Theory

01 | Compensation Event

Theory

01 | Compensation Event

02 | Cancel Event

Theory

01 | Compensation Event

02 | Cancel Event

03 | Multiple Event

Theory

01 | Compensation Event

02 | Cancel Event

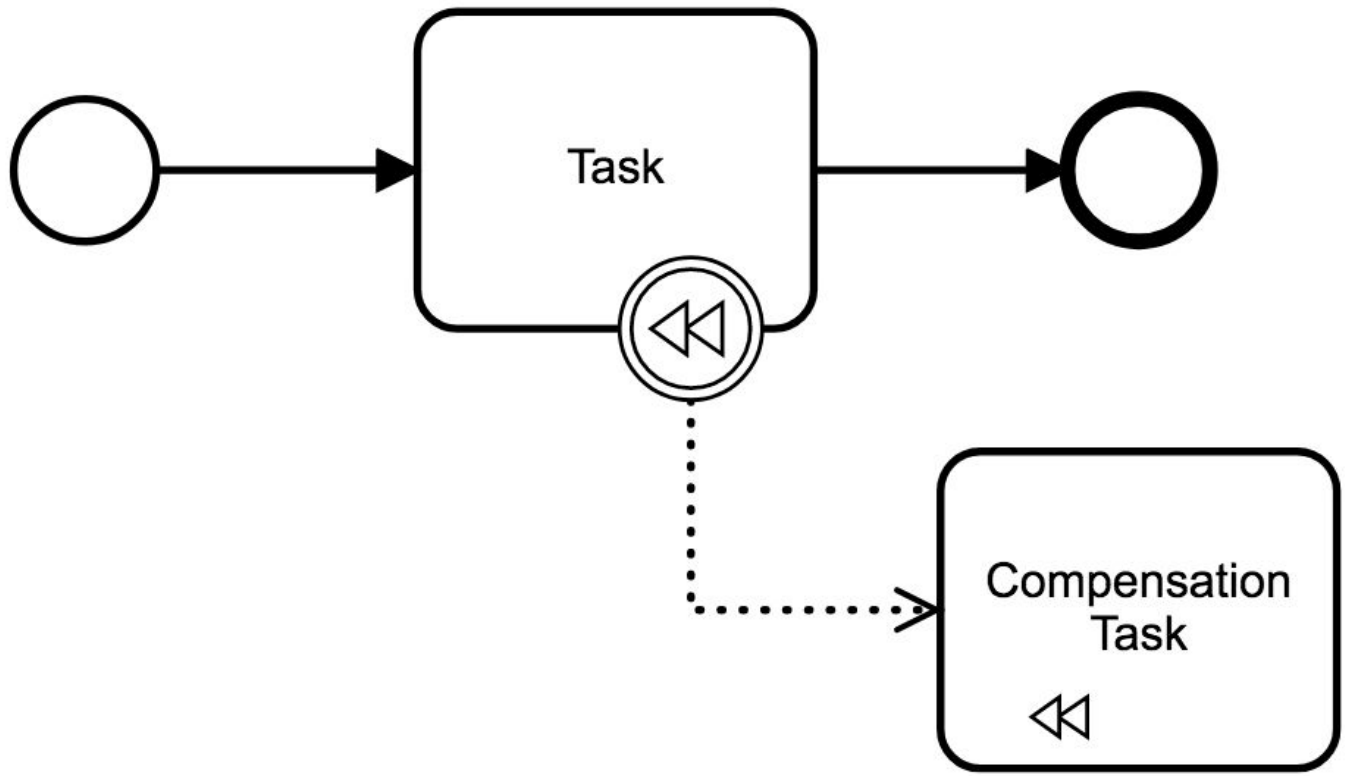
03 | Multiple Event

04 | Multiple Parallel


BPMN Theory
process camp

Compensation Event

- Is utilized to undo tasks that were already completed
- Task to be undone have to be completed already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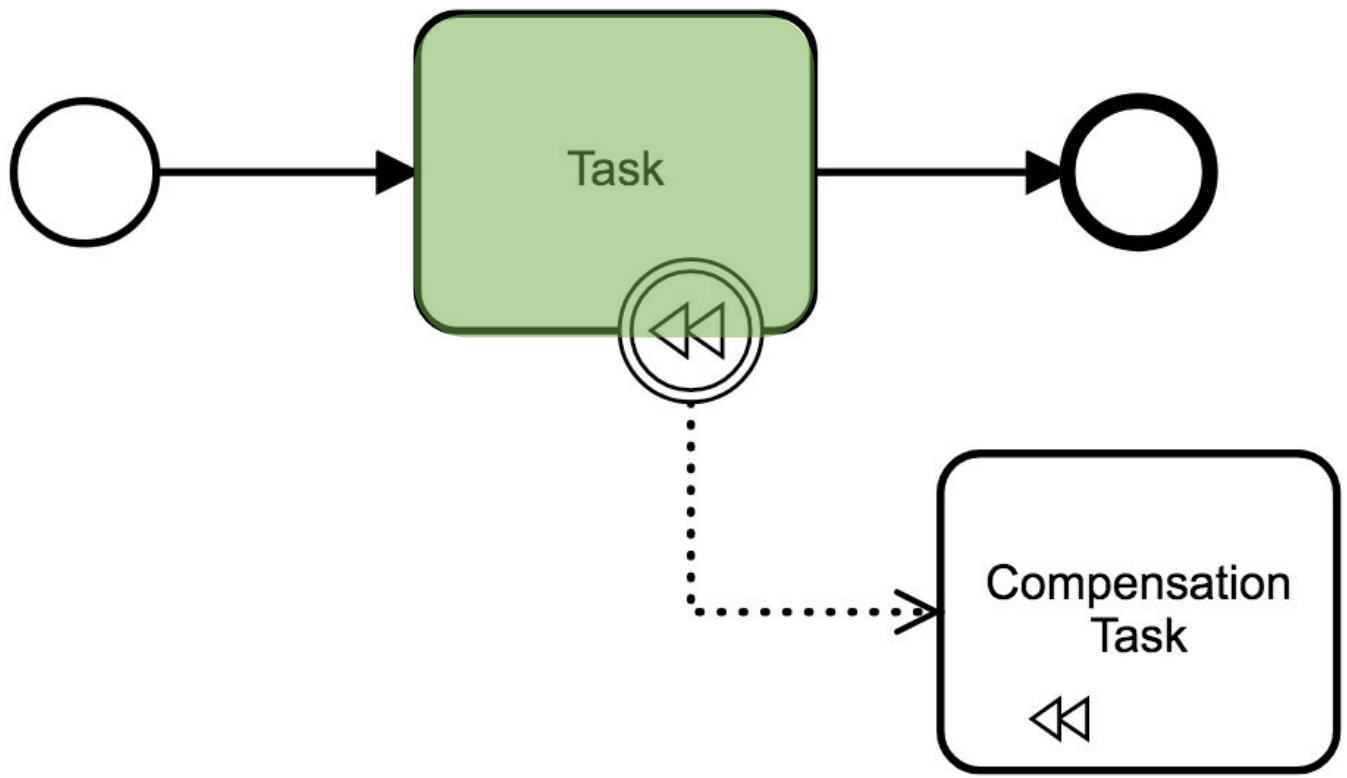
Compensation
Task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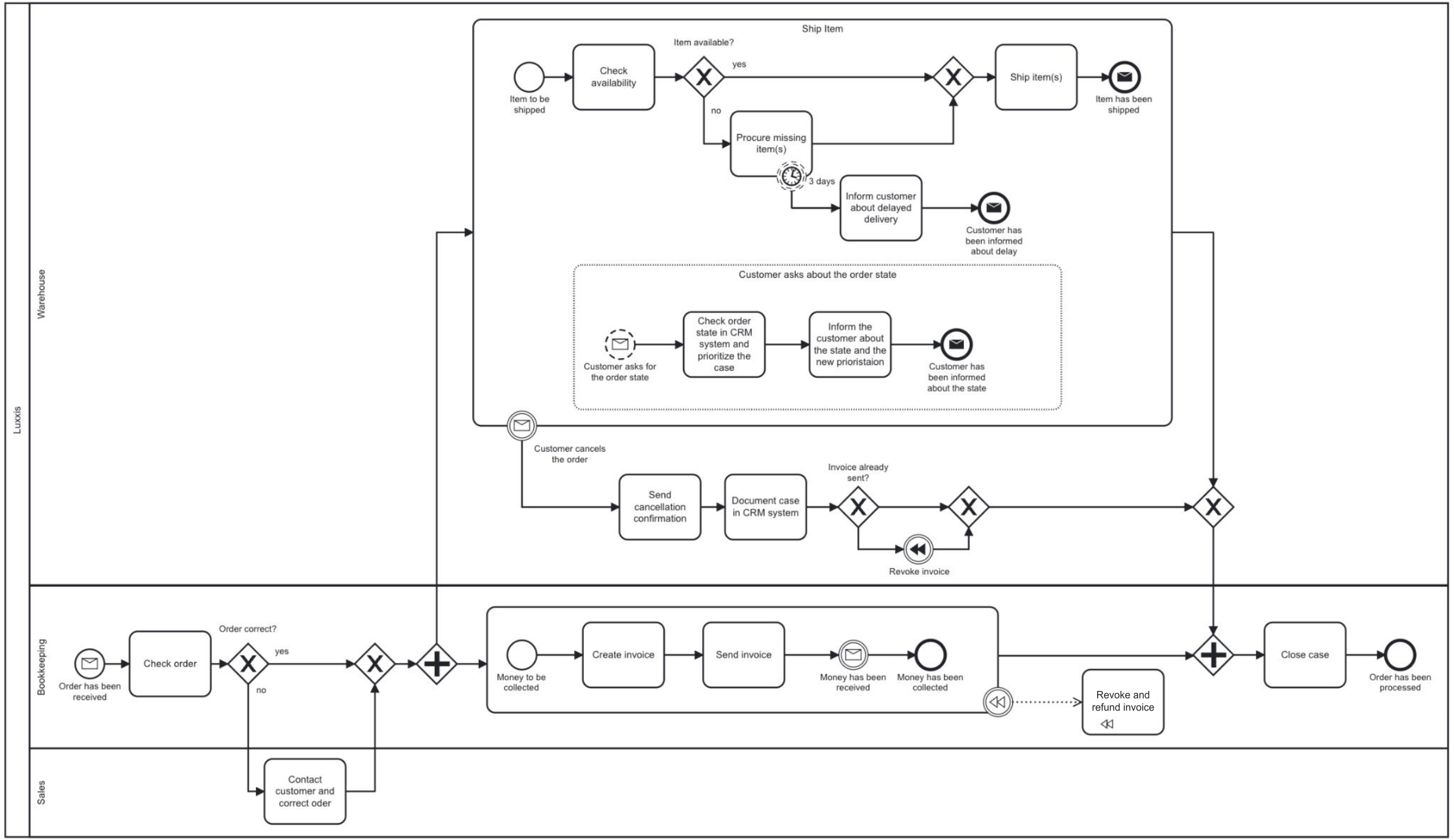
With this **new concept** we can further **enhance** Luxxis' order process!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Warehouse
Ship Item
Item available?
