

Resilience Orchestrator Component

Date: 2022-04-17

Status: Accepted

Context

Although the Workflow Engine takes care of much of the state related requirements through the state of the instance tokens, there needs to be some resilience in the execution of this process.

As when something comes up and causes errors in the communication of important financial data, it would be wise to have a person investigate the issue and check for potential wrong information in the data entered in the customer record.

Decision

The pattern of human intervention was chosen for the operations in the orchestrator use case of our software. This will be coupled with a slight retry pattern.

Consequences

We have additional steps, which need to be taken care of by a human support agent, which in a real-life scenario would incur additional costs and processing time for the billing process. The later does not matter, since time is not of utmost importance, as long as it can be provided, that the correct amount has been booked to the right account (consistency).