

# **SIMULATION OF OFFICE DEPARTMENT WORKFLOW IN LVIV REGIONAL COUNCIL USING CONSOLIDATED RESOURCES**

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Activities of state and local government related to documentation and organization of work with documents is one of the key factors influencing the course and outcome of the administrative process. The problem of efficient simulation modeling of institution office department workflow as a necessary component of government bodies operations plays an important role in ensuring adequate solution of key challenges of documents circulation in terms of dynamic changes in business processes and circuits of electronic documents processing. Using GPSS simulation system in the office of the institution allow to determine; the workload of one secretary; the time processing of an input document; the number of documents that the secretary can work out during the day; the need to increase/decrease the number of employees of the department and others. In order to achieve the maximum efficiency of the office, it is necessary periodically use simulation modeling methods, because it is the most multipurpose method of systems study and quantitative evaluation of characteristics of their functioning. Since, in the simulation modeling the dynamic processes of the original system are substituted by processes simulated in the abstract model, but complied with the basic rules of operation of the original. In the process of simulating are fixed the determined events and conditions or are measured initial effects, with the help of which are calculated the quality characteristics of the system.

The result of the simulation is ready to use consolidated information presented in a form of report obtained during the modeling by GPSS system, showing the necessary data for making decisions for the improvement of the office. Simulation in management will allow the employee at any level to predict the activity of the institution when exposed to various controlled and uncontrolled factors in the external and internal environment.

Keywords – simulation modeling, department of office, consolidated resource, document circulation, GPSS, system modeling.