified word limit
- identify 5 to 8 process decomposition tasks sequenced according to their data flow and classified as 'User/Service tasks' or 'Sub-processes'.
- reflect the characteristics described in the exemplar answer.

A sample answer is provided below.

Table 3

Processes	Details of process decomposition
	<i>[Include a numbered list of user tasks, service tasks and/or sub-processes with details of their function, sequenced in the correct order of the flow of data.]</i>
Customer Registration	<ol style="list-style-type: none"> User information collection (User task): The customer provides their personal information, including name, email address and password. Data validation (Service task): The system validates the provided data, checking for completeness, email format and password complexity. Email verification (Service task): An email verification link is generated and sent to the provided email address for confirmation. Email confirmation (User task): The customers receive an email with a verification link and must click it to confirm their email address. Email verification handling (Service task): The system processes the email verification, marking the email address as verified.

Processes	Details of process decomposition <i>[Include a numbered list of user tasks, service tasks and/or sub-processes with details of their function, sequenced in the correct order of the flow of data.]</i>
	6. Account creation [Service task]: The system creates a customer account using the provided information.
Customer Account Management	<ol style="list-style-type: none"> 1. Login and authentication [User task]: Customers login to their accounts using their credentials [email and password] 2. Profile management [Sub-process]: This is for managing customer profiles, which includes user tasks such as 'Profile update', 'Privacy settings', and 'Communication preferences'. 3. Address management [Sub-process]: This is for managing shipping addresses, which includes user tasks for adding, editing and deleting addresses. 4. Payment method management [Sub-process]: This is for managing payment methods, which includes user tasks for adding, editing and removing payment methods. 5. Privacy and Security [Sub-process]: This is for managing privacy and security settings, which includes the following user tasks: <ul style="list-style-type: none"> • Privacy settings: Customers configure their account privacy settings including who can access their data and order history. • Password security: Customers set or update their account password for security purposes. • Two-Factor Authentication: Customers enable or configure two-factor authentication for enhanced account security.

Part C: Develop data model

To complete this part of the assessment, you are required to:

- refer to the process data gathered in Part B of this assessment
- refer to the modelling methodology and guidelines provided by the organisational procedure document
- refer to the relevant industry standards and reference documents
- use new digital technologies and applications to manage and manipulate process data as outlined in section A4 of this assessment
- apply systematic processes when preparing and producing diagrammatic models according to the guidelines provided in each task
- apply analytic decision-making processes to convey complex relationships between data using the correct types of representations and shapes in the data model diagrams.

Tasks

Task C1

Model the process data gathered in Task B1 of this assessment as a 'Context Diagram' to represent a high-level overview of the proposed system and its relationship with the external entities [i.e. business functions, stakeholders].

To do this task, you must use an industry-standard process mapping software/application/tool.

The context diagram must:

- a. be drawn according to the organisational standards outlined in 'AUS Retail_Procedure for data process modelling.pdf'
- b. include a main entity (i.e. proposed new system)
- c. include external entities that interact with the main entity
- d. show relationships between the main and external entities (i.e. input and output data flows).

IMPORTANT: Ensure that you keep a copy of the original version of the diagram created using this tool saved in a secure location as you may need to make further changes to your original diagram in Part E.

Portfolio of evidence *[Screenshot of the diagram created]:*

Assessor instructions: Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

Assessor comments:

S

NYS

The student must:

- model data processes using the correct representations and shapes typically used when drawing a context diagram according to the guidelines provided under section 3.2 of the 'AUS Retail_Procedure for data process modelling.pdf' document.
- use applications or platforms such as diagrams.net (draw.io), <https://app.creately.com/> or any other suitable tool to produce the diagrammatic models.

The student may use a different application/tool/platform to produce diagrammatic models. However, the acceptable diagrammatic model must:

- represent the main entity (i.e. AUS Retail Online Retail System) using a circle
- represent the business functions identified in Task B1 (i.e. Sales, Production, Customer Relations) and the 'Customer' as external entities using squares
- represent the data flow inputs/outputs identified in Task B1 using directional arrows
- reflect the characteristics as shown in the exemplar answer (e.g. appropriate labelling of items, consistency in the use of shapes, etc.).

A sample drawing of a context diagram is provided below.

