

ABSTRACT

Diploma work: 80 p., 25 pic., 4 tab., 1 appendices, 15 sources.

ENTERPRISE, BUSINESS-PROCESS, MODELING, INTELLECTUAL AGENT, PETERS NETWORKS, TRADITIONAL STATE.

In this work the concept of a business process is revealed, existing methods of its formalization, description, implementation are investigated. The main task is to find a way of describing and modeling a business process that best suits business needs and performance, which would result in fewer emergencies. For this purpose, a kind of software was considered as an intelligent agent. The ways of using the intelligent agent to support the business process are analyzed. The model of business processes of the logistics company is constructed using Petri Networks. The analysis of achievement of dead-end states of graphs depending on input resources is carried out. The model is built using the Petri .NET Simulator environment.