

Ans 2 Advantage and disadvantage of modelling:-

Advantage	Disadvantage
① Ensure possibility to explore processes which rarely or never appear in reality.	① Building a versatile model may be time consuming.
② minimize risk of changes in planning process possibility to test various alternatives.	② it is difficult to build modeling system if management or organization data is not good enough.
③ Provide opportunity to generate new idea new conception innovative decision	③ it is difficult to integrate versatile model
④ helps to understand overall process and characteristics by graphic animation	④ Real business process model are abstract

Groupware :- Groupware is a term that refers to technology designed to help people collaborate and include a wide range of application

Three categories of groupware

- communication tools: Tools for sending message and file including email web publishing file sharing, etc.

- conferencing tools: e.g. video, audio chat, forums etc.

- collaborative management tools: - Tools for managing group activities e.g. project management systems, work flow systems, information management system etc.