This case study introduces the Global Bike enterprise with focus on its organizational structure and business processes. For this purpose, a comprehensive business process model was developed and visualized using ARIS Business Designer for SAP by Software AG.
Introduction

Learning objective Get familiar with Global Bike’s enterprise structure.

Time 10 min

Scenario As a new Global Bike employee you would like to get familiar with Global Bike’s enterprise structure. Does Global Bike operate regionally, nationally, or globally? Which locations are established?

The Global Bike Group comprises of Global Bike Inc., in short GBI, in the US and the German subsidiary Global Bike Germany GmbH. In North America, the three locations Dallas, San Diego and Miami are assigned to the sales regions (East and West). In Germany, Hamburg is established in the North and Heidelberg in the South. The figure shown below shows the enterprise structure.

In order to visualize its organizational and process structures Global Bike has developed a comprehensive enterprise model based on the ARIS notation. The 4-tier model architecture includes organizational units (1), processes (2), functions (3), and data objects (4).

For the processing of this case study, please open the following link:

**Organizational Structure**

**Task** Get familiar with Global Bike’s organizational structure.  
**Time** 10 min

**Short Description** Use the organizational diagram to get familiar with Global Bike’s organizational structure.

In this chapter you will get familiar with the organizational structure of the US company *Global Bike Inc*. You will get to know four different model hierarchy levels:

1. Core business level,
2. Overview level,
3. Detail level and

Each layer will now be explained in detail.

The folder structure in the upper left corner contains all models illustrating Global Bike’s as-is status.

**Note** The models located in folder *GBI Repository based on SAP Solution Manager Project* serve as an SAP-based model repository for individual model modifications, e.g. the development of the to-be status which is not relevant for this case study.

In order to display GBI’s organizational structure in the US please use the following menu path:

**Menu path**

- as-is status GBI 2.1 ▶ GBI-Curriculum ▶ Central Models ▶ 1.Core level ▶ GBI Organizational chart USA
Now, you see the organizational structure of GBI US. Both Co-CEOs John Davis and Peter Schwarz run the Global Bike enterprise which is divided into the regions US and European Union (EU). Each of these regions has its own President.

In addition, the highest level (Core level) includes individual departments. GBI has five main departments in the US: Operations, Marketing, IT, Human Resources and Finance. Each of these departments has a general manager who supervises additional employees in his or her area.

If you look at the Operations Department and follow its hierarchical structure down to the next level (Overview level) you see that the Vice President (Operations) supervises three plant managers and one purchasing manager.

One level below, in the Detail level, Plant Manager Hiro Abe directs Production supervisor Jun Lee and Warehouse Supervisor Ricardo Robles. Those are then responsible for additional nine respectively three employees.

Should a person – independent of its position – act in a specific role, it is
assigned to a yellow rectangle with a dotted line. Production supervisor Jun Lee, for example, is acting as a Production planner. This role consists of specific tasks which will be detailed later.

Now, you have learned all important elements of an organizational chart using the examples above. Following you find general definitions for all four elements.

An Organizational unit describes an integral unit of a given enterprise, which managers and further positions can be assigned to.

Positions are explicitly defined responsibilities within an organization. Each position defined individual requirements.

Persons are employees with a relationship to the company and fill positions assigned to a respective organizational unit.

Roles combine similar tasks within the company and may be assigned to several persons.

Another example for roles in the Global Bike enterprise can be illustrated by the sales employees Elisabeth Harmon and Gabriela Montes in the Marketing Department. Both are assigned to the roles Customer agent und Contact agent.
Object Information

**Task** Display additional information for different model objects.  

**Short Description** Use the enterprise model to display detailed information for the employee Elisabeth Harmon.

For each object introduced in the previous chapter (organizational unit, position, person, role), detailed information can be displayed. In order to do so please click on the desired object. Now, in the left part of the screen below the navigation menu, a table with object information is shown.

<table>
<thead>
<tr>
<th>Occurrences</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Organizational chart</td>
<td>GBI Organizational chart USA</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Relationships</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>in</td>
<td>Customer agent</td>
</tr>
<tr>
<td>is in</td>
<td>Contact agent</td>
</tr>
<tr>
<td>occupies</td>
<td>Salesperson 1</td>
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</tbody>
</table>

**Elisabeth Harmon** is a person listed in the GBI Organizational chart USA only. She fills the position *Sales person 1* and acts in the *Customer agent* and *Contact agent* roles.

If you now select the role *Customer agent* (by clicking on the object in the organizational chart or by clicking on the object type under Relationships in the Object screen on the left) you see that the *GBI Organizational chart DE* (in Germany) is listed as on occurrence. This is because the role *Customer agent* exists both in the US and in Germany. In addition to the employees you already know (*Elisabeth Harmon* and *Gabriela Montes*), you find *Chris Oderwald* and *Dennis Spies*.

Select the *GBI Organizational chart DE* which displays the organizational diagram for *Global Bike Germany GmbH*. The role *Customer agent* should already be selected and centered in your screen. Left to this element you find the persons *Chris Oderwald* and *Dennis Spies* who are filling the position *Internet Sales Person 1 and 2* in the German company.

… to be continued soon …