Item to be shipped
Check availability
yes
no
Ship item(s)
Item has been shipped
Procure missing item(s)
3 days
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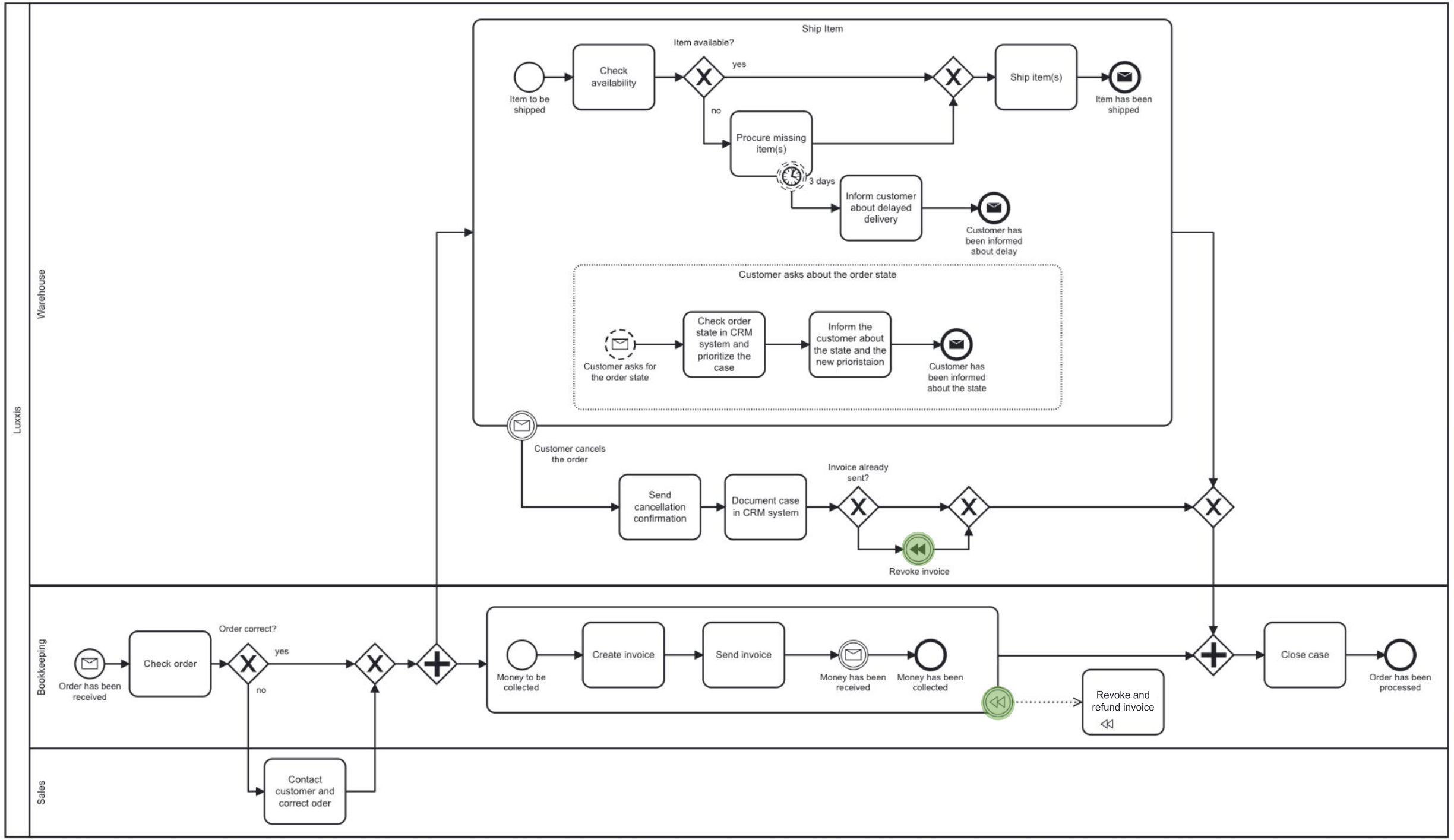
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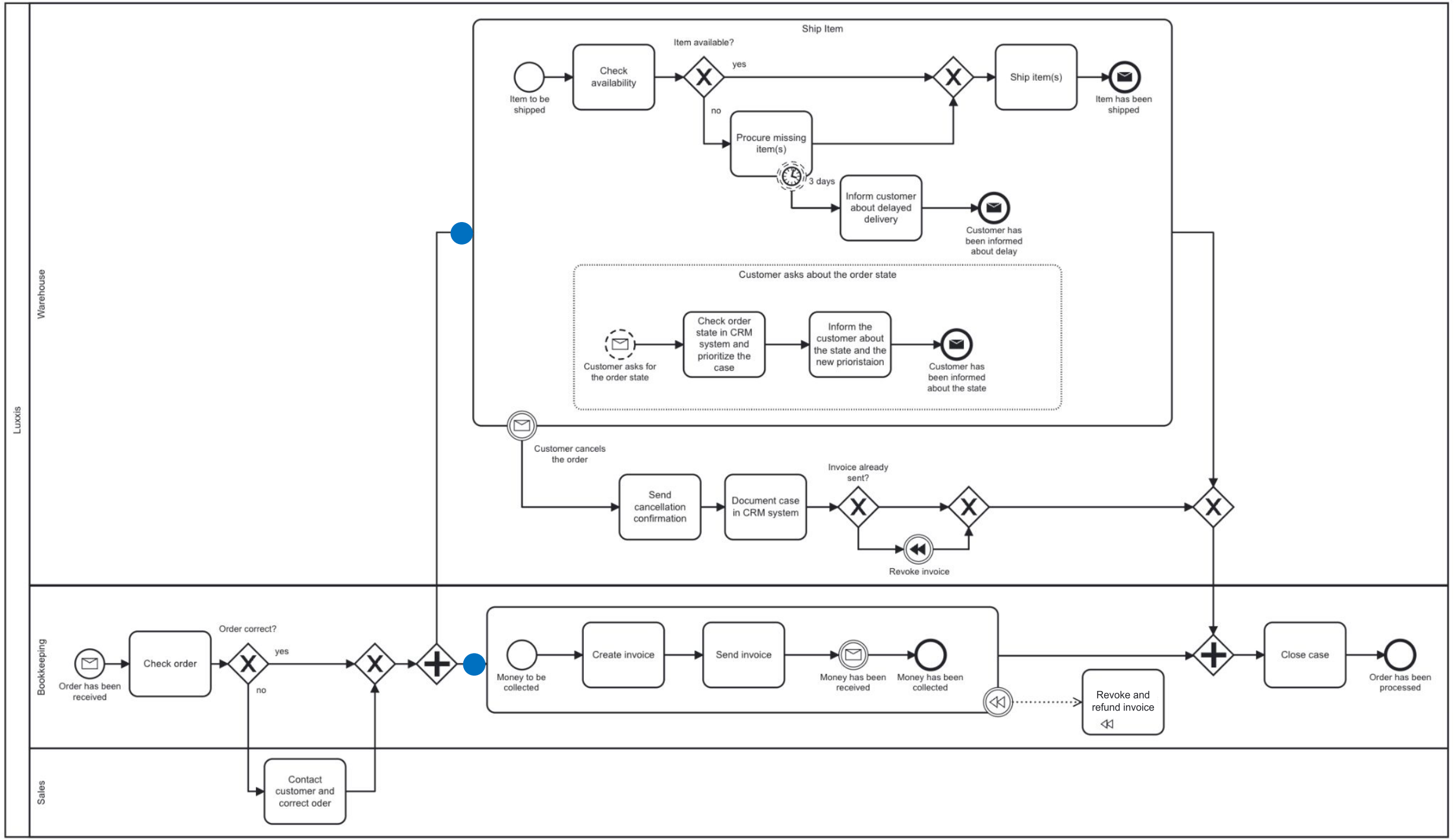
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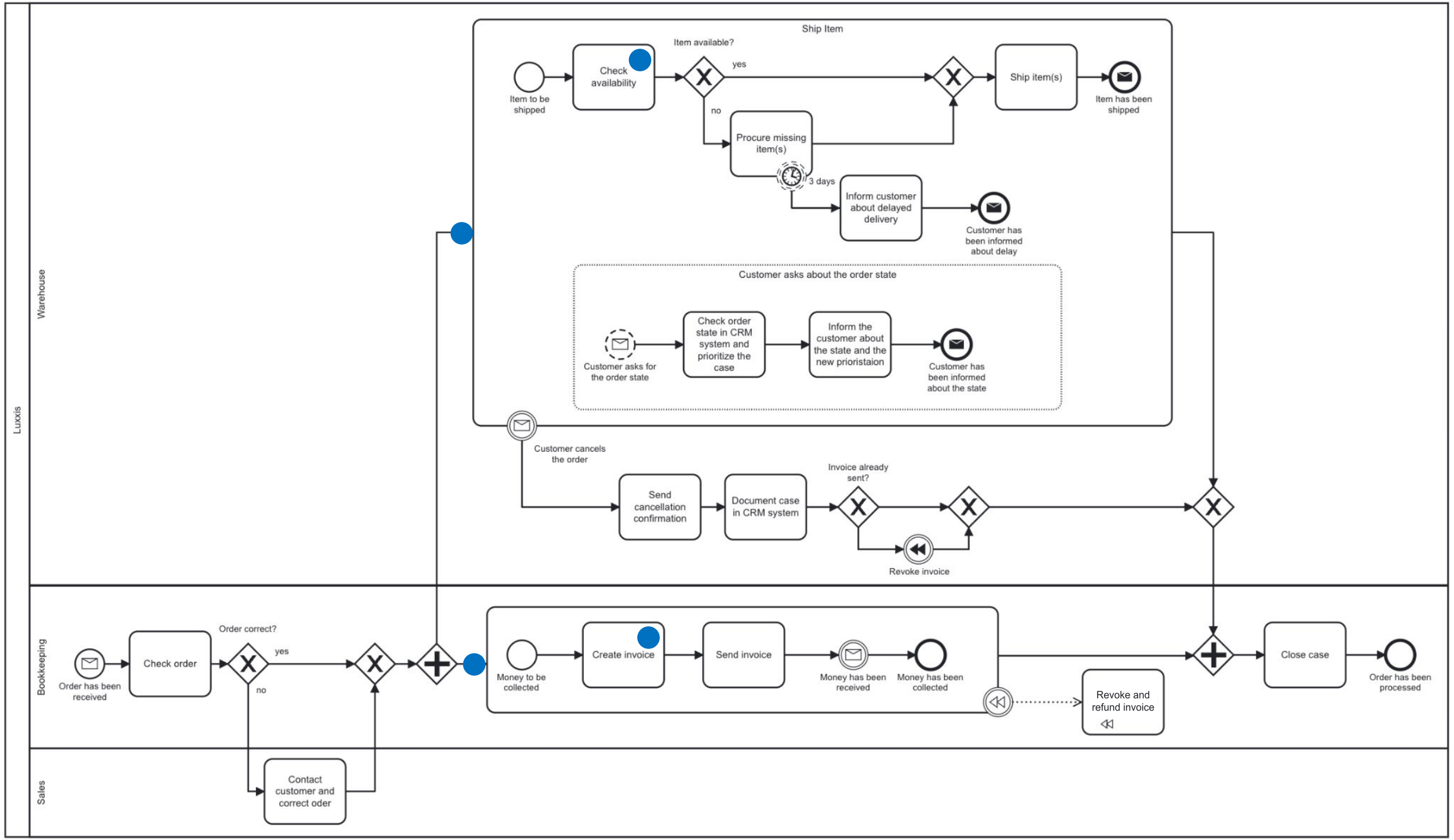
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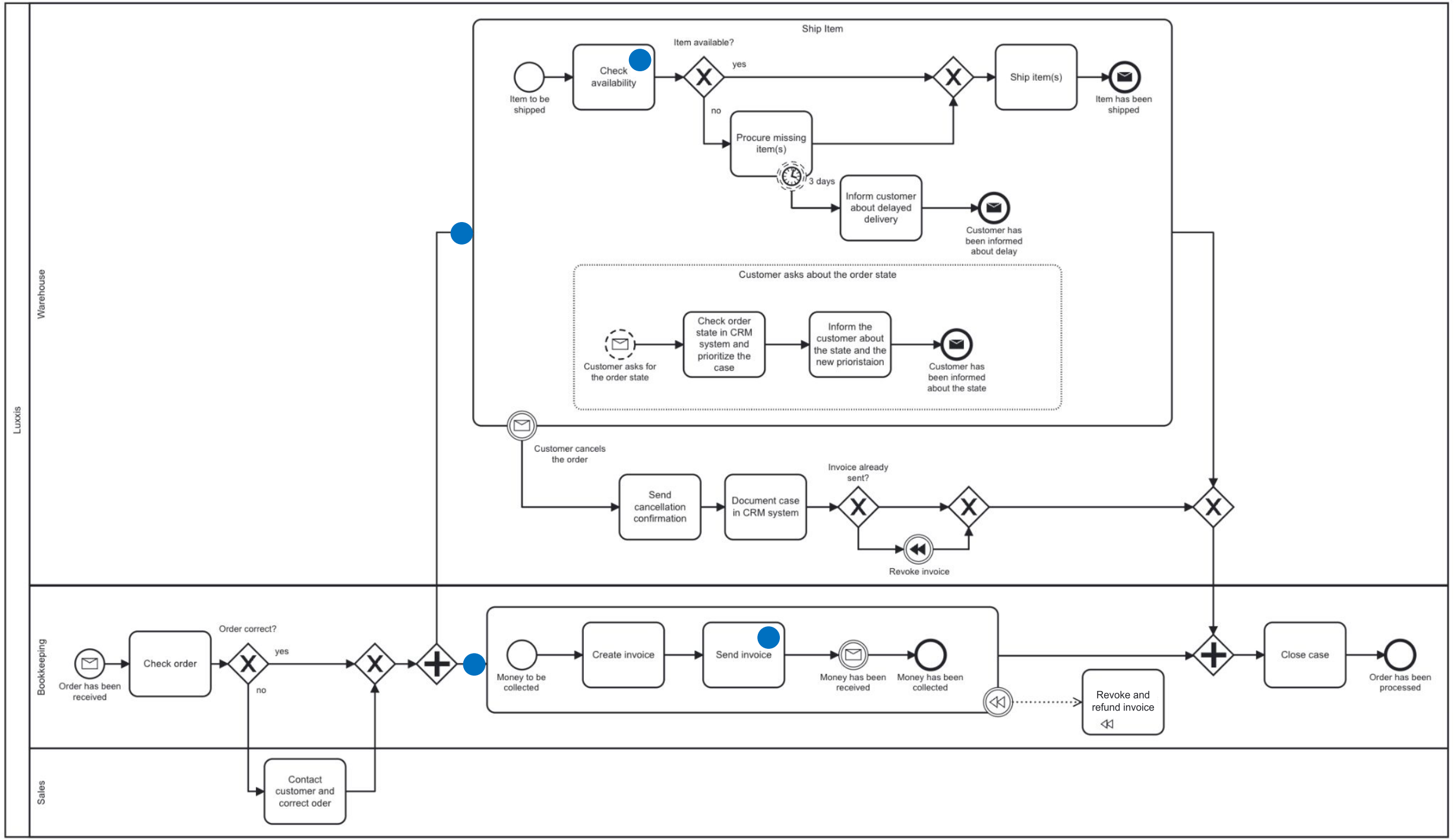
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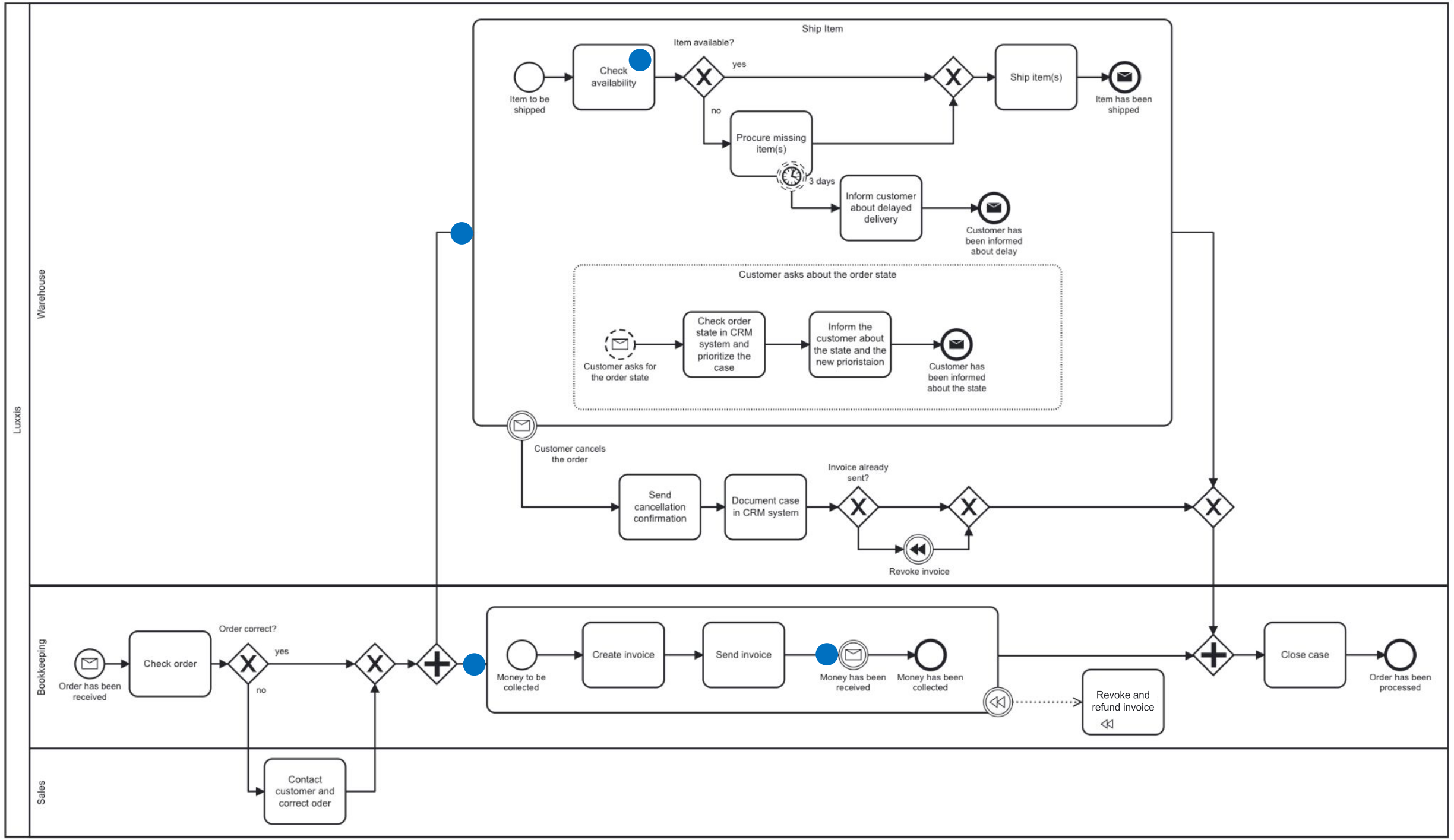
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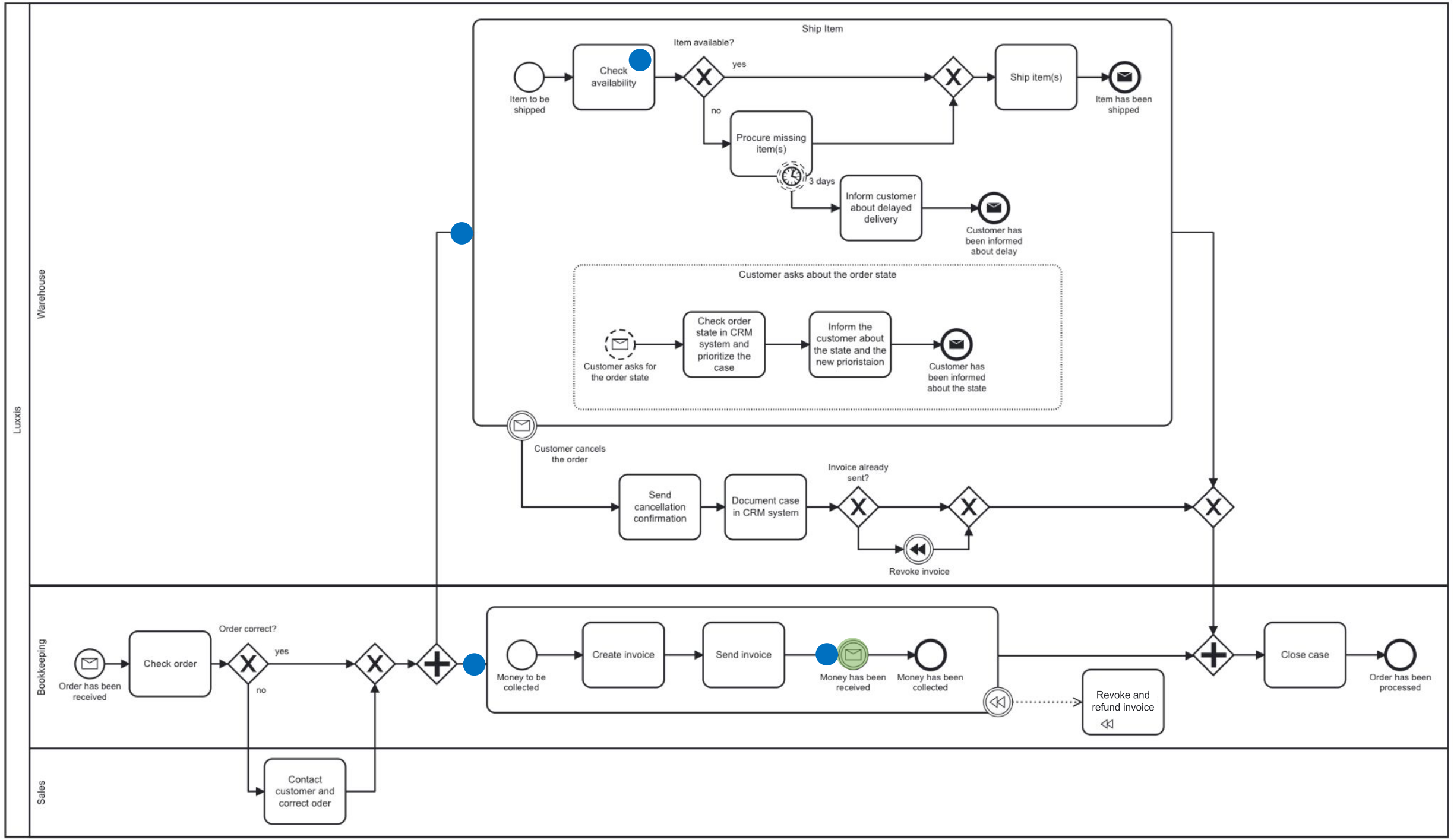
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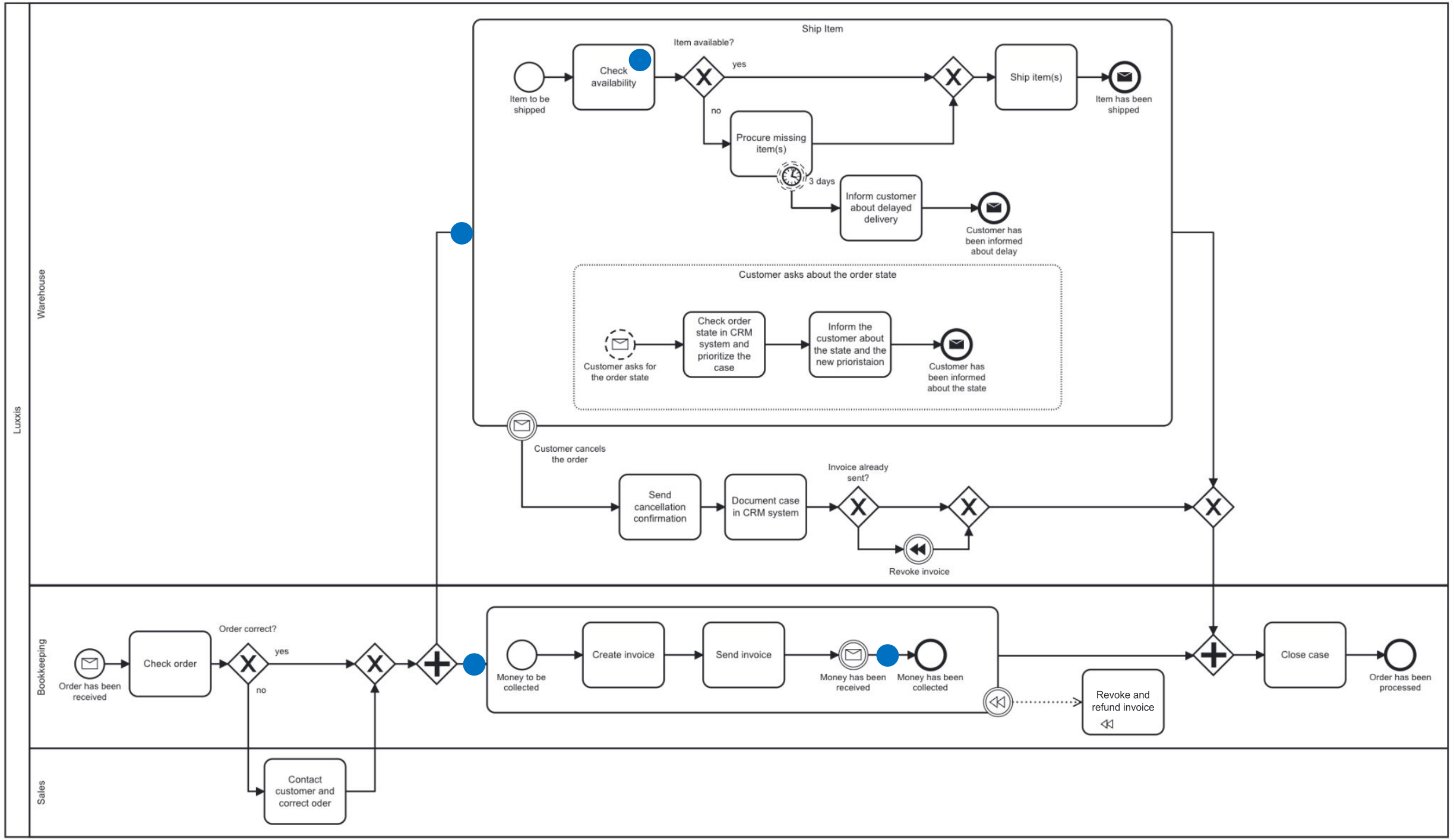
