INTRODUCTION

The case study taken into examination to validate the proposed methodology relative to the inside users of the information system is a process regarding a public local administration that involves citizens, professionals and companies; it rules the payment of an annual tax that the citizens pay to the public local administration.

The tax is calculated assuming the value of the building estates that the contributor owns; particularly, the calculation is done assuming the typology of building and its value, using the rates defined by the local administration, and the data of the owner.

The case immediately introduces it as a case strongly oriented to the logic of process and for which the operator, which in this context operates by the business intranet, does not have necessity of particular navigation, but it only has to limit itself to performing the orders of service.

For this case study, therefore, the problem to choose the better methodology to apply is not present, but that proposed for the internal users immediately seems the most suitable.
DETAILS OF THE PROCESS

The citizen can fill out the form to be able to make the due payment both personally and turning to advisors that perform the calculation in place of it. Of course, in the calculation of the tax the citizen or the advisor will be supported by the application.

The citizen can fill out the form without using the application, in such a case, an advisor entrusted by the public administration will insert and transmit the data pointed out by the citizen itself.

The business expert realizes a first design of the process using the BPMN™ notation (OMG, 2006). The produced diagram introduces a general vision of the process, putting in evidence the different involved actors and the relationship among them (Figure 1).

*Figure 1. BPMN design of the process realized by the business analyst*
A Framework for Integrating the Social Web Environment in Pattern Engineering
www.igi-global.com/chapter/framework-integrating-social-web-environment/37737?camid=4v1a

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