The Ultimate Guide to BPMN 2

The standard that bridges the needs of IT and business for business process management

Bonitasoft
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Why BPMN Matters

Business Process Model and Notation 2.0 (BPMN2) is one of the best things to happen in business process management in a long time.

Finally, both the business and technical sides of the organization can share a common language – something that they can both understand and that meets their respective needs for precision and flexibility. This shared language is empowering new ways of working together - and it results in the deployment of new and more flexible applications.

At Bonitasoft, the leading provider of open source BPM solutions, we are mindful of the power and potential of shared standards. BPMN 2.0 is a natural fit with what we do.

And we believe the benefits can become quickly apparent. In fact, the nice thing about BPMN is that it is so structurally sound that once you master the Basic BPMN level elements, your knowledge and capability will improve quickly; you’ll learn what you need from the intermediate BPMN level elements for extending the model, and the technical team will pick up the advanced BPMN level to complete the execution capability.

We offer this Ultimate Guide to help you to get familiar with the basics and give BPMN a try. We are convinced you will find it powerful, adaptable and remarkably easy. Whether you are a business professional or a developer, BPMN2 is your path to better processes, improved management, and more efficiency.

Miguel Valdes Faura,
Bonitasoft CEO and founder
What is BPMN?
The ABC’s of BPMN

If you’ve heard of BPMN but aren’t really sure what it is or what it does, you are not alone.

But, before we talk about what BPMN is, let’s talk about what it is not...

It is not a “system.”

You can’t “buy” a BPMN – it is a standard for business process collaboration and for IT development.

It is not just for business or just for IT – it is a shared, common language.

It is not only for experts.

If you are at all familiar with flow charting, you can dive in immediately.

BPMN = BPM + N

A business process model is a representation of an organization’s processes. A model can be analyzed and improved.

Definitions

BPM Business Process Management
The discipline of managing processes as the means for improving business performance outcomes1

BPMN Business Process Model and Notation
A graphical representation for specifying business processes in a business process model2

BPMS Business Process Management Suite
Application infrastructure to support BPM projects and programs... from process discovery, definition and design to implementation, monitoring and analysis, and through ongoing optimization1

Notation consists of graphic symbols to represent action, flow, or behavior of a process.
In a BPMS, BPMN notation represents coding instructions that are executable.

BPMN provides a notation that can be readily understandable by all users:

• from the business analysts who model the processes conceptually,
• to the technical developers responsible for implementing the technology for the processes,
• to the people who will manage and monitor the processes.

See More

What is BPM?
BPMN provides a way to quickly diagram business functions.

Use it to draw a process graphically. The visual model will be translated quickly and easily into software that will run the process.

With BPMN, business people can define what they want, simply but with a high degree of precision; and IT professionals can communicate with each other and with business people about the model in a clear, common framework.

BPMN works for any kind of management, operation and support process. By developing a model with BPMN, you can collaboratively improve communications with decision makers about the nature and health of a process; you can collaboratively initiate improvements – and you can collaboratively move toward automating those improvements.

BPMN may look familiar

BPMN has been around for almost a decade and much in BPMN2 remains from the 1.0 version, especially the shapes and symbols.

One thing that has changed “behind the scenes” is the adoption of XML interchange format and the support BPMN 2.0 provides for turning a model and its notation into an executable process.

Open source and proprietary BPM vendors now have the capacity to take BPMN 2.0 input and turn it into process automation.

BPMN is not an execution language.

It is designed to be “consumed” by process engines and made into executable processes.

source: Business Process Model and Notation, Version 2, January 2011 by OMG
The 4 categories of BPMN elements
The BPMN2 spec is long, dense and relatively complex. With just a few elements from first three categories you can draw a business process diagram and begin to build and understand a process. Let’s look more closely at what they represent.