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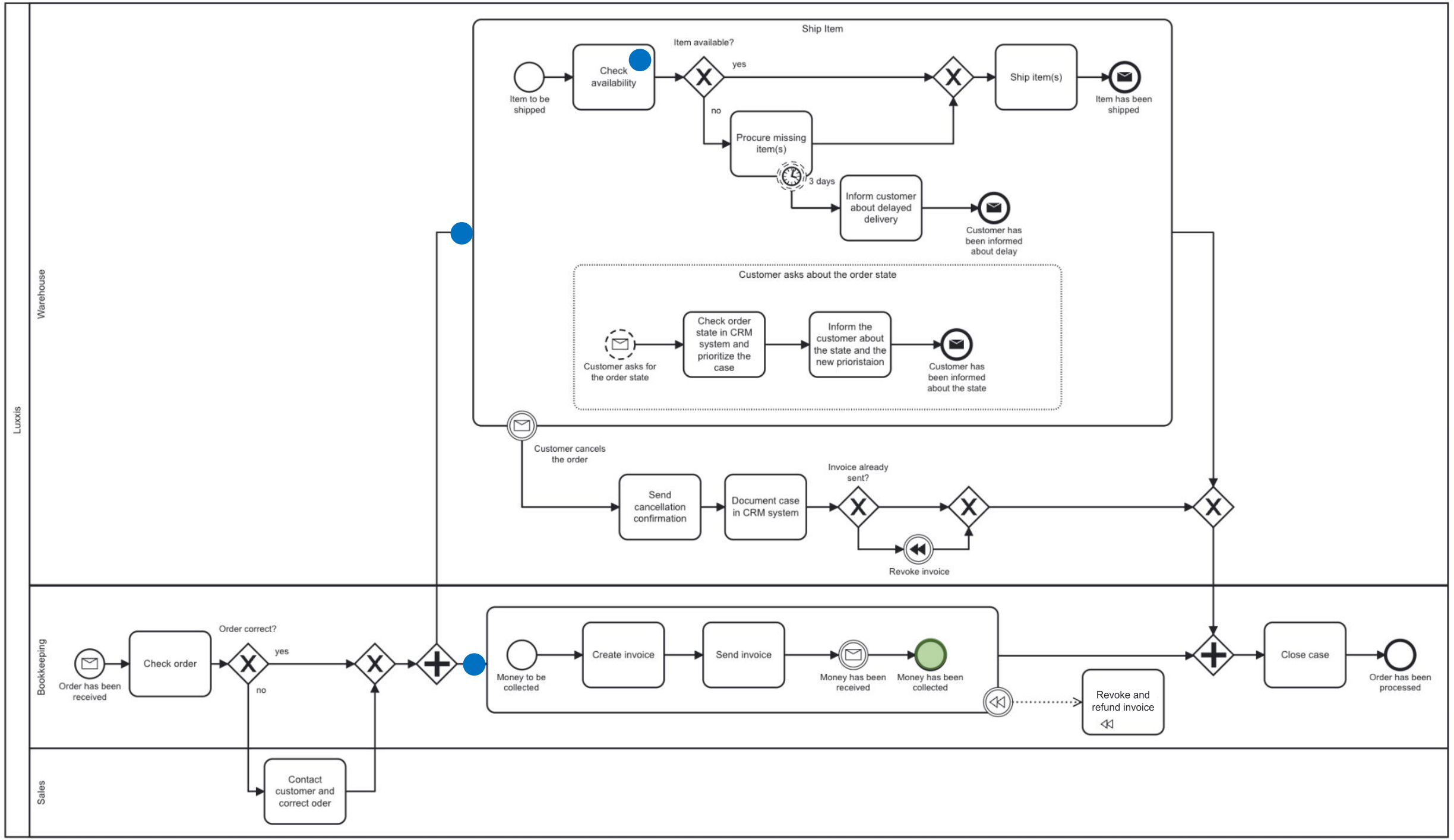
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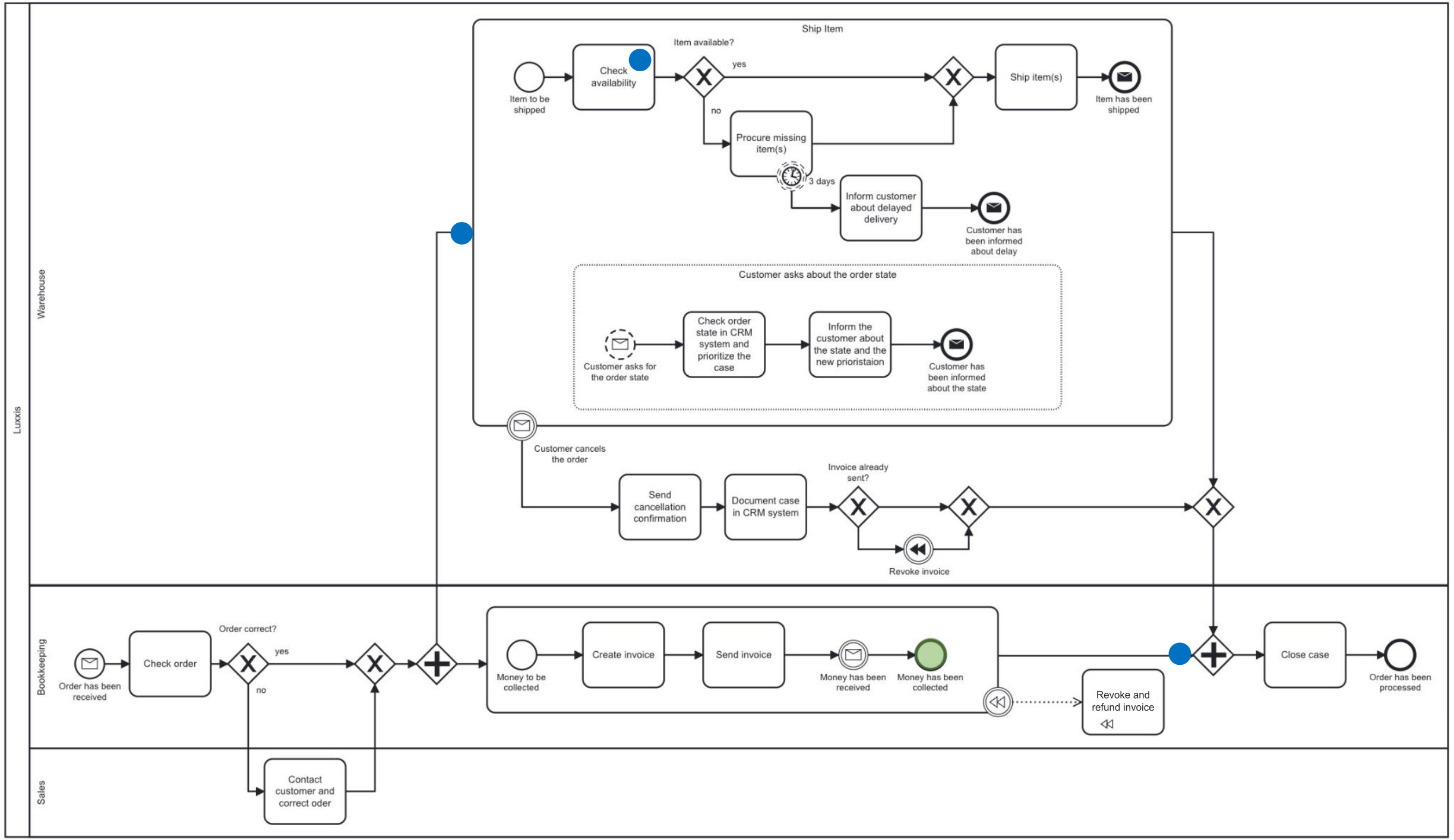
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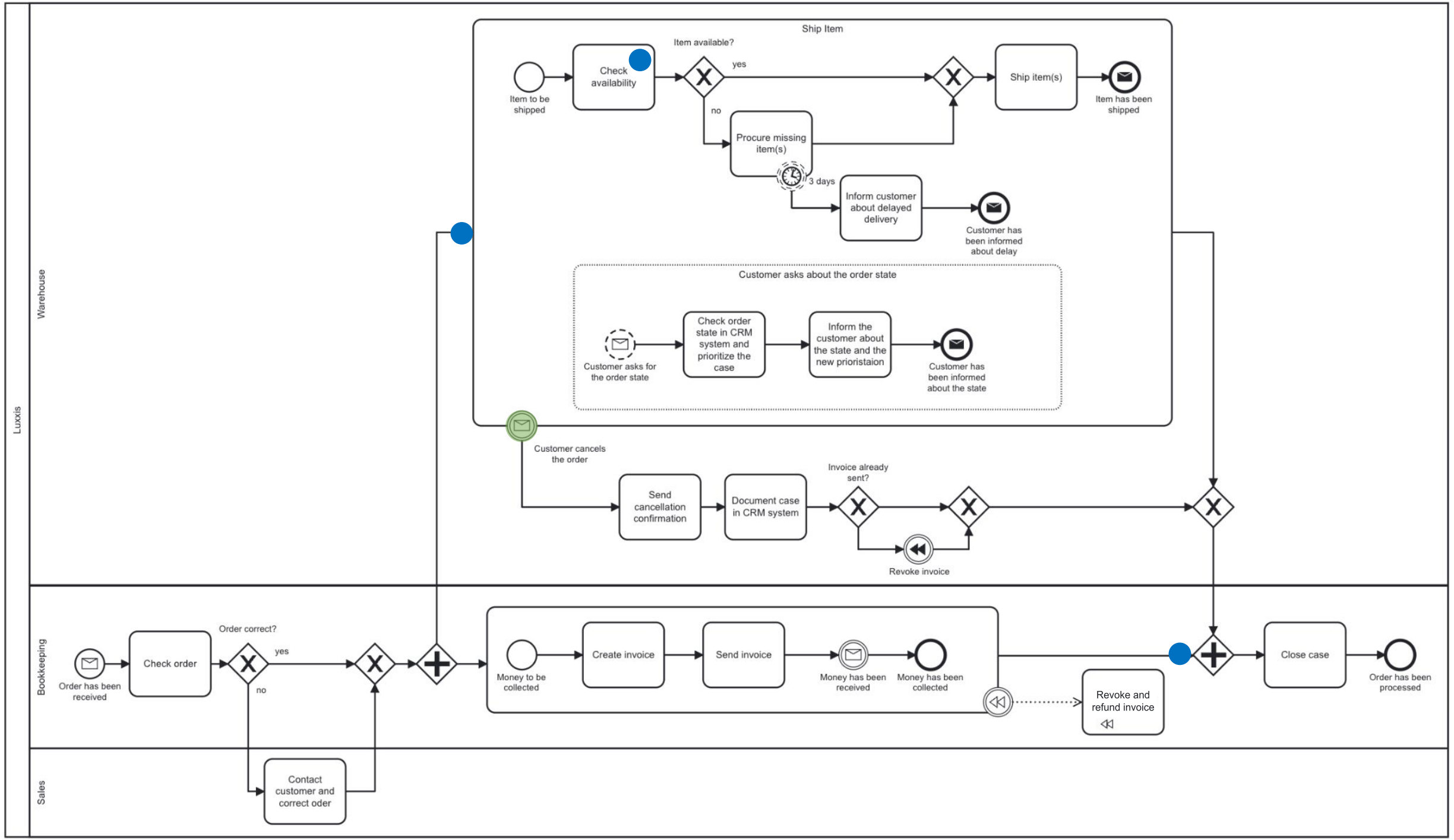
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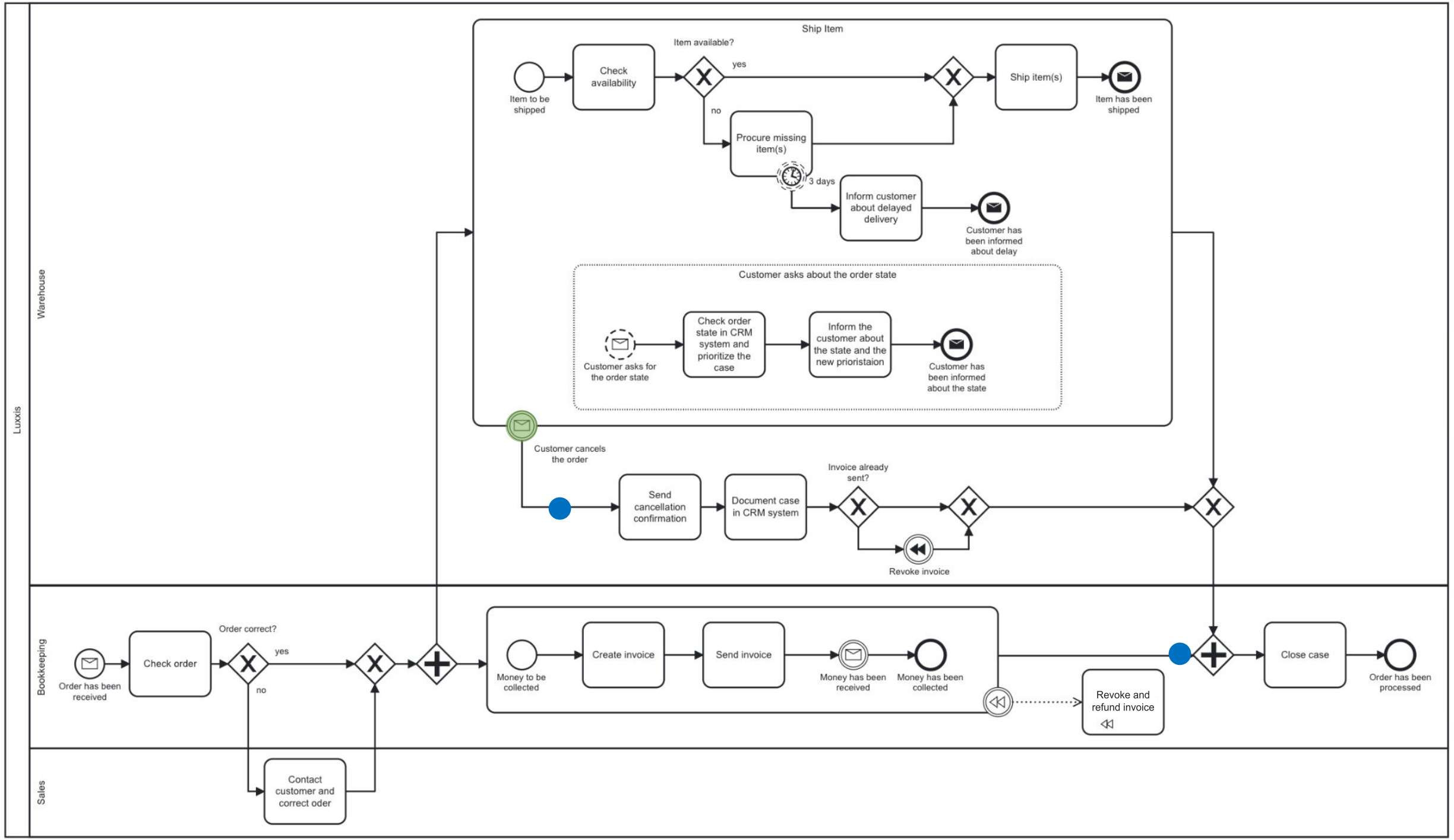
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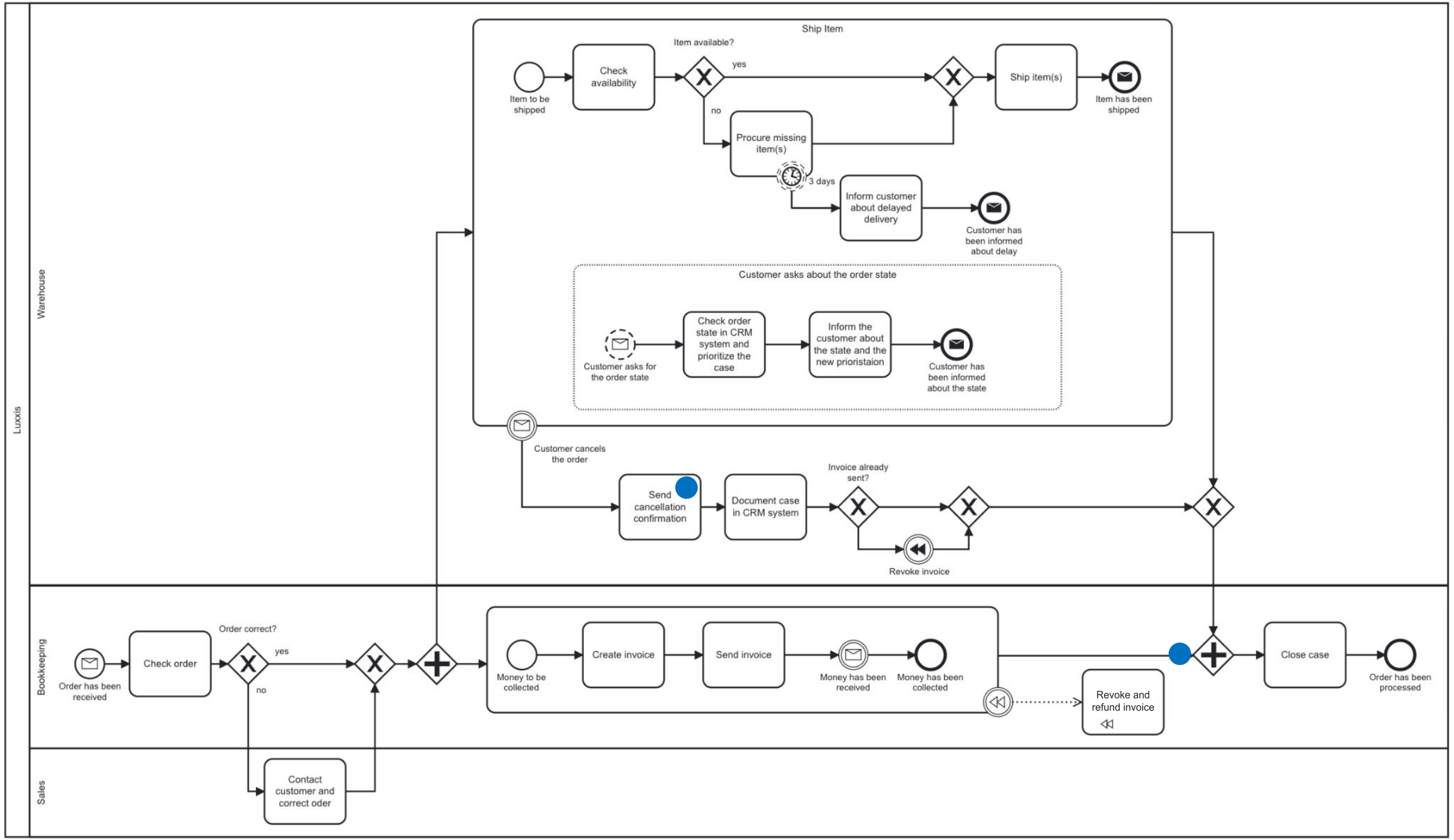
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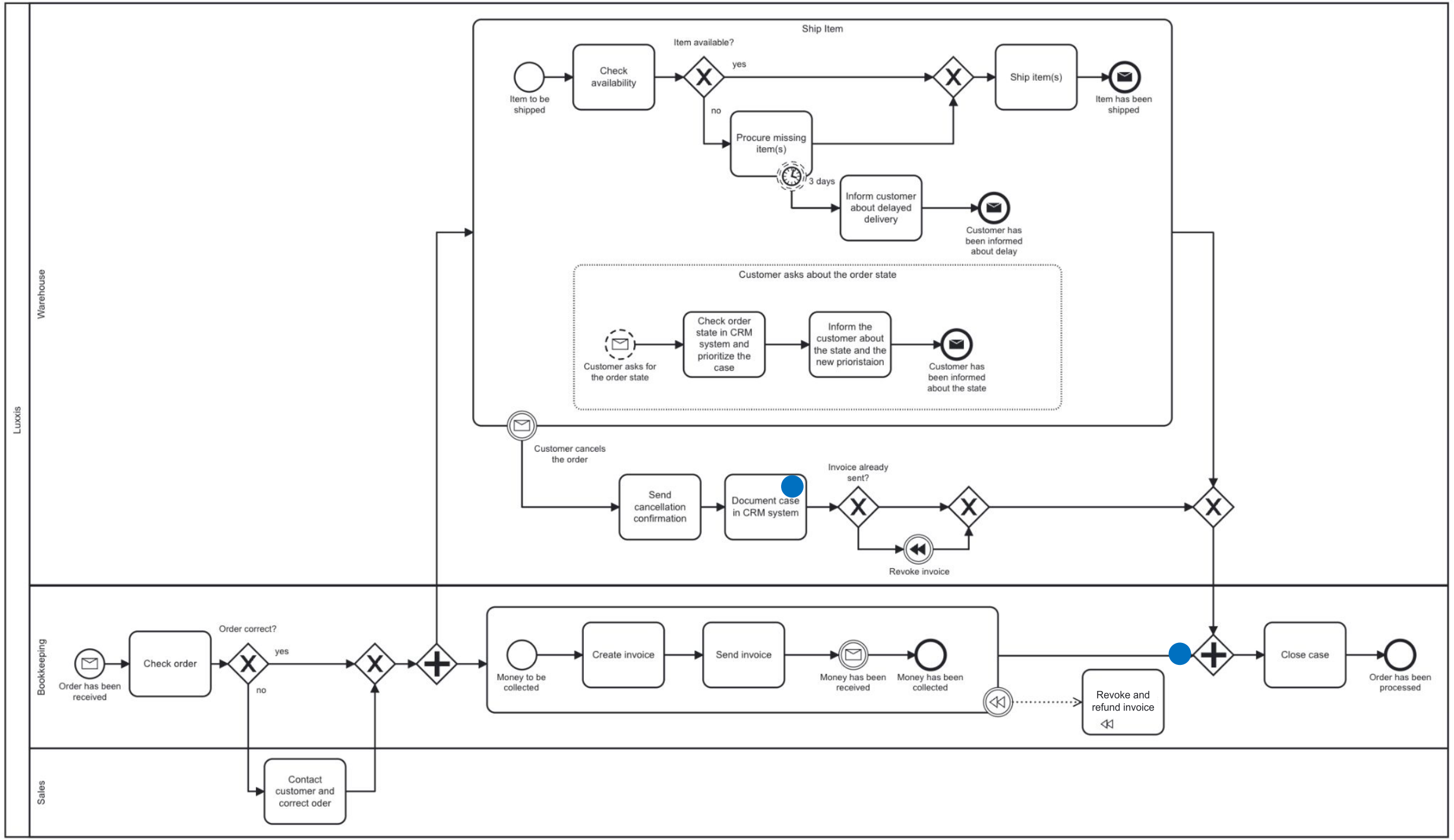
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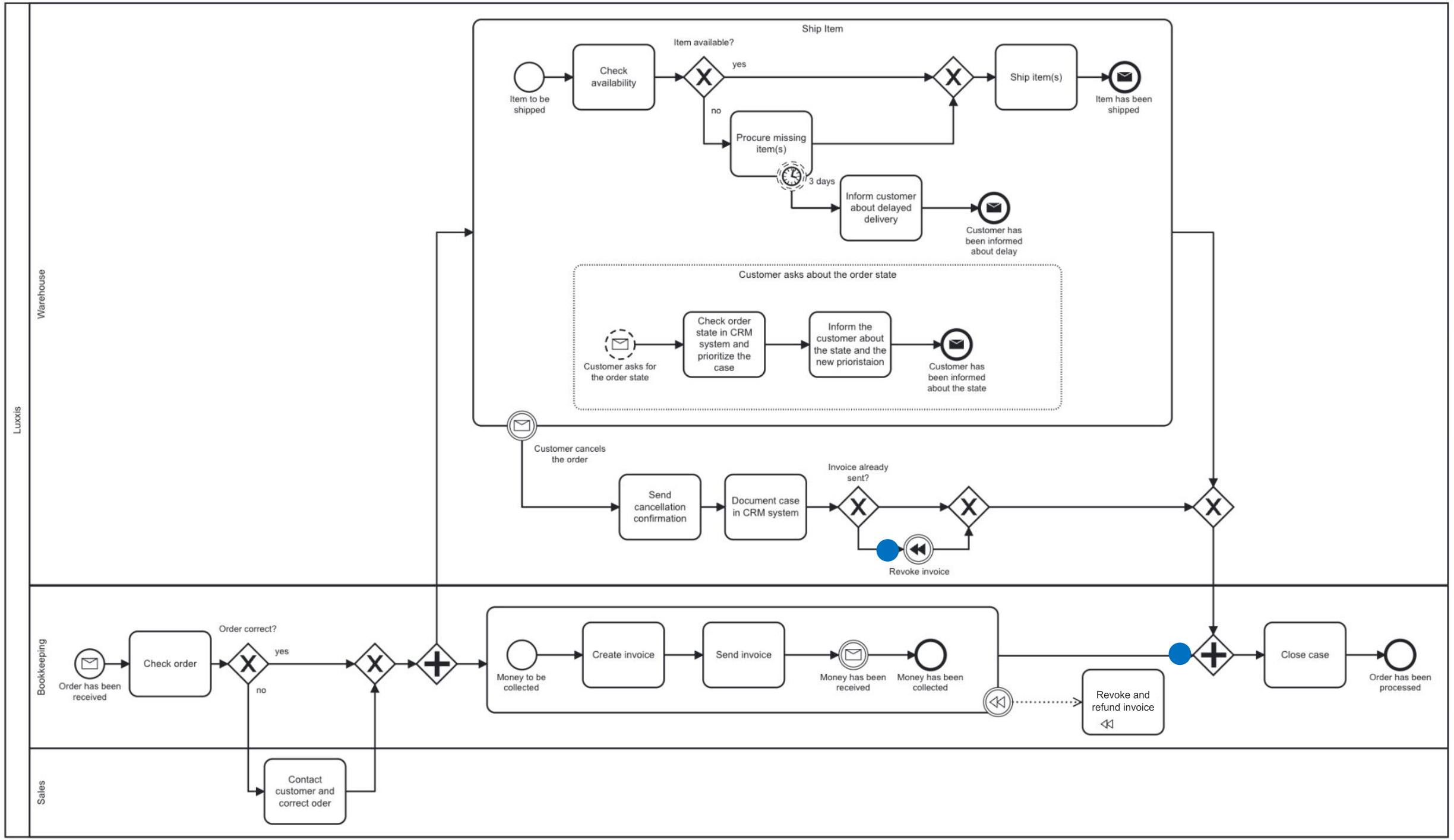
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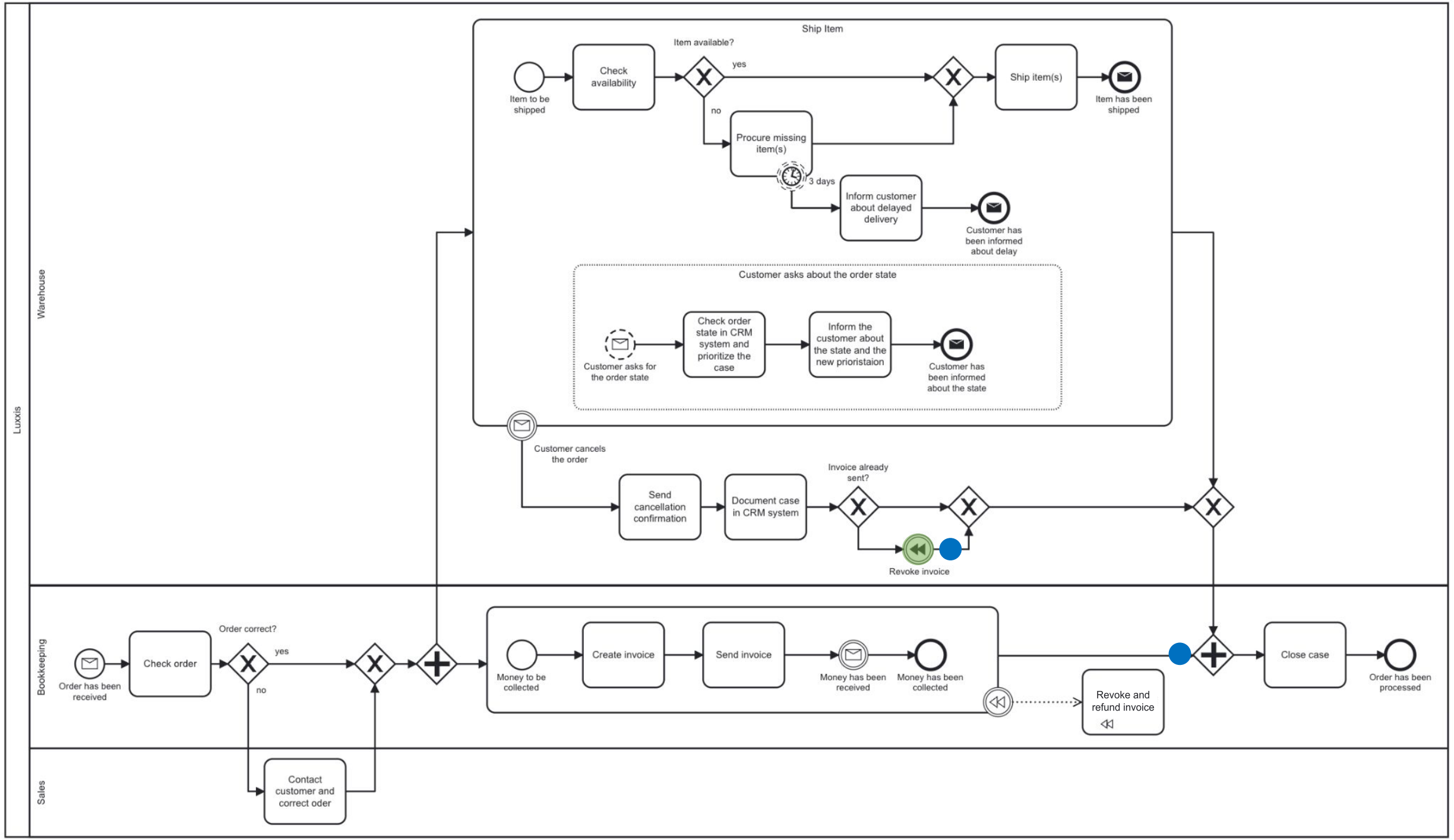
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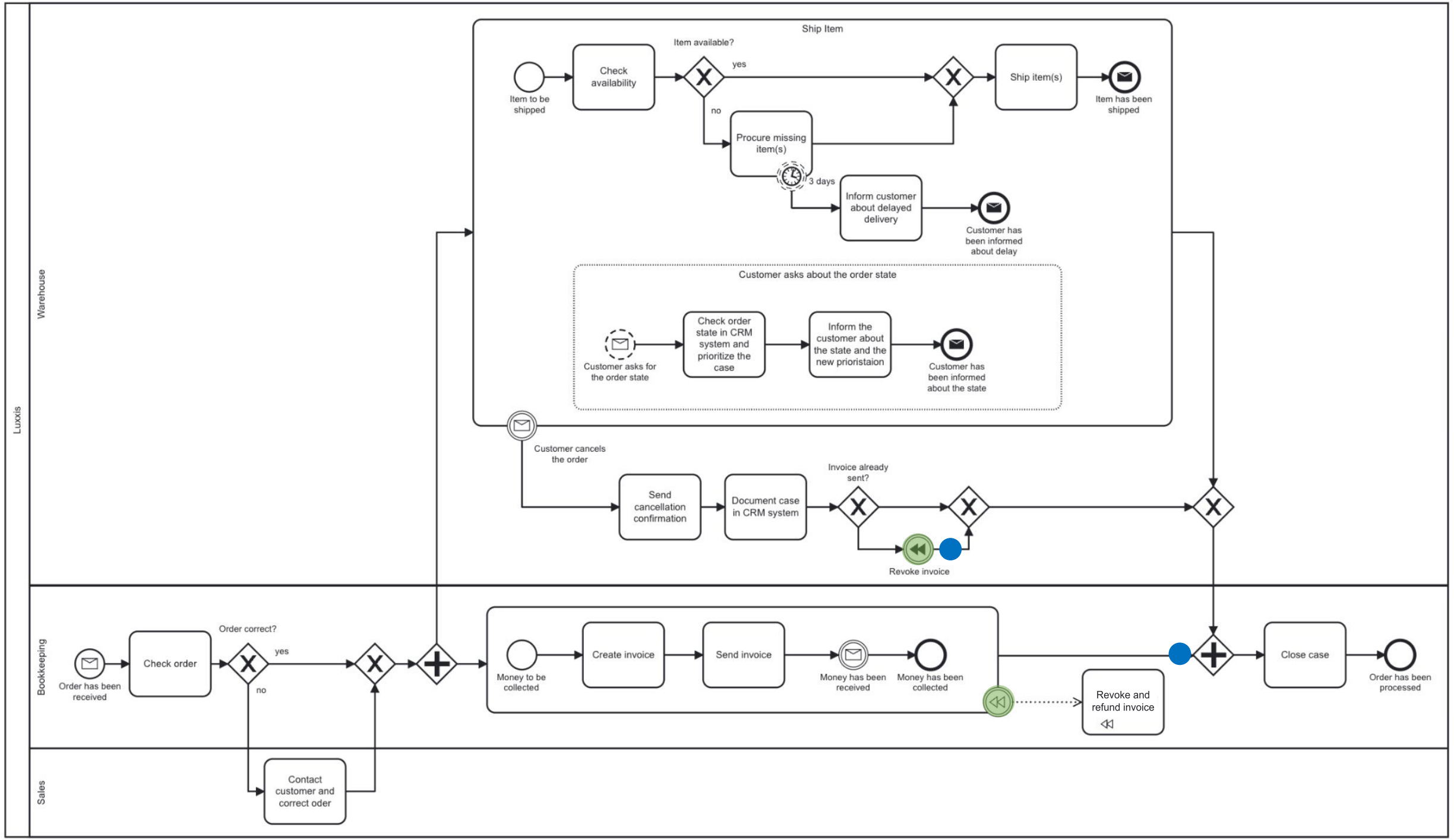
