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MODELING OF BUSINESS PROCESS OF COMMUNICATIONS AND INFORMATIZATION ENTERPRISES USING UNIFIED MODELING LANGUAGE DIAGRAMS

Business process modeling is the most modern and the most powerful way for improvement of the enterprises of the sphere of communication and informatization.

Business process modeling uses such methods as IDEF, BPMN, ARIS and Unified Modeling Language. In our opinion, it is better to use Unified Modeling Language for business-process modeling for the complex enterprises of the sphere of communication and informatization.

The problem of using UML for business processes modeling by such enterprises hasn't been described by scholars, but it is very important in today's conditions of tough competition.

Unified Modeling Language (UML) is a graphical language for visualizing, specifying, constructing and documenting the artifacts of a software-intensive system, business processes and other systems.

For the determination of the necessity of modeling business processes for the enterprises of the sphere of communication and informatization,

the author considered the basic reasons of dissatisfaction of consumers of Ukrainian mobile phone operators.

Creating Class Diagram, Use Case Diagram and Activity Diagram will make it possible to get information about the general management structure of the mobile operator in a simple form. There appears opportunity to define the functional requirements to information system from different groups of users.

Also, it provides the opportunity to work out the algorithm of operation and interaction between different structural departments and users (subscribers) for the prevention of violation of their rights.

The analysis of all possible diagrams gives an opportunity to define:

- at what stage the events (processes), which lead to discontentment of subscribers, happened;
- at whose responsibility zone lie such processes;
- what is the way for further modernization and optimization of business processes.