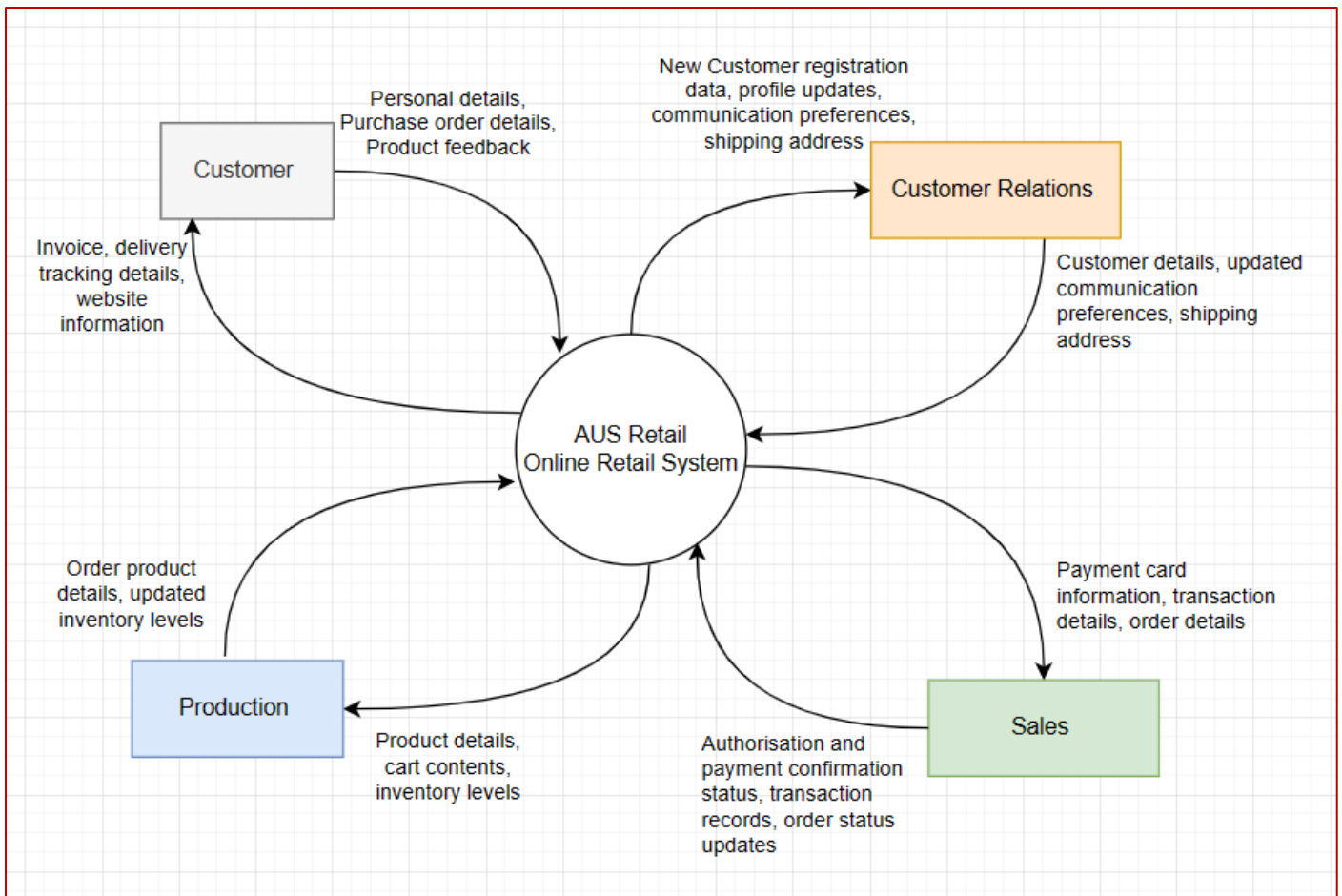


Figure 1 - Sample Context Diagram created using <https://app.diagrams.net>

Task C2

Model the process data gathered in Task B1 of this assessment as a 'Level-1 Data Flow Diagram' using an industry standard process mapping software/application/tool.

The data flow diagram must:

- be drawn according to the organisational standards outlined in 'AUS Retail_Procedure for data process modelling.pdf'
- represent the main processes of the proposed online retail system
- include any external entity(s) that interact with the process(s)
- represent the data stores required to support the processes
- show relationships [data flows] between the external entity(s), processes and data stores.

IMPORTANT: Ensure that you keep a copy of the original version of the diagram created using this tool saved in a secure location as you may need to make further changes to your original diagram in Part E.

Portfolio of evidence [Screenshot of the diagram created]:

Assessor instructions: Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

Assessor comments:

S NYS

The student must:

- model data processes using the correct representations and shapes typically used when drawing a data flow diagram according to the guidelines provided under section 3.3 of the 'AUS Retail_Procedure for data process modelling.pdf' document.
- use applications or platforms such as diagrams.net (draw.io), <https://app.creately.com/> or any other suitable tool to produce the diagrammatic models.