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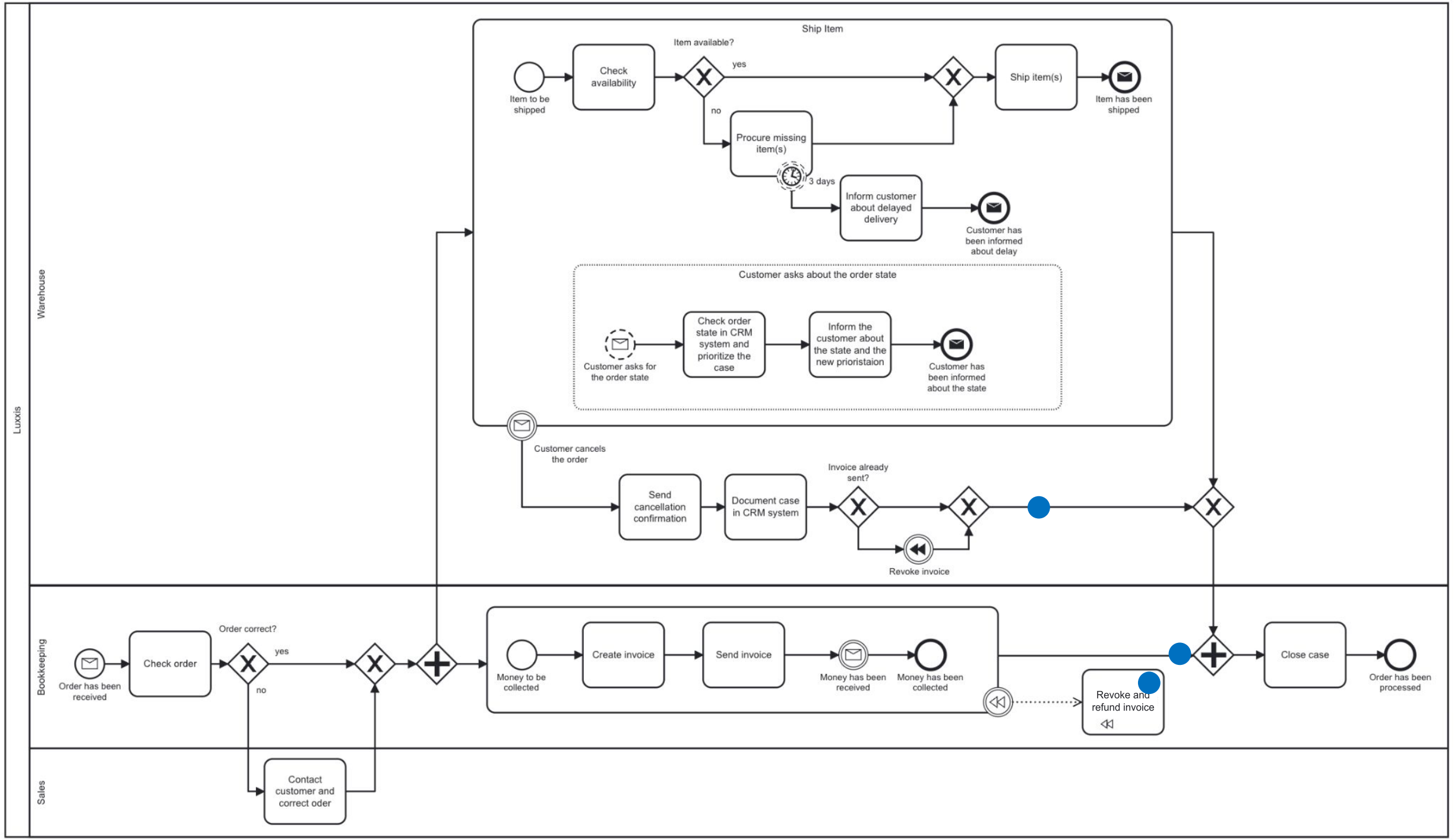
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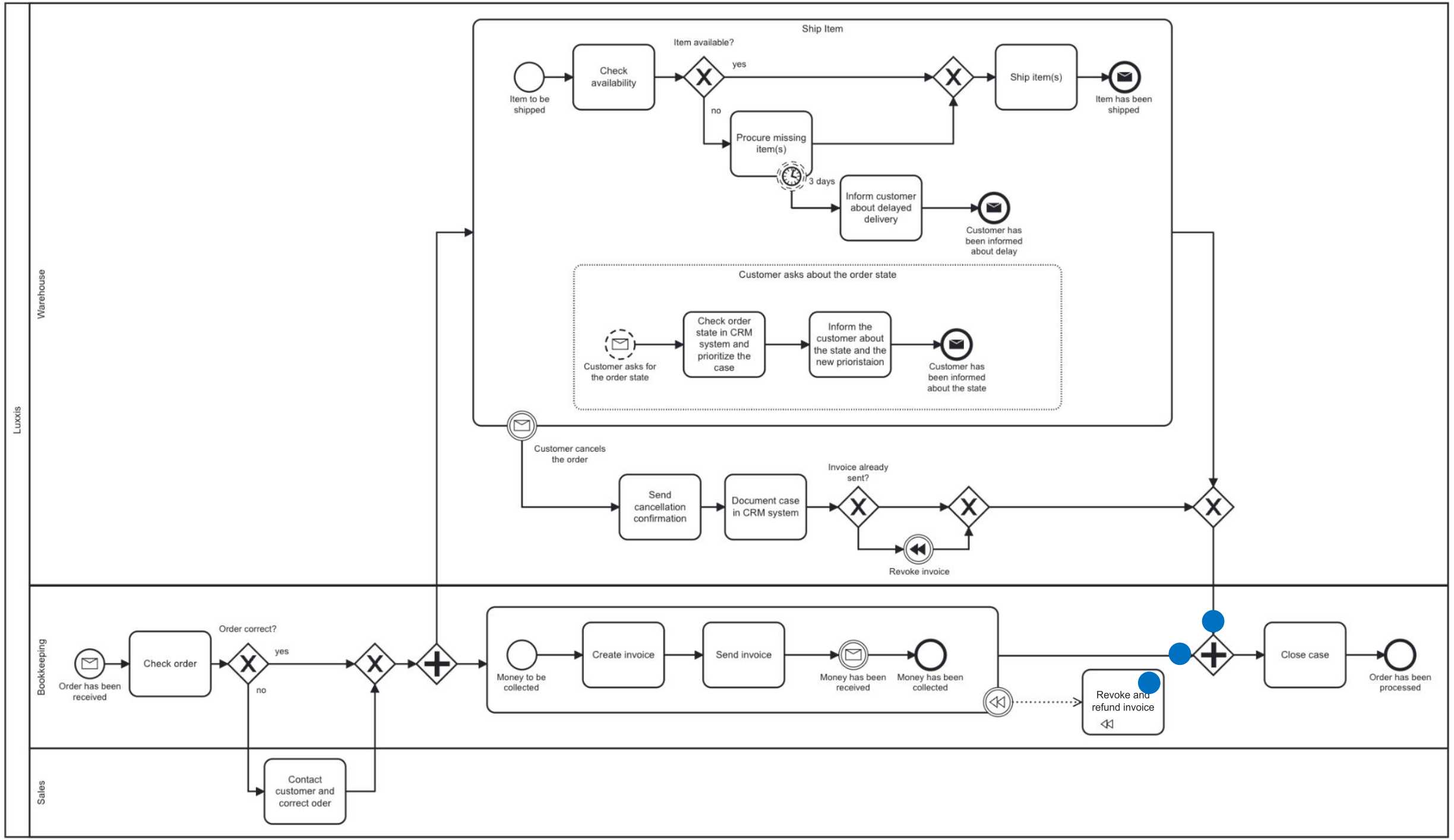
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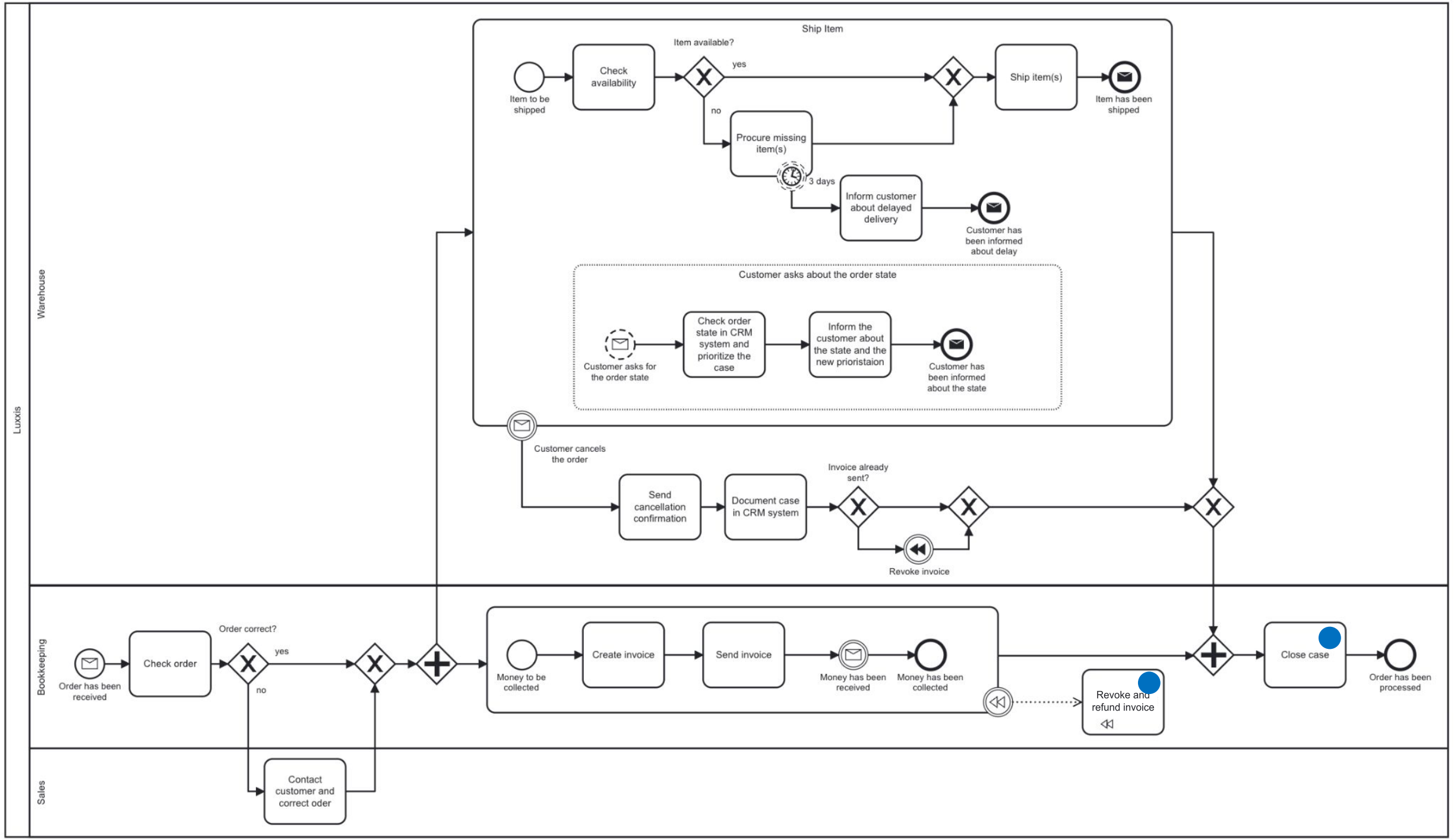
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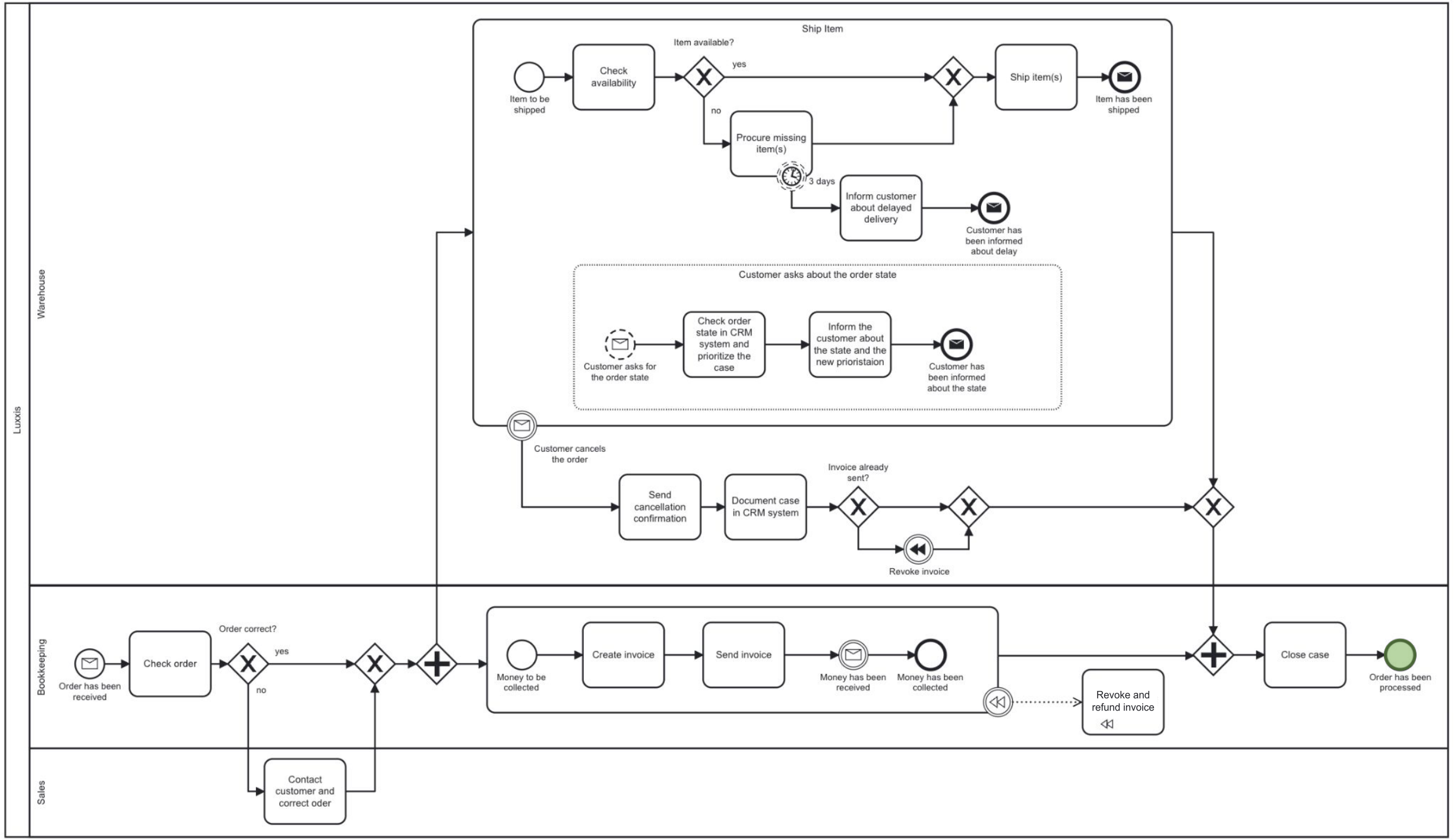
Customer has been informed about the state
Customer cancels the order
Send cancellation confirmation
Document case in CRM system
Invoice already sent?
Revoke invoice
Bookkeeping
Order has been received
Check order
Order correct?
yes
no
Money to be collected
Create invoice
Send invoice
Money has been received
Money has been collected
Revoke and refund invoice
Close case
Order has been processed
Sales
Contact customer and correct oder