### Workflow elements
- Activities
- Events
- Gateways
- Sequence flow

### Organizing elements
- Pools
- Swimlanes
- Groups

### Readability elements
- Annotation
- Links

### Special behavior elements
- Messages/message flow
- Signals
- Timers
- Errors
- Repeating
- Correlation

In the BPMN2 spec:
- 98 visual elements
- 508 pages
- 300 figures
- 313 tables
- 3 annexes
- 13 collaborating groups

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**Bonitasoft**

The Ultimate Guide to BPMN2
Workflow elements include activities, gateways, events, and the sequence flow that connects them.

Each of these elements have several types, and all of these types can be connected in a sequence.

**Activities**
Tasks that are performed in the process - by humans, by automation, or by subprocesses

**Sequence flow**
Used to show how the workflow moves

**Events**
Used to start or end a process, and to manage specific actions during a workflow

**Gateways**
Used to separate or join process flow

See More
Getting Started with BPM
Organizing elements include pools and swimlanes. Think of these as the container for the process flow.

**Pool**
Contains a single, complete process. Workflow cannot leave a pool - we need to transfer action or data from one pool/process to another using events.

**Swimlane**
Used to help organize the process based on who does what. In a lap pool, swimlanes keep the swimmers from crashing into one another. Workflow crosses swimlane boundaries as if they did not exist – they are purely for organizational clarity.

**Group**
Used to enclose a grouping of graphical elements. It does not affect sequence flow.
Readability elements include **annotations** and **links**.

These elements help make a model readable. They have no effect at all on the actual process flow.

**Text annotation**
Allows you to paste notes all over a model with explanations for clarity (a great tool for beginning modelers!)

**Links**
Allow you to cut a process that has become too long to read easily, and simply continue the process on another line.

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Bonita BPM

Turn diagrams into executable apps with this powerful BPMN2 process modeler

See More
Bonita BPM documentation:
Process Modeling
Special behavior elements include a specific set of *events*, *repeating*, and *correlation*. These elements allow us to design executable workflow that can behave in complex ways.

### Signals
- **Throw signal**
- **Catch signal**

**Used to send data to multiple activities simultaneously**

### Timers
- **Timer**

**Used to launch periodic activities, or to ensure that an activity happens within a specified deadline**

### Errors
- **Service**

**Used to define behavior when the system encounters a technical error**

### Repeating
- **Repeating**

**Used to repeat behavior, such as multiple launches of the same task, or repeating the same task multiple times**

### Messages and message flow
- **Throw message**
- **Catch message**

**Used to transfer action or data from one pool/process to another and to correlate related processes**

### Correlation
- **Correlation message**

**Correlation is used to coordinate progress between two running process instances**
The 3 levels of BPMN complexity
BPMN symbols serve a dual purpose.

They visually represent a process flow. They translate to executable code that allows a visual process model to be executed as an application.

Recall that we can organize BPMN modeling elements into a few general categories:

<table>
<thead>
<tr>
<th>Workflow elements</th>
<th>Organizing elements</th>
<th>Readability elements</th>
<th>Special behavior elements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Let's look at these BPMN elements at the three levels of complexity: Basic, Intermediate and Advanced.

<table>
<thead>
<tr>
<th>Activities</th>
<th>Basic</th>
<th>Intermediate</th>
<th>Advanced</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Abstract task</td>
<td>Human task</td>
<td>Event subprocess</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Service task</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Call activity</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Events</th>
<th>Start</th>
<th>End</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>In-line and boundary</td>
<td>events - See special behavior</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gateways</th>
<th>XOR</th>
<th>AND</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Inclusive</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sequence flow</th>
<th>Sequence flow</th>
<th>Conditional flow</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Default flow</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Special behavior</th>
<th>Message</th>
<th>Timer</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Error</td>
<td>Signal</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Looping</td>
<td>Multi-instantation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Multi-instantation</td>
<td>Transaction</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Transaction</td>
<td>Compensation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Correlation</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Basic BPMN is useful for modeling when details have not been worked out.

Activities, events, gateways, and sequence flow all have Basic BPMN level versions.

Basic activities are abstract, or undefined. Basic events include start and end events. A start begins a process and an end terminates it.