The student may use a different application/tool/platform to produce diagrammatic models. However, the acceptable diagrammatic model must:

- represent the main processes using multiple circles
- represent the 'Customer' as an external entity using a rectangle
- represent data stores using the correct notation
- represent the data flows and relationships between the external entity, processes and data stores using directional arrows
- overall, reflect the characteristics as shown in the exemplar answer [e.g. appropriate labelling of items, consistency in the use of shapes etc].

A sample drawing of a Level 1 Data Flow Diagram (DFD) is provided below.

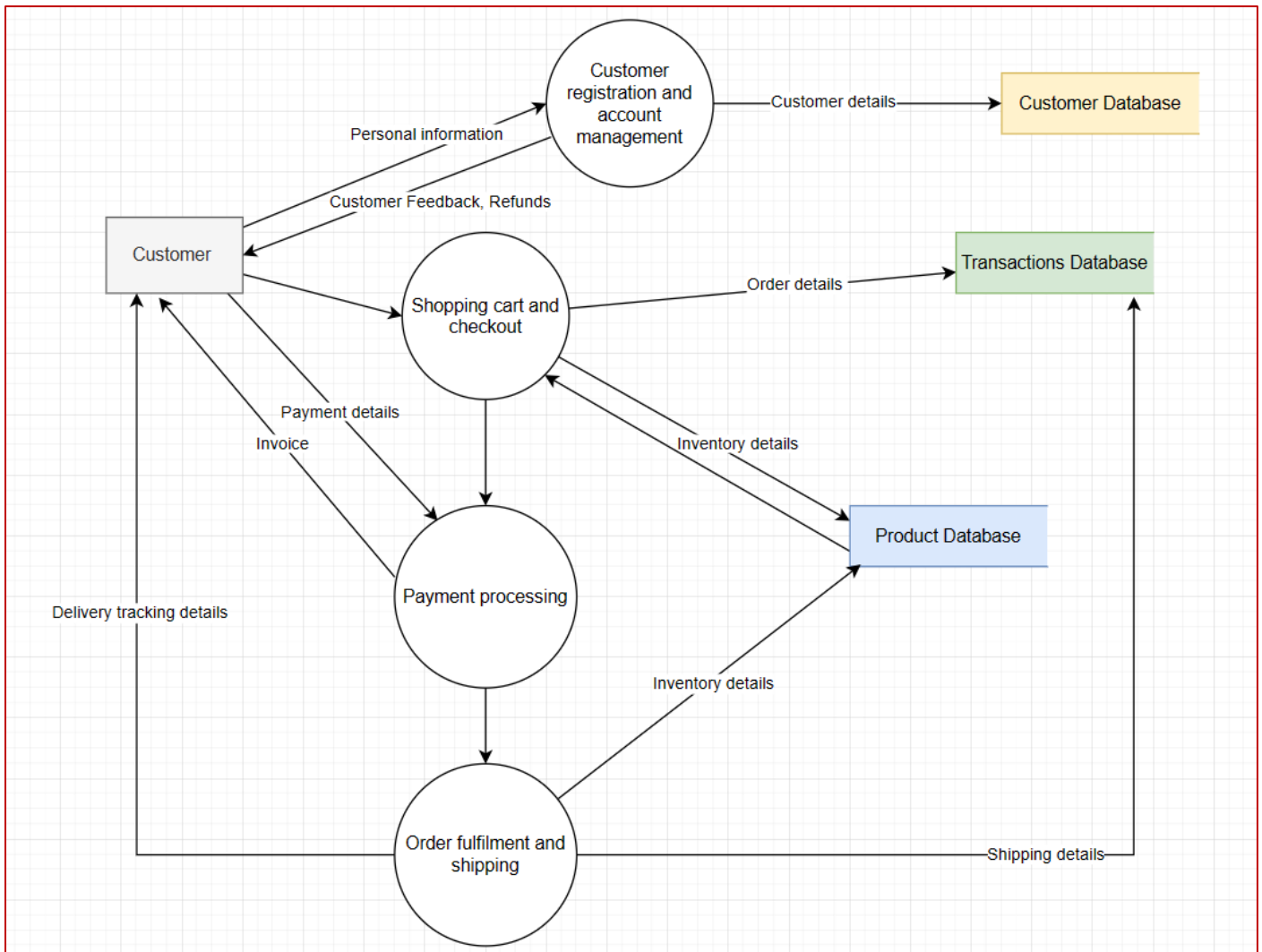


Figure 2 Level-1 Data Flow Diagram created using <https://app.diagrams.net>

Task C3

Create a BPMN diagram to model the decomposition of the 'Customer Registration' process to convey the complex relationships between data.