Luxxis
Warehouse
Ship Item
Item available?
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process camp

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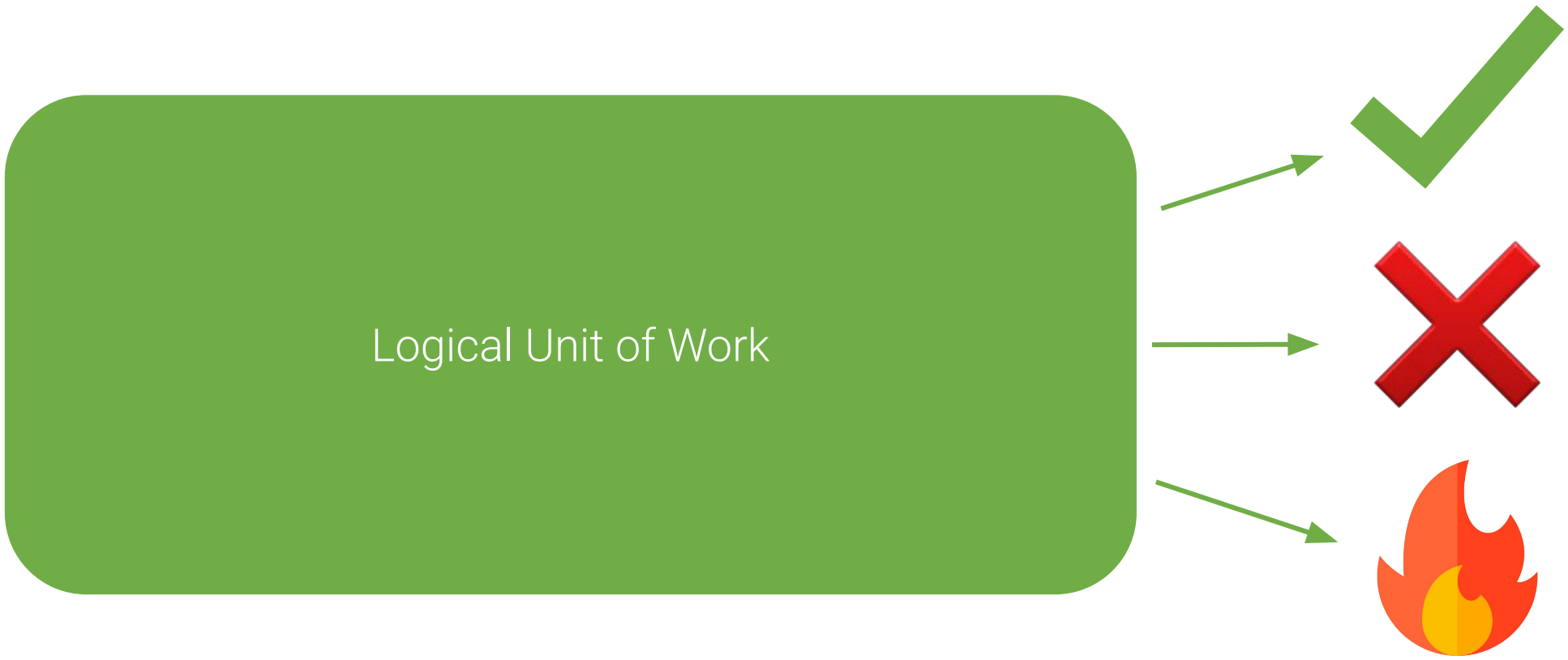
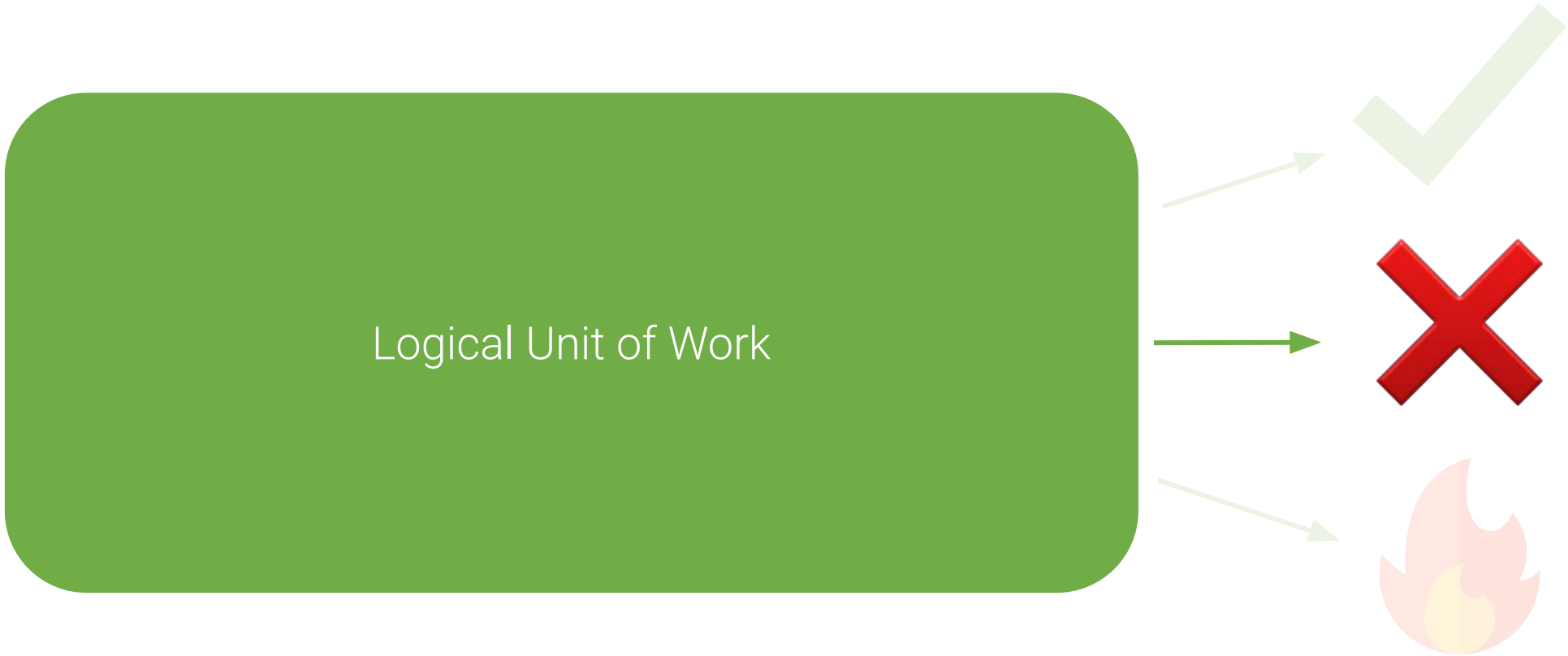
process camp


