Development of a business process

(Top-down approach according to *Bruce Silver[1]*)

[1] Silver, Bruce (2011): BPMN Method & Style. With BPMN Implementer's Guide. 2nd Edition

① Agreement on the process scope

	What starts the process?
What does a process instance stand for?	All activity instances must match the process instance 1:1
What are possible end states?	Even exceptional end states
② Listing of the most important activities in an overview map	Break down the process into its most important steps (max. 10 activities)
	Consider the possible end states of the individual activities: How is the activity completed?

③ Create top-level BPMN diagram

Modelling of activities at the highest level as sub-processes	
One top-level end event per process and end state	
Use gateways to display conditional and concurrent paths	
Start with the main flow and gradually refine it	Add exception paths
	Installing pools and lanes

④ Expand each top-level sub-process in a child-level diagram

Note label matching	If a gateway follows the sub-process at a higher level,...
	...the end states of the sub-process are compared...
	...with the labelling of the gateway (or gate).

⑤ Add business context

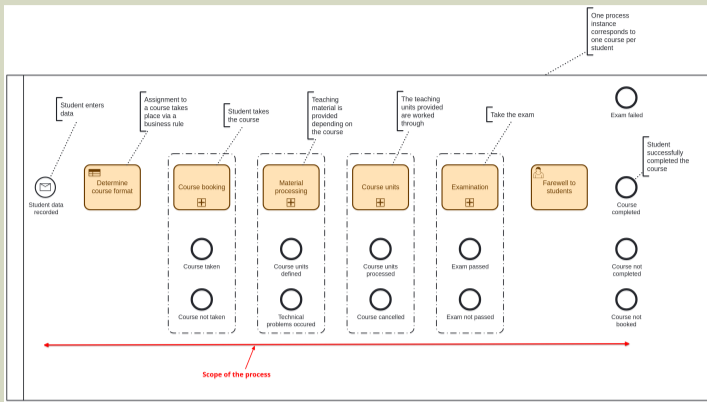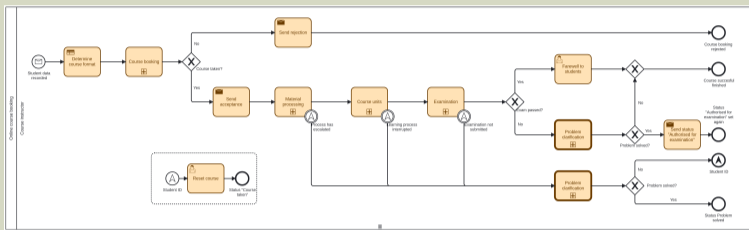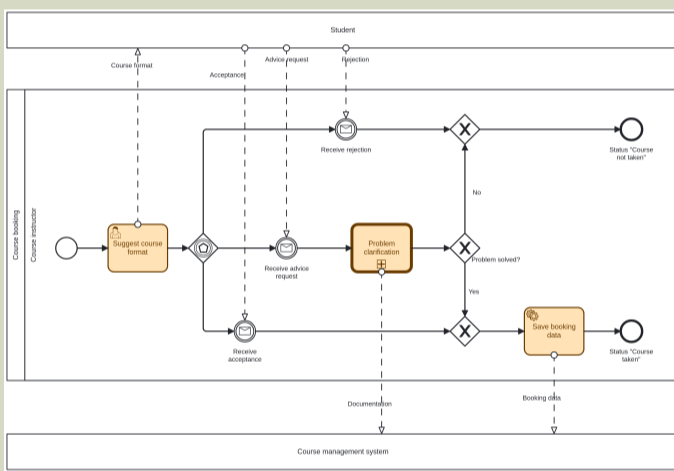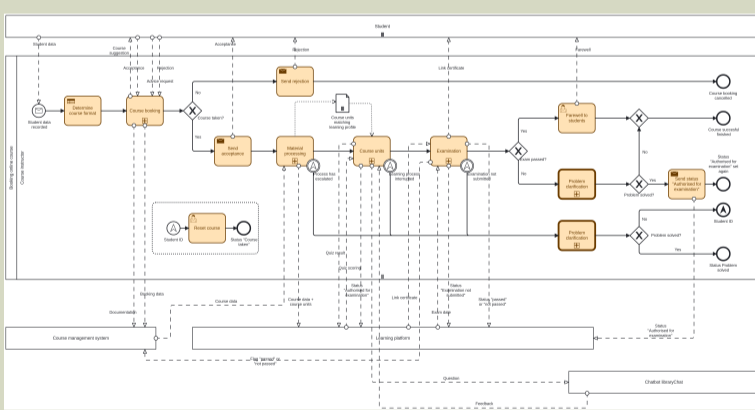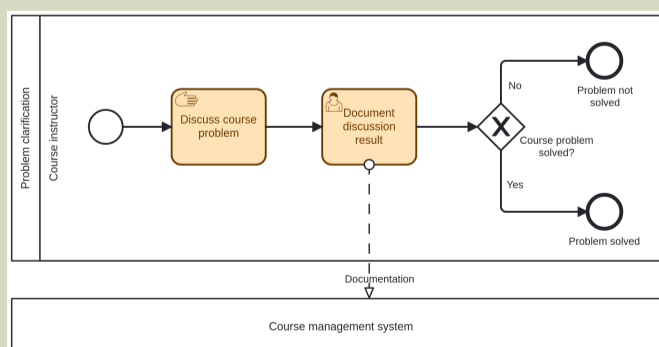| Message flows between main process and black box pools for...	...external applicants.
	...external service providers.
	...other internal processes.
Note label matching	Message flows that are linked to a collapsed sub-process at a higher level...
	...should be replicated in the model of the lower level with the same name.

⑥ Repeat steps 4 and 5 with further nested layers

⑦ Following this initial development, the model is further refined (level 2 method) by adding branches/merges, iterations, exception handling using the extensive BPMN event palette.