To do this task, you must use an industry standard process mapping software/application/tool that is specifically designed to create BPMN diagrams.

When planning and preparing to develop the model, you must refer to:

- the relevant process data gathered in Part B of this assessment
- the latest version of the industry standard BPMN specification
- business rules and process flow specification documents received from the client.

The BPMN diagram must:

- a. be drawn according to the industry standard BPMN specification
- b. include events (e.g. 'Start', 'Intermediate' and 'End')
- c. use 2-4 types of activities (e.g. user tasks, service tasks, business rule tasks and/or sub-processes)
- d. use 'Pools' to partition sets of activities between participants
- e. include gateways, sequence flows, message flows and associations with relevant data stores
- f. include text annotations where necessary to indicate assumptions made.

IMPORTANT: Ensure that you keep a copy of the original version of the diagram created using this tool saved in a secure location as you may need to make further changes to your original diagram in Part E.

Portfolio of evidence *[Screenshot of the diagram created]:*

Assessor instructions: Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

Assessor comments:

S NYS

The student must:

- model data processes using the correct BPMN specification according to the industry standard.
- use applications or platforms such as 'Camunda modeler', 'BPMN Editor' (<https://demo.bpmn.io/>) or any other suitable application/tool/platform to produce the diagrammatic models.

The student may use a different application/tool/platform to produce diagrammatic models. However, the acceptable diagrammatic model must:

- include start, intermediary and end events.
- include activities (e.g. user tasks, service tasks, business rule tasks, sub-processes)
- represent process participants in separate 'Pools' with relevant tasks in each pool.
- include gateways, sequence flows, message flows and associations with data stores
- overall, reflect the characteristics as shown in the exemplar answer (e.g. appropriate labelling of items, consistency in the use of model elements, etc.).

A sample drawing of a BPMN diagram is provided below.

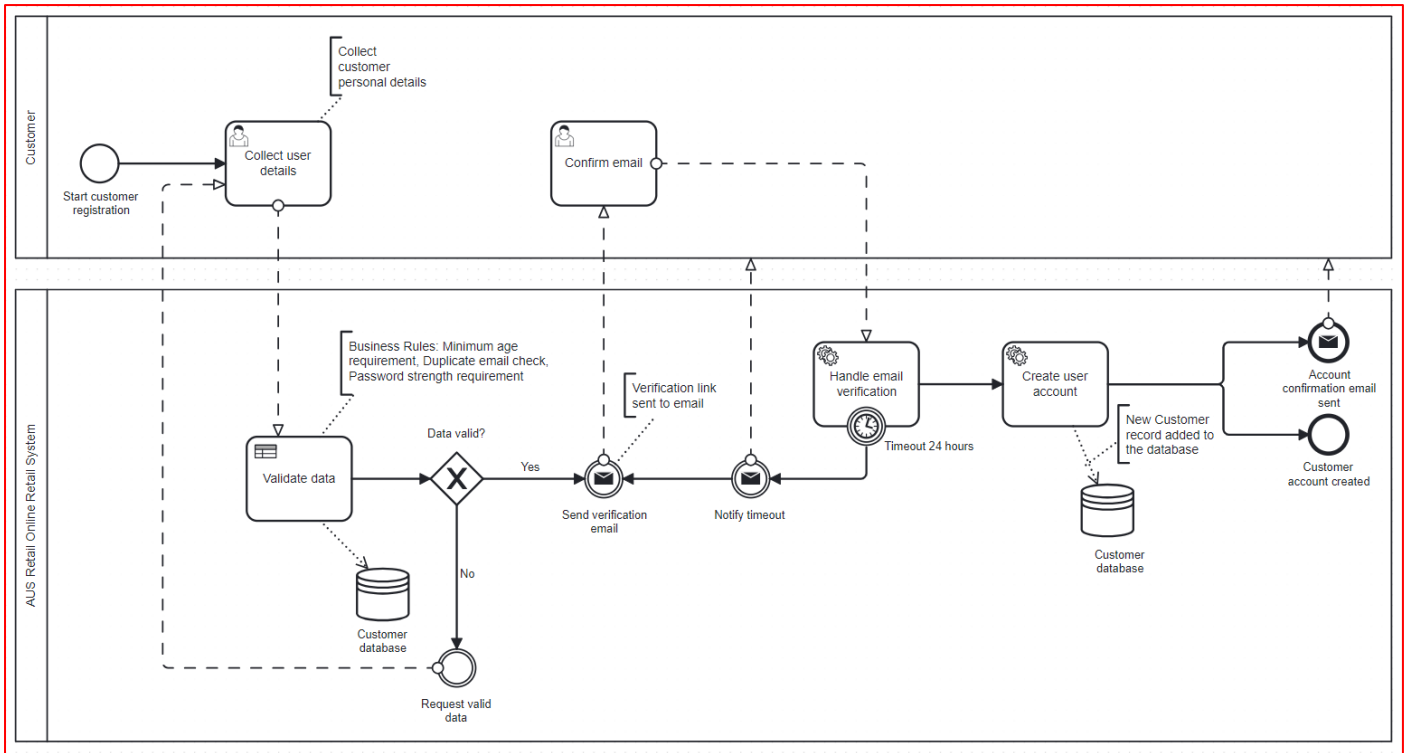


Figure 3 - BPMN diagram of the 'Customer Registration' process created using Camunda Modeler

Part D: Validate process model with client

To complete this part of the assessment, you are required to:

- read the scenario in Part A to obtain client details and organisational communication requirements
- request clients to validate the data model you have created in Part C.

Tasks

Draft an email addressed to the AUS Retail clients/colleagues requesting validation of the process model you have created in Part C of this assessment.

Important: When drafting the email, you must:

1. address the clients/colleagues within the email in such a way as to build rapport and foster strong relationships
2. indicate that the draft versions of the process model diagrams are attached to the email
3. request a response from the clients to:
 - a. ensure that the data model represents the client's business reality
 - b. determine inaccuracies in the developed process model
4. use AUS Retail's standard email template to draft the email.

(Word count: 100 – 125 words in the email body).

Portfolio of evidence: *[Drafted email to collaborate with clients/colleagues]*

Draft your email in the space given below.

Assessor instructions: Assessors are to indicate the task result as Satisfactory (S) or Not Yet Satisfactory (NYS).

The student must:

- validate the data model with clients via email
- use strategies to build rapport and foster strong relationships by using appropriate language in the email
- negotiate key aspects of the data model by requesting a response from the client considering capabilities, efficiencies and effectiveness.

Student responses are likely to include different wording than the sample answer provided. However, the acceptable responses must:

- be within the specified word limit (for the email body)
- reflect the characteristics described in the exemplar answer
- request clients to validate the data models attached to the email
- address the email to the correct clients/colleagues (i.e. Sarah Evans, Alex Dawson).

A sample answer is provided below.

Lastname, Firstname

From: Lastname, Firstname

Sent: Thursday, 30th August 2023 1:00 PM

To: Evans, Sarah (Sarah.Evans@ausretail.com.au), Dawson, Alex (Alex.Dawson@ausretail.com.au)

Attached documents: AUS Retail_Online Retail System_Process Model_Draft1

Subject: Requesting to validate online retail system process model (draft diagrams attached)

Hi Sarah and Alex,

I hope both of you are keeping well. Thank you so much for sending through the questionnaire responses and the specification documents despite your busy work schedules. I'm reaching out to you both once again for your expertise.

After analysing all the process data collected, I developed a context diagram and a data flow diagram of the proposed online retail system along with a BPMN diagram to represent the 'Customer Registration' process.

I would like your feedback and input regarding the process data and relationships conveyed in the diagrams to ensure the accuracy of the data model. Please find attached the draft versions of the data model diagrams for your reference.

Looking forward to your feedback.

Thanks and kind regards,

Firstname Lastname

Systems Design Analyst / Process Modeler

Firstname.Lastname@ausretail.com.au

Appendix 1: Assessment submission checklist

Submit a PDF version of this completed assessment document. Make sure you have also included each of the following files as evidence of your performance. Remember to create a compressed folder for each module before uploading them for submission.

Part B: Gather process data		
B1	Completed 'Table 1'	<input type="checkbox"/>
B2	Completed 'Table 2'	<input type="checkbox"/>
B3	Completed 'Table 3'	<input type="checkbox"/>
Part C: Develop data model		
C1	Context Diagram – version 1	<input type="checkbox"/>
C2	Level 1 Data Flow Diagram – version 1	<input type="checkbox"/>
C3	BPMN diagram – version 1	<input type="checkbox"/>
Part D: Validate process model with client		
D (1-4)	Drafted email to colleagues (clients/staff members) to validate the data model.	<input type="checkbox"/>

✓
Congratulations, you have reached the end of Assessment 3!

Assessment feedback

Assessors are to indicate the assessment outcome as Satisfactory [S] or Not Yet Satisfactory [NYS].

Assessor comments:	<input type="checkbox"/> S	<input type="checkbox"/> NYS
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