BPMN Theory
process camp

Cancel Event

- Cancels a transaction task or subprocess


Logical Unit of Work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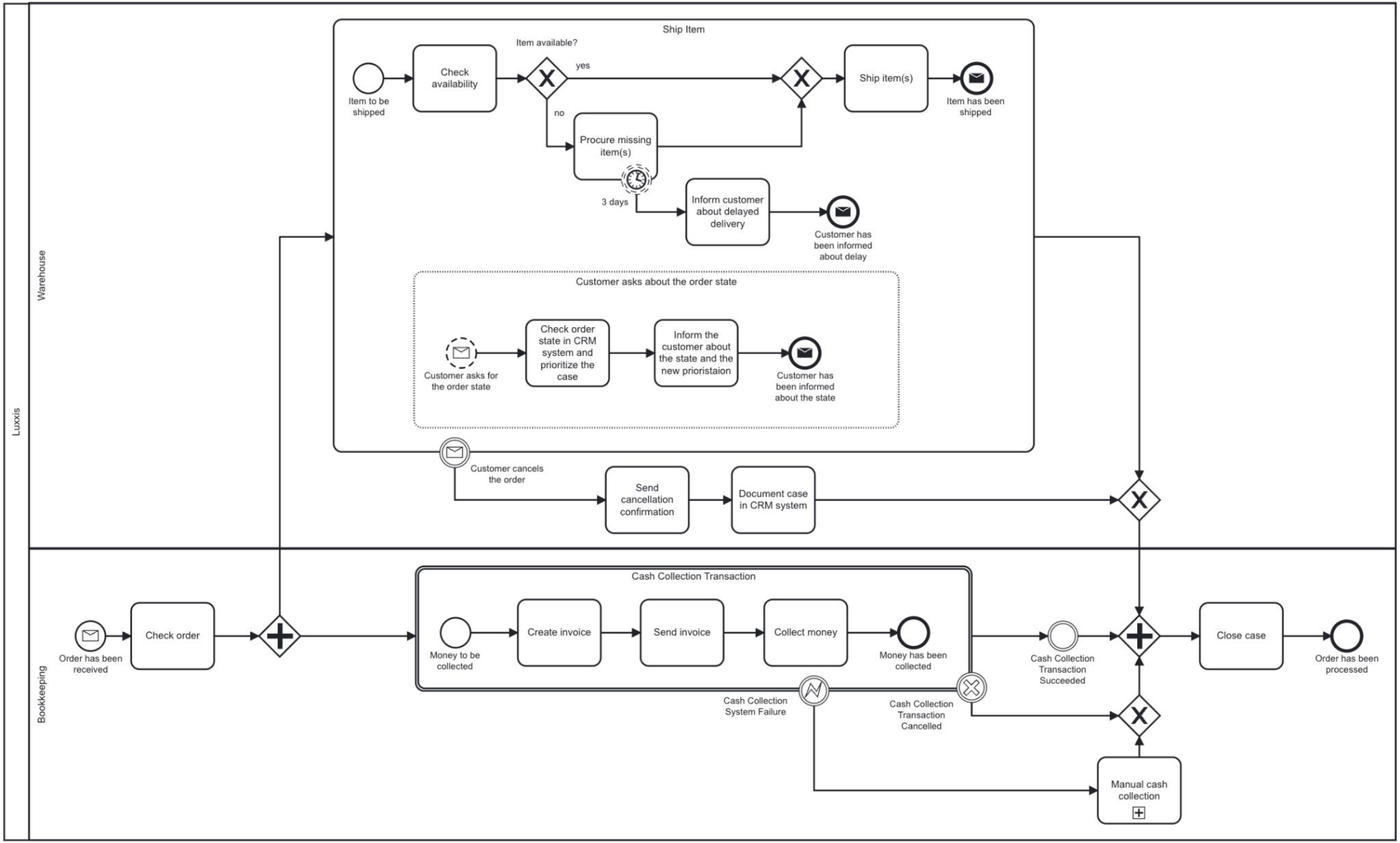
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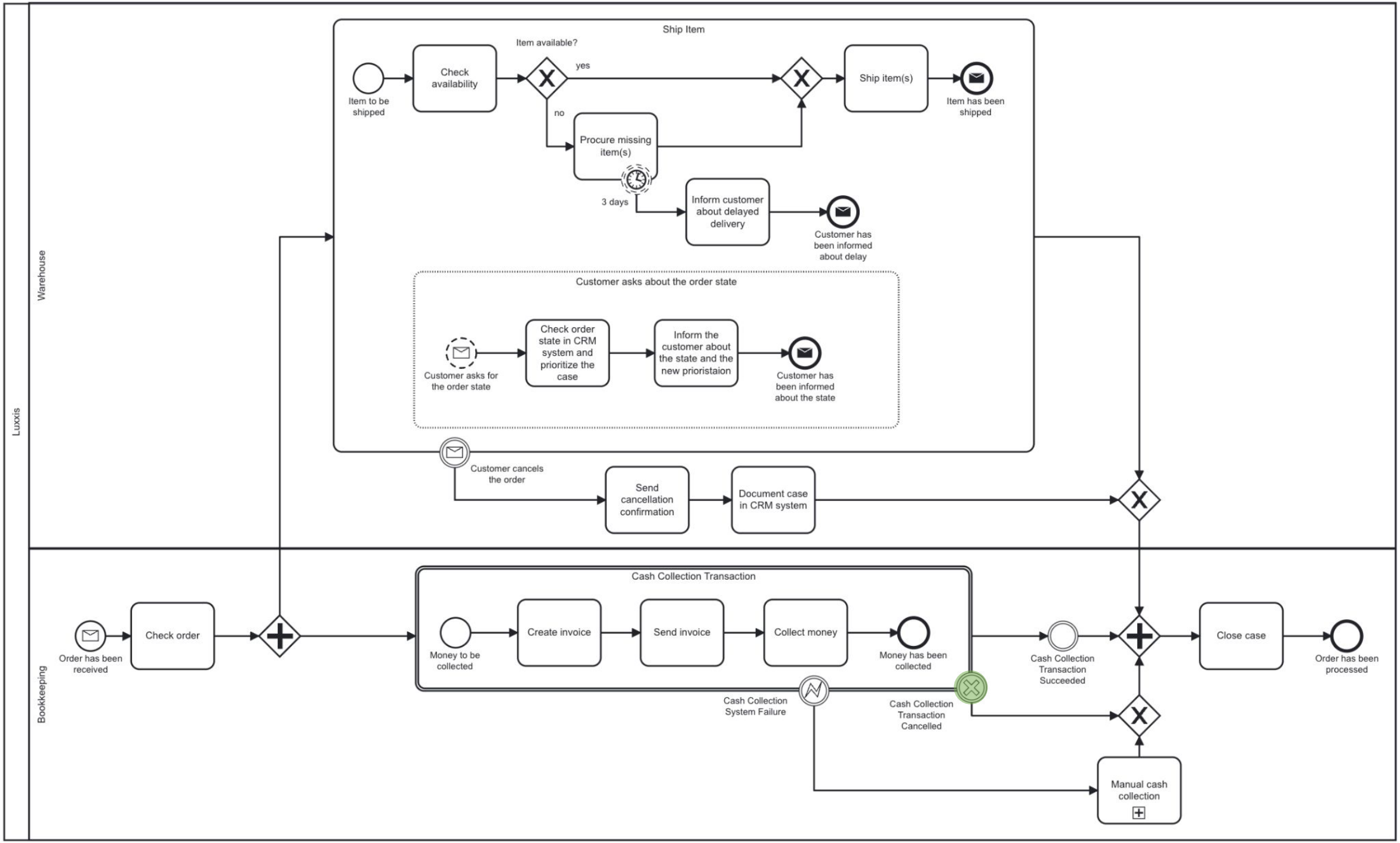
Manual cash collection
Close case
Order has been processed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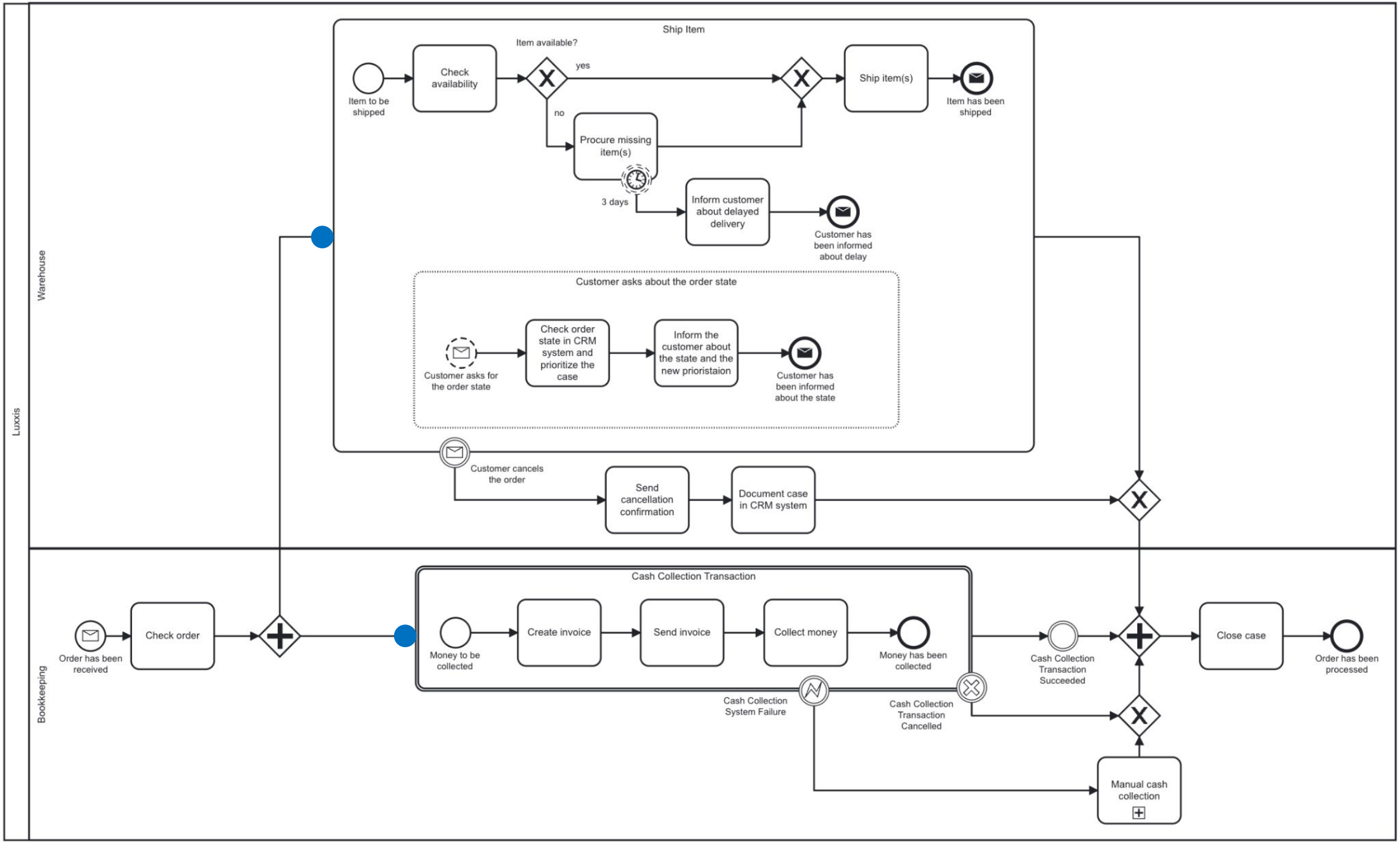
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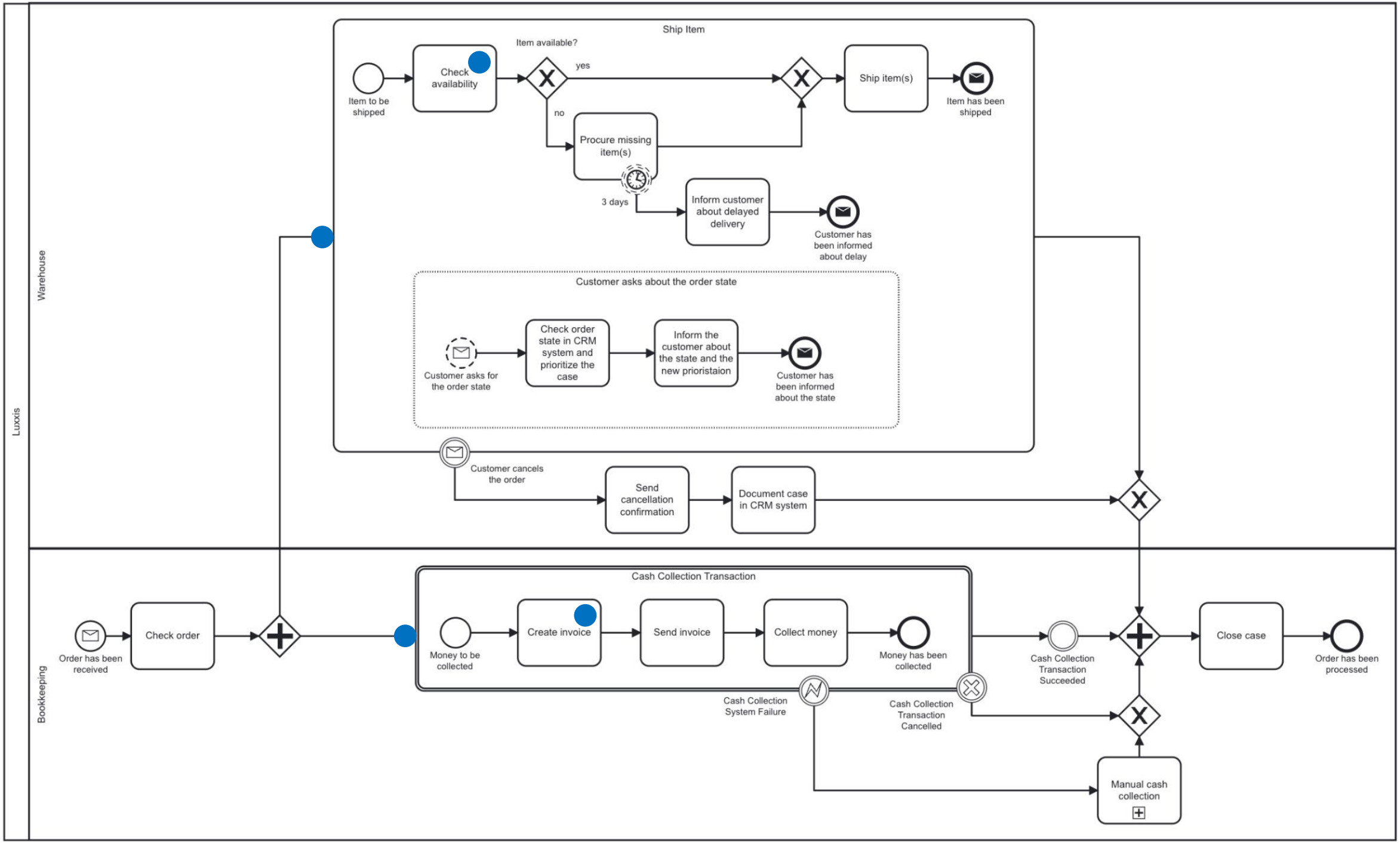
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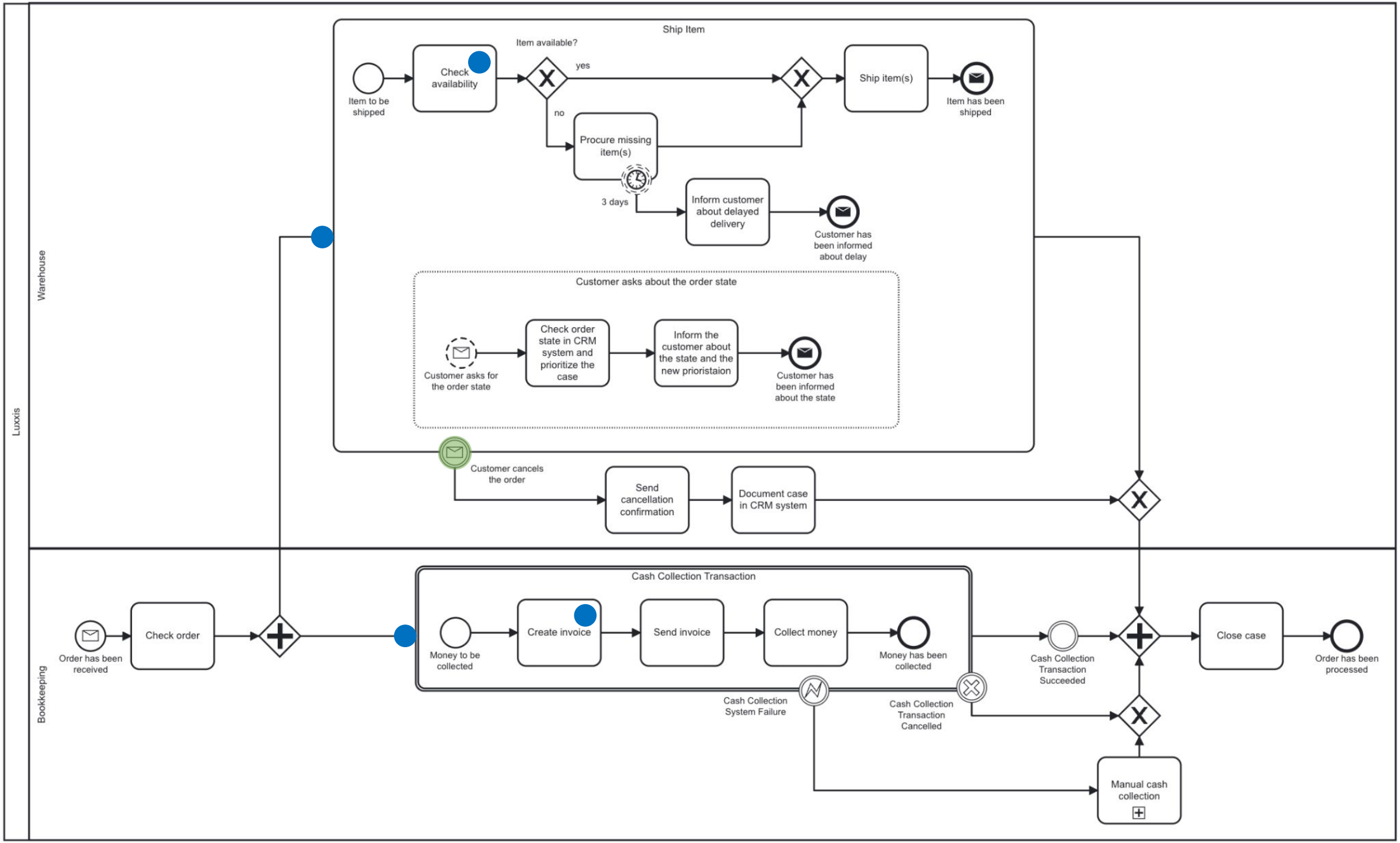
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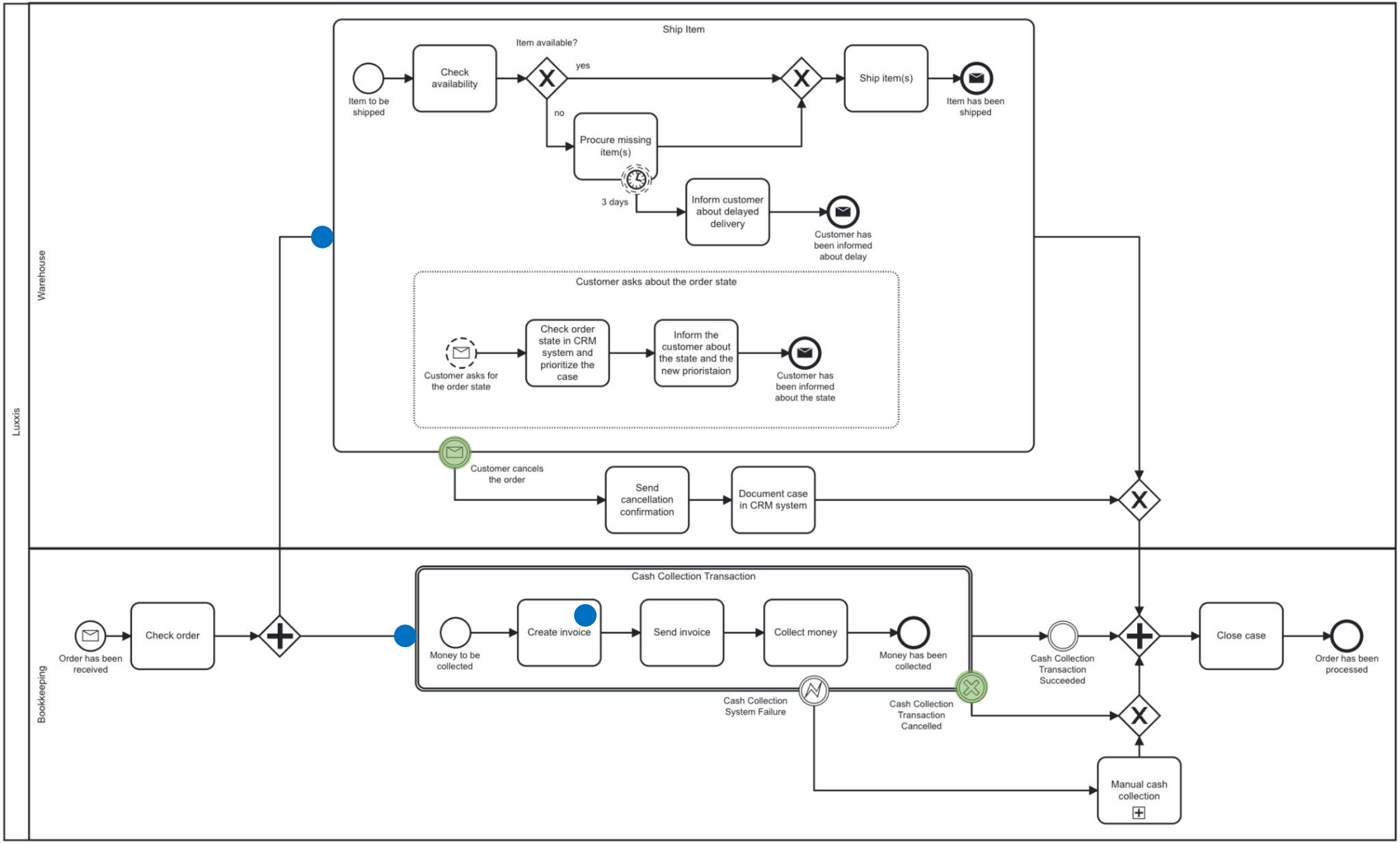
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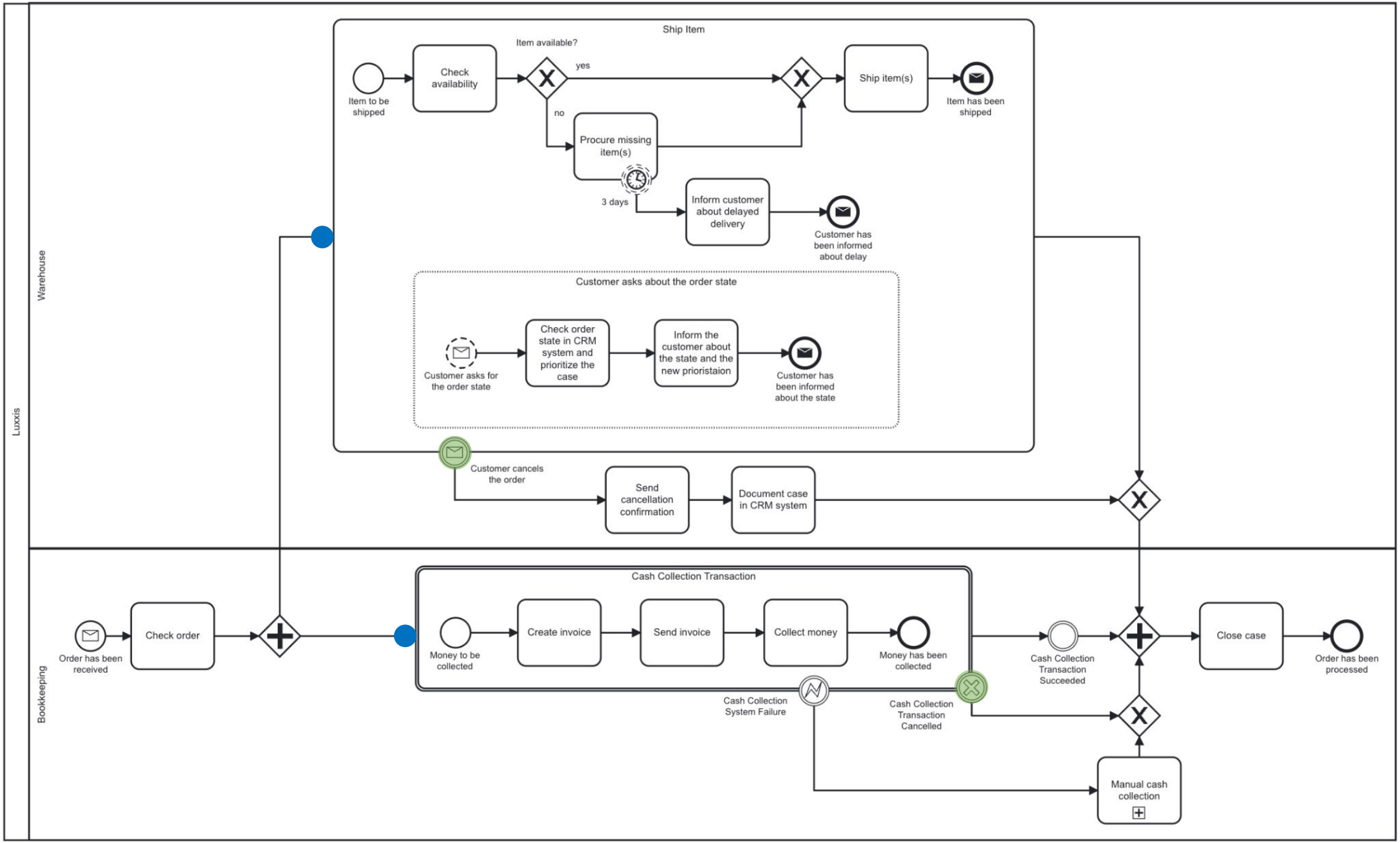