Start = go
End = stop

Basic gateways

AND (also known as parallel)
All inputs must be received (in any order) before the process can continue. All outputs are activated – process continues in parallel.

XOR (also known as exclusive)
Only one input is needed for the process to continue. Only one output is followed – a condition is needed to determine which one.

Basic sequence flow simply directs process flow from activity to activity.

Activity 1

Start event

Activity 2

AND gateway

Activity 3

XOR gateway

End event
An example with basic BPMN elements

Start with the basics: abstract activity, start and stop events, gateways, and sequence flow.

For example, a generic new employee orientation and training process modeled in basic BPMN elements looks like this.

Imagine a token being moved through the diagram – like a traditional board game. This can help clarify how the features of the model control the movement of the token as you add complexity. When a start event is triggered, a new “instance” of a process begins. Think through what happens to a single token traversing a single pathway at a time.

BPMN 2.0, Thomas Allweyer

New employee orientation and training process
Intermediate BPMN

To make a visual model executable, begin to apply intermediate BPMN.

In an executable process, the flow model becomes an actual process application!

As you advance with BPMN, begin making your BPMN “executable” – to ultimately turn it into an automated process.

BPMN 2.0 is not just a notation. Implemented through a BPMN modeling tool, it provides programming instruction that a process engine uses to execute the process.

The previous example is a simple model that clearly shows visually what happens in the process.

The example on this page and the next shows how the model is extended as you begin to apply intermediate BPMN.

New employee orientation and training process
Intermediate activities include **human, service, and call activity**

Activities need to be differentiated – is each task performed by a person or is it automated or performed by the software? Or, is it a subprocess in its own right?

- **Human activity** is a step that must be done by a person.
- **Service activity** is an automated step.
- **Call activity** represents a subprocess.

"Prepare training schedule" is a call activity. It is linked to a subprocess (a “child” of the original parent process). At this point in the process, the “token” is passed to the subprocess, and when it has completed its passage, it is passed back to the parent process. This is a super-useful aspect of BPMN.

Using this notation, you can model a top-level parent process that can be quite simple. It can call a series of subprocesses that are entirely independent workflows.

This means they can be modeled independently and modified as needed without necessarily changing the parent process.
Intermediate sequence flow includes **conditional** and **default** flows.

Sequence flow in intermediate BPMN needs to be defined as conditional or default, so the “flow token” knows which path to follow. Basic sequence flow is simply automatic (as soon as an activity is completed, the process moves to the next task in the sequence).

**Conditional sequence flow**

Some specified condition(s) must be met so the process can “choose” the next task from among two or more options. Conditional flow is what it sounds like: an IF-THEN condition is defined. In this (Boolean) example:

- If the schedule is ok with the trainer, this condition = true.
- If the schedule is NOT ok with the trainer, this condition = false.

**Default flow** allows you to direct flow if, for some reason, no conditions are met. The flow token always has a direction to take, even if there is a data entry error somewhere that might invalidate the defined IF-THEN condition. Default flow is marked with a \

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HRTrainer

SubProc_Onboarding_Orientation

Start

Split Orientation task

Prepare training schedule

Update the training schedule

Validate the training schedule

Publish the training schedule

End

Sequence flow can’t cross a pool boundary. To communicate flow between pools (processes), use **messages**.
Intermediate gateway

The intermediate gateway *inclusive* offers finer control of process flow.

**Outputs from inclusive gateway**
The inclusive gateway can fire *multiple outputs simultaneously*. It requires *conditions* on the outgoing sequence flows.

**Example**

<table>
<thead>
<tr>
<th>Condition</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>amount</td>
<td>6,000</td>
</tr>
<tr>
<td>color</td>
<td>red</td>
</tr>
</tbody>
</table>

In this example, flows 2 and 4 *meet the flow condition*. Flows 1 and 3 do not – so no token passes.