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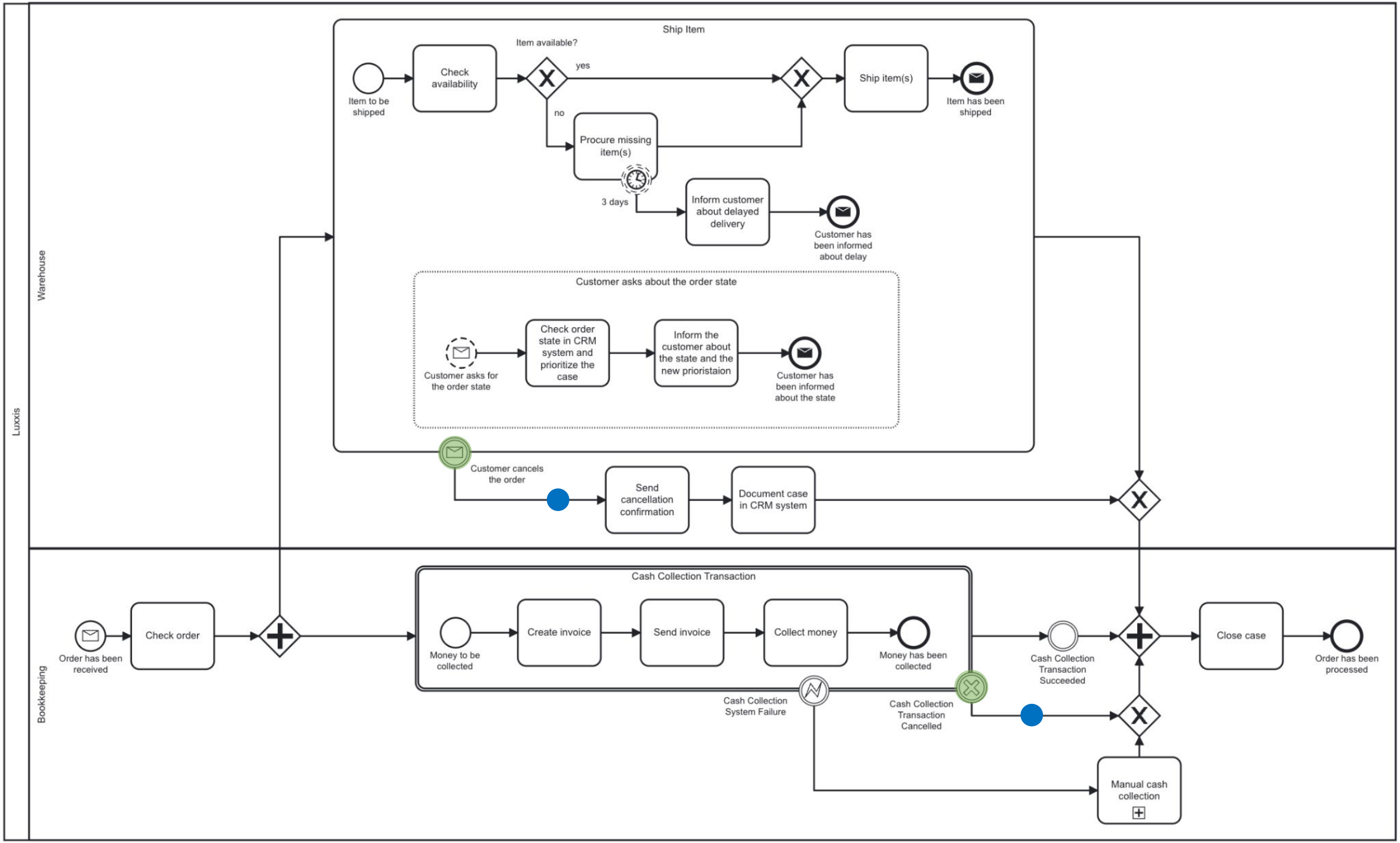
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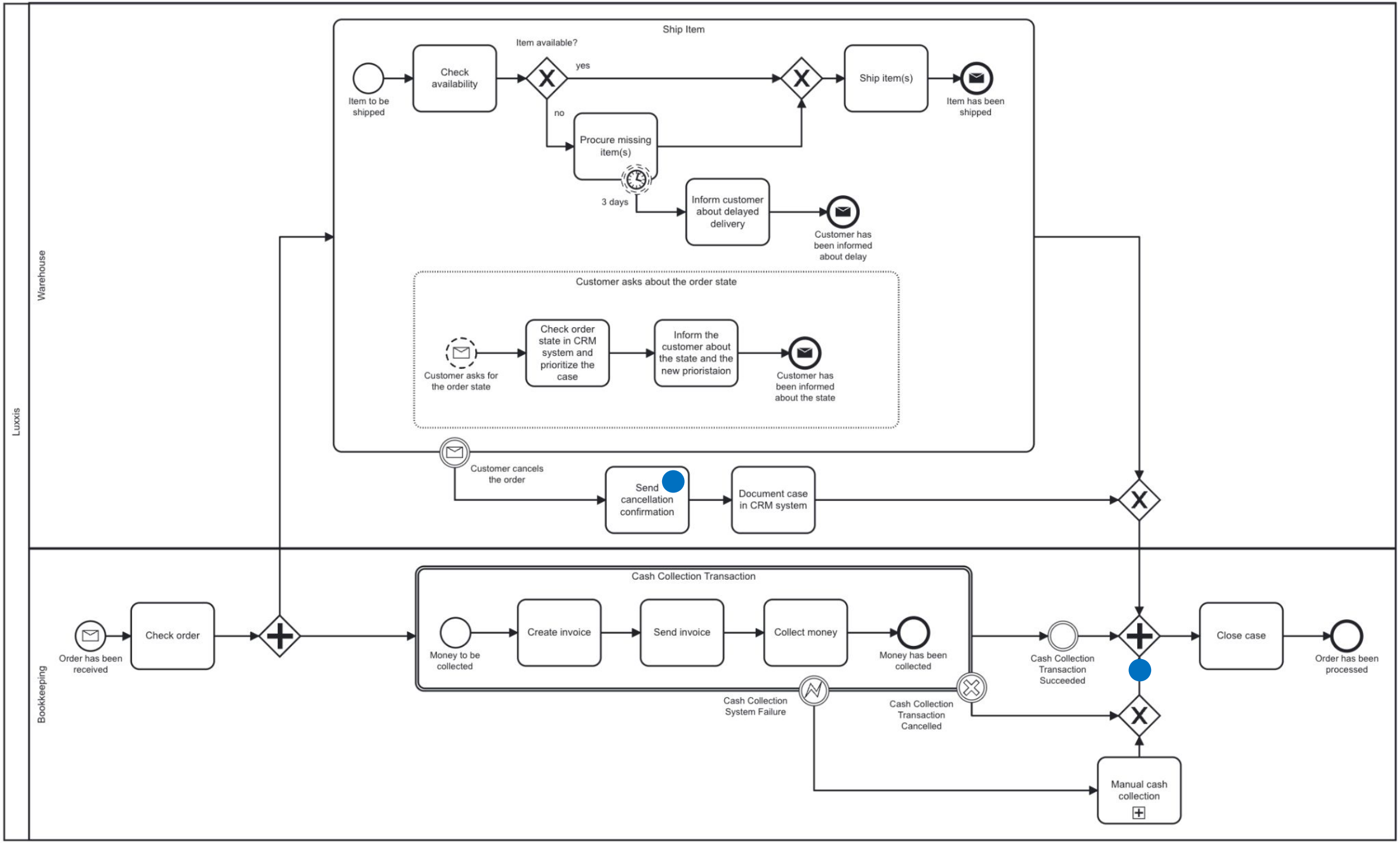
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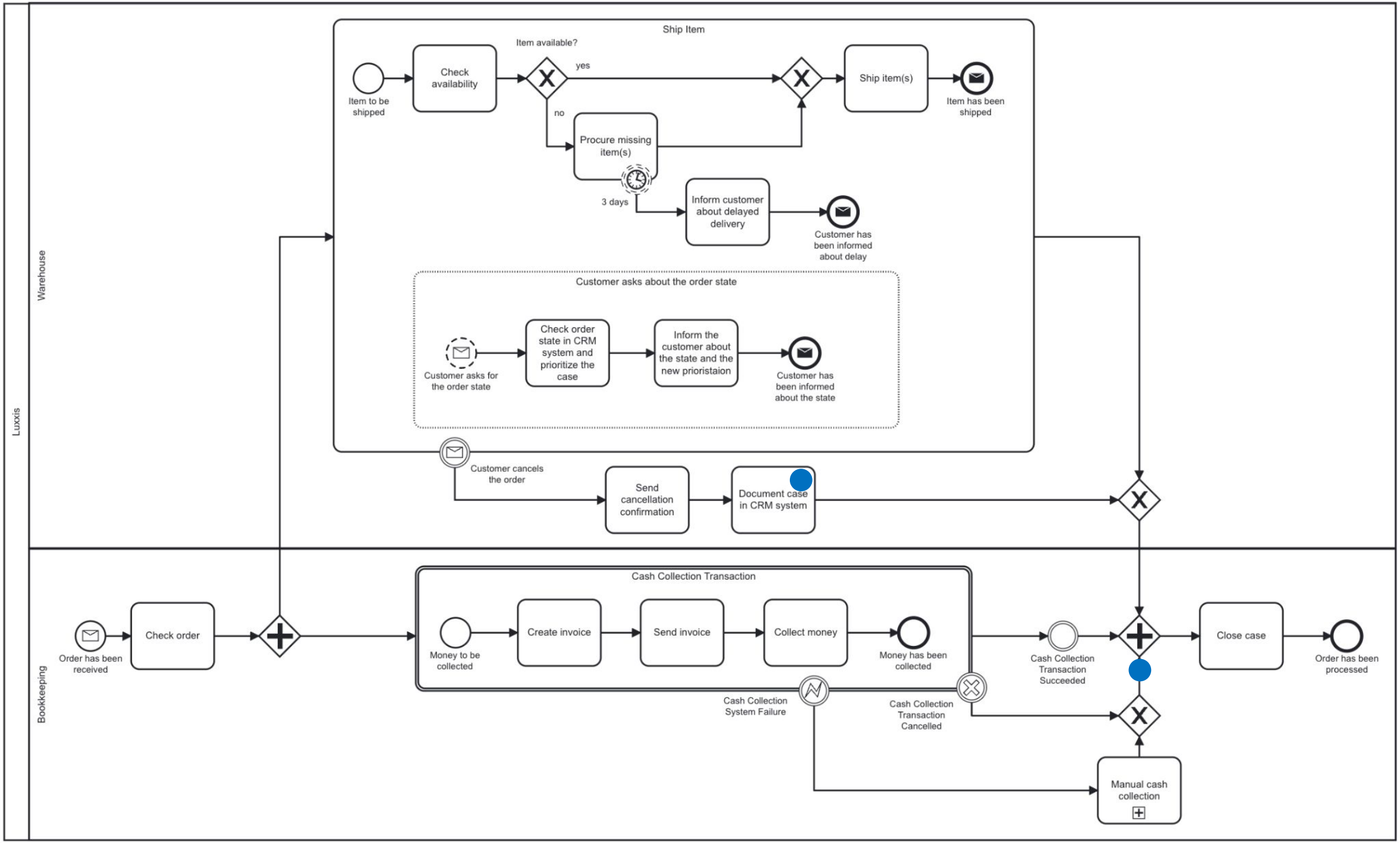
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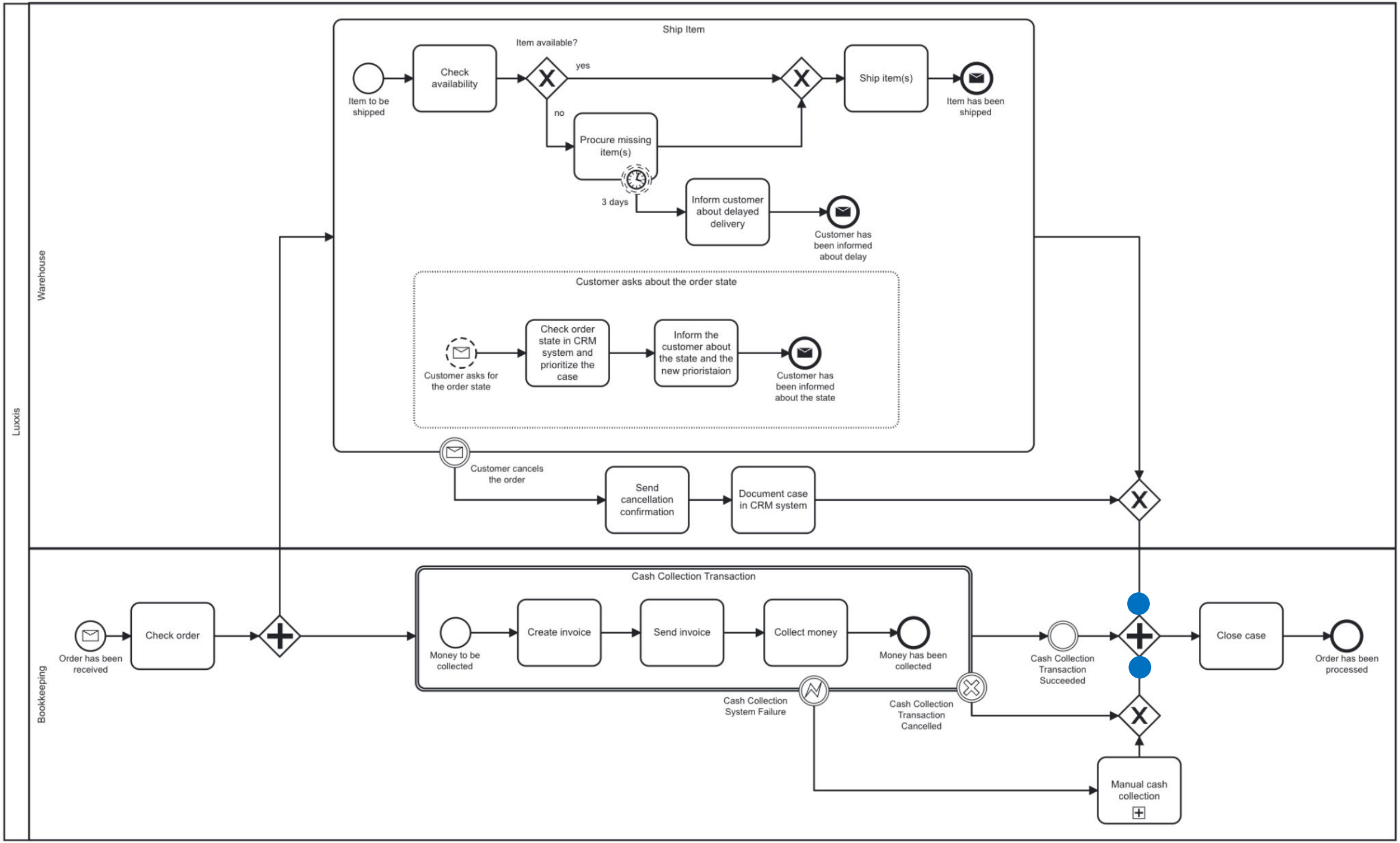
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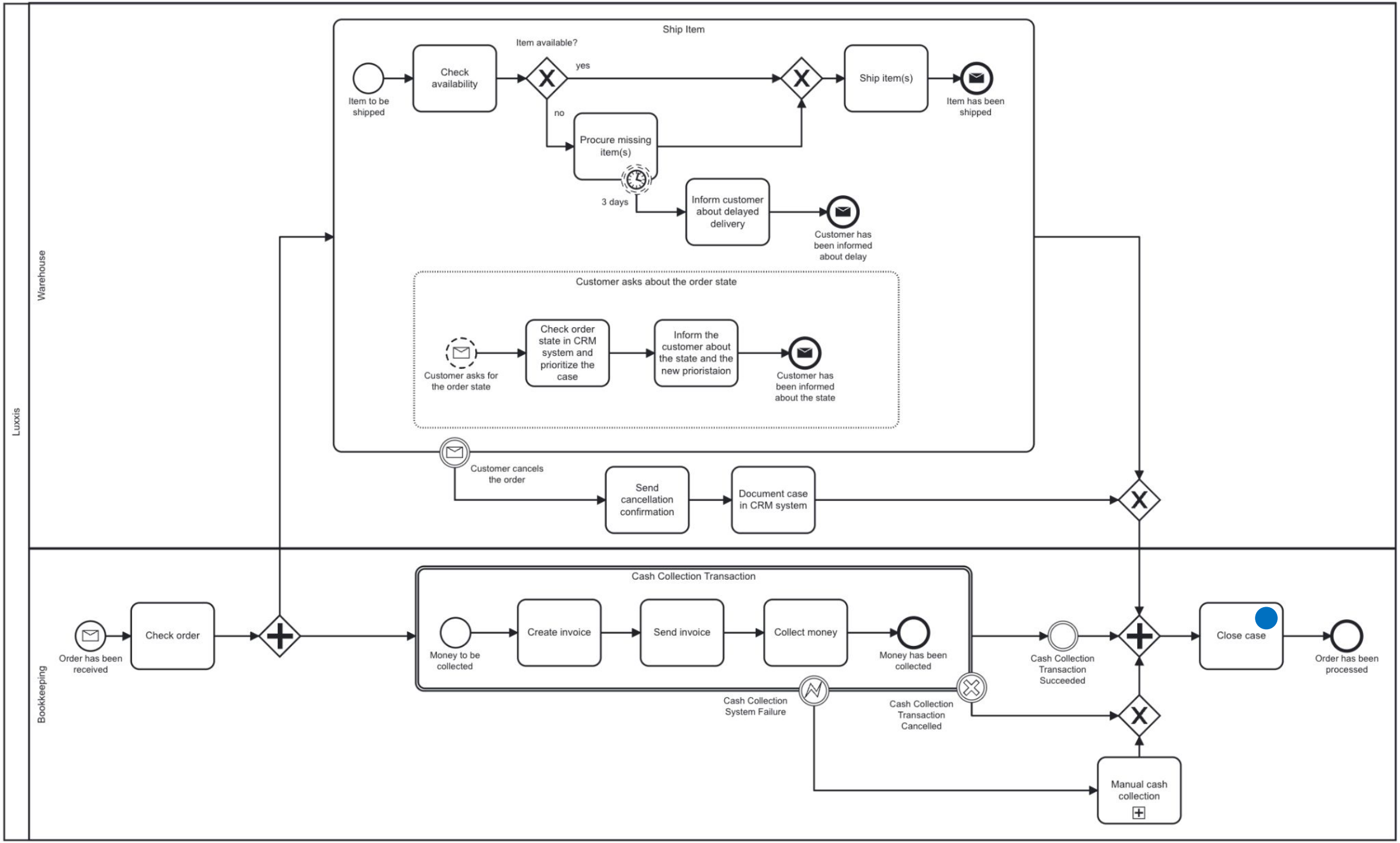
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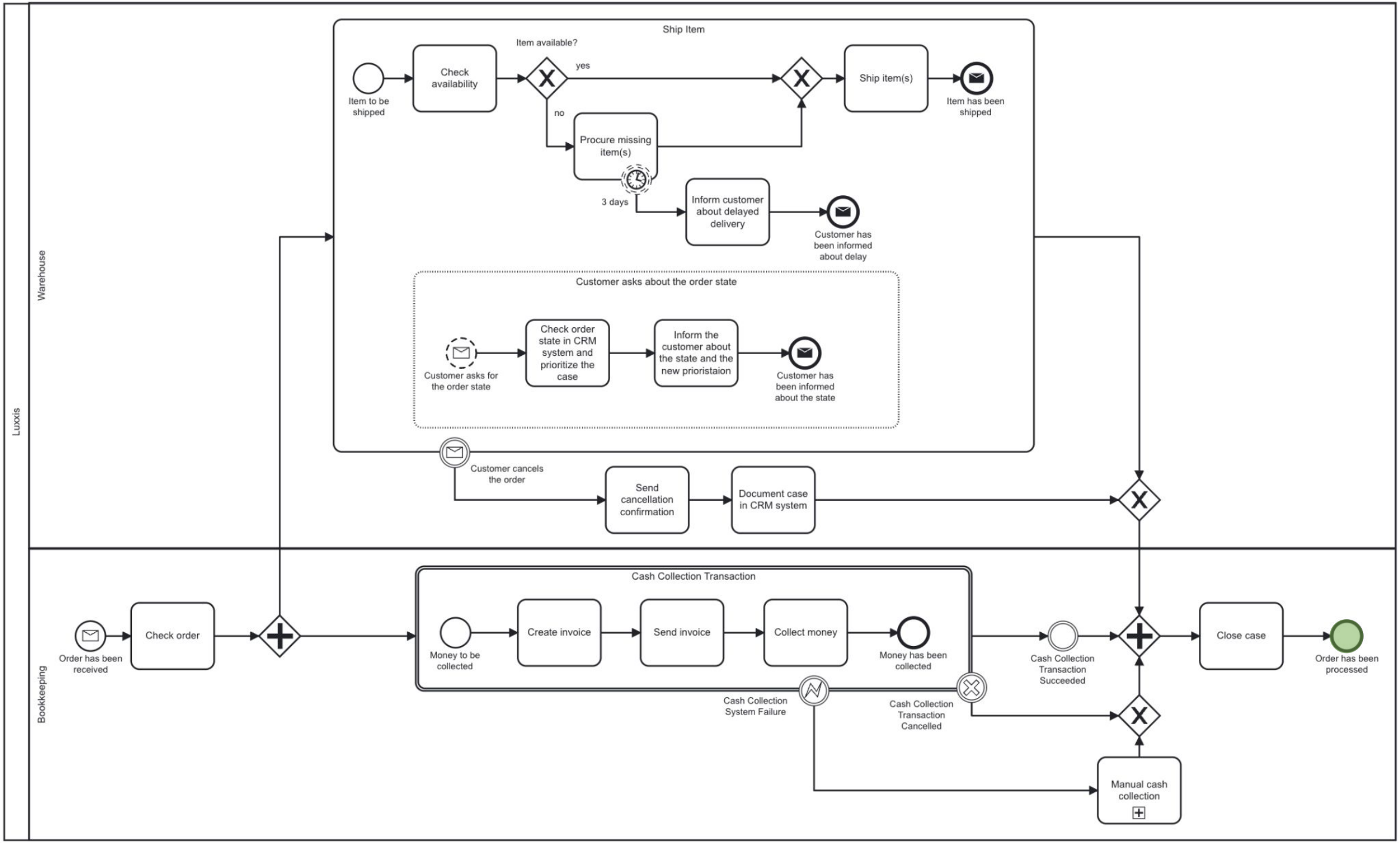
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BPMN Theory
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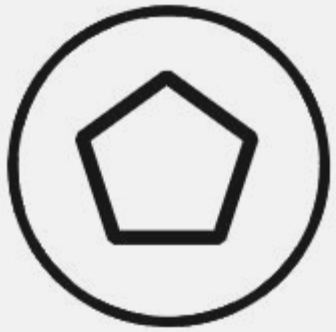
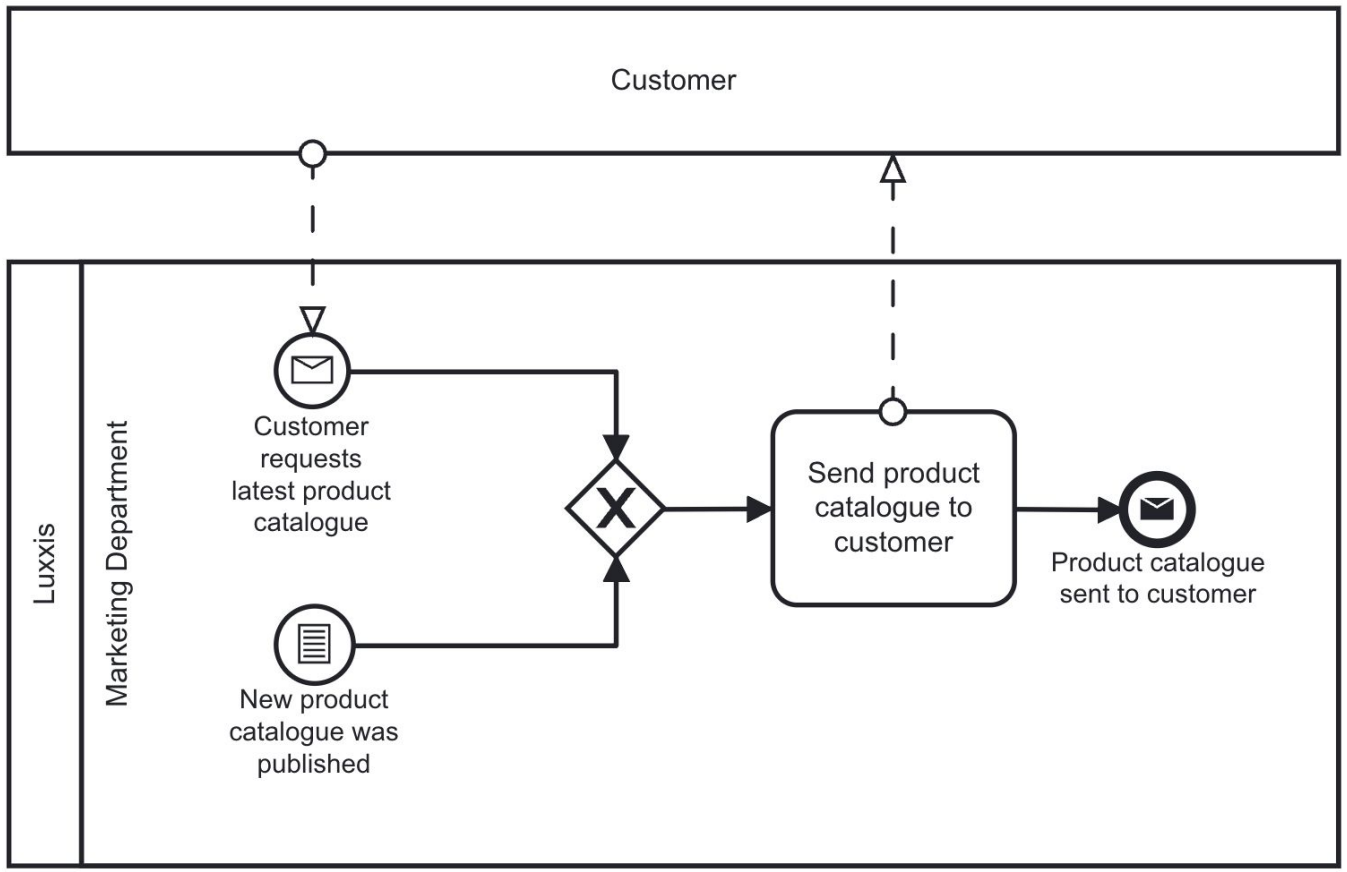


Multiple Event

- Is utilized to summarize multiple events into one
- When catching, follows an XOR logic

Luxxis frequently updates its product portfolio and **catalogue**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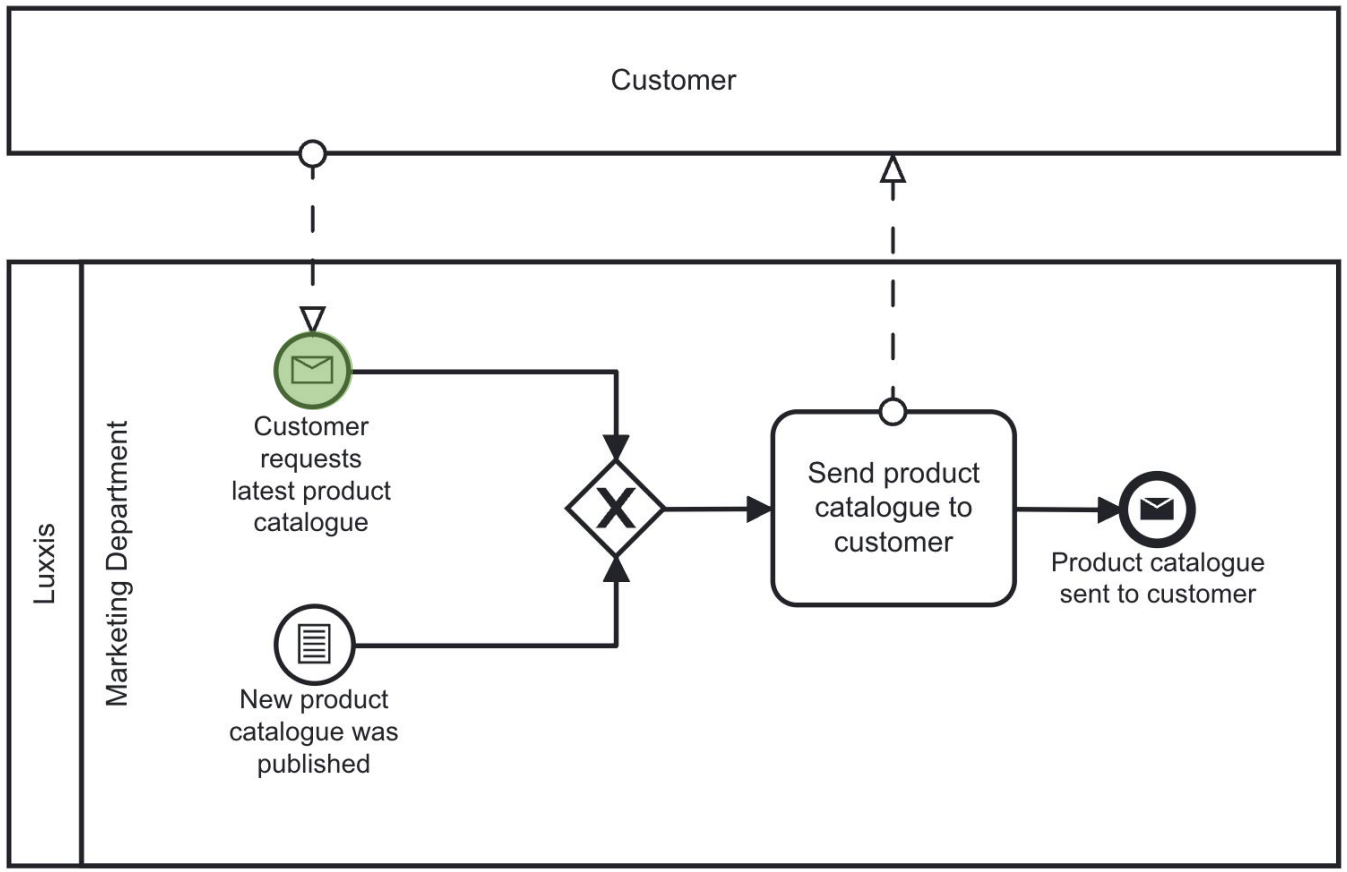
Marketing Department
Customer requests latest product catalogue
New product catalogue was published
X
Send product catalogue to customer
Product catalogue sent to customer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