**Inputs to inclusive gateway**
The inclusive gateway *waits for all incoming inputs (tokens)*. All valid inputs must be received before the process flow can continue. The engine recognizes which inputs it must wait for (i.e., flows 2 and 4).
Intermediate events are either *throw* or *catch* events.

Mastery of special start, end, and in-flow “intermediate” events is key to mastery of intermediate BPMN. BPMN events are defined generally as “throw” (think of these as senders) and “catch” (think of these as receivers.)

**Mix-n-match events**

Events can have multiple characteristics.

- **solid** - throws or sends events
- **empty** - catches or receives events
- **green** starts a process
- **red** ends a process
- **blue** intermediate, takes place within the flow of a process

A catch event can be located anywhere along a process flow. The BPMN spec somewhat confusingly refers to this case as an “intermediate event.” If you stick to thinking of events as throw/send and catch/receive, BPMN may be easier to understand.

Special start events (message, timer, signal, error) allow you to trigger processes without direct human interaction, as they are set to “catch” information sent from elsewhere.

“Elsewhere” means from a throw event somewhere in another process, and this can be an end event. In this specific case, the end of one process can trigger the start of another process.
Intermediate events: messages and signals

Messages and signals carry data across pool boundaries.

Messages broadcast narrowly to single receivers, while signals broadcast widely to many receivers.

**Message**

You can start a process with a message. In BPMN, *message* is specifically defined as the means by which data can be transferred between processes. In fact, it’s the only way.

With BPMN you can start a process with data received from a different process.

And conversely, if you want to send data to another process, use an intermediate send message (anywhere in the process flow) or an end message.

**Signal**

Like messages, timers, and errors, signals can be caught from elsewhere and can start a process. A single “throw” signal is broadcast widely and can be received by multiple catch signals. This is useful when you want multiple actions to be triggered.
**Intermediate events: timers and errors**

*Timers and errors* can delay or pause a process, or send it on an exception path.

Like other intermediate events, timers and errors can start or end a process - or impose an action within the process flow.

**Timer**

Timers can be set to “go off” at specific intervals, or specific calendar-linked dates and times. For example, a start timer can go off every 24 hours, or on the first Tuesday of each month. If the timer is a start event, the process starts when the timer goes off. If the timer is located in the process flow, the process waits until the timer goes off – and then it continues.

**Error**

Like messages and timers, errors can be caught from elsewhere - and can start a process, or a special error path within the process.
Intermediate events in a process model

Messages, signals, timers, and errors specify workflow behavior.
Summary

With just 4 categories of basic and intermediate BPMN you can begin to build a deployable, executable process application.

BPMN is a standard that allows business and IT to share a common language, which makes development of BPM applications for business by IT easier and more efficient. BPMN is both a set of visual modeling elements, and a set of semantics for executable code represented by those elements. Many of the visual elements in BPMN are similar to standard flow chart elements. Modeling with and interpreting models with BPMN is relatively straightforward.

BPMN elements can be categorized:

- **Workflow elements**
- **Organizing elements**
- **Readability elements**
- **Special behavior elements**

There are **Basic, Intermediate, and Advanced** elements in each of these categories.

- **Basic BPMN** is useful for modeling.
- **Intermediate BPMN** begins to make a model executable.
- **Advanced BPMN** fully defines process behavior.*

If you’re designing a BPM software suite, read the BPMN2 spec...

If you’re designing process applications, The Ultimate Guide is what you really need!

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See More

[VIDEO Create and Run Your First Process]
Sources and further reading

*BPMN Method and Style*, 2nd ed, Bruce Silver, October 2011

*OMG Business Process Model and Notation (BPMN)* Version 2.0, January 2011

*BPMN 2.0: Introduction to the Standard for Business Process Modeling*, Thomas Allweyer, February 2010

See More

Introduction to BPMN Object Management Group

**BEST PRACTICES**

What is BPM?

5 Common Pitfalls in Process Optimization

Manage Purchasing Efficiently with BPM

The [nearly] Ultimate Guide to Ending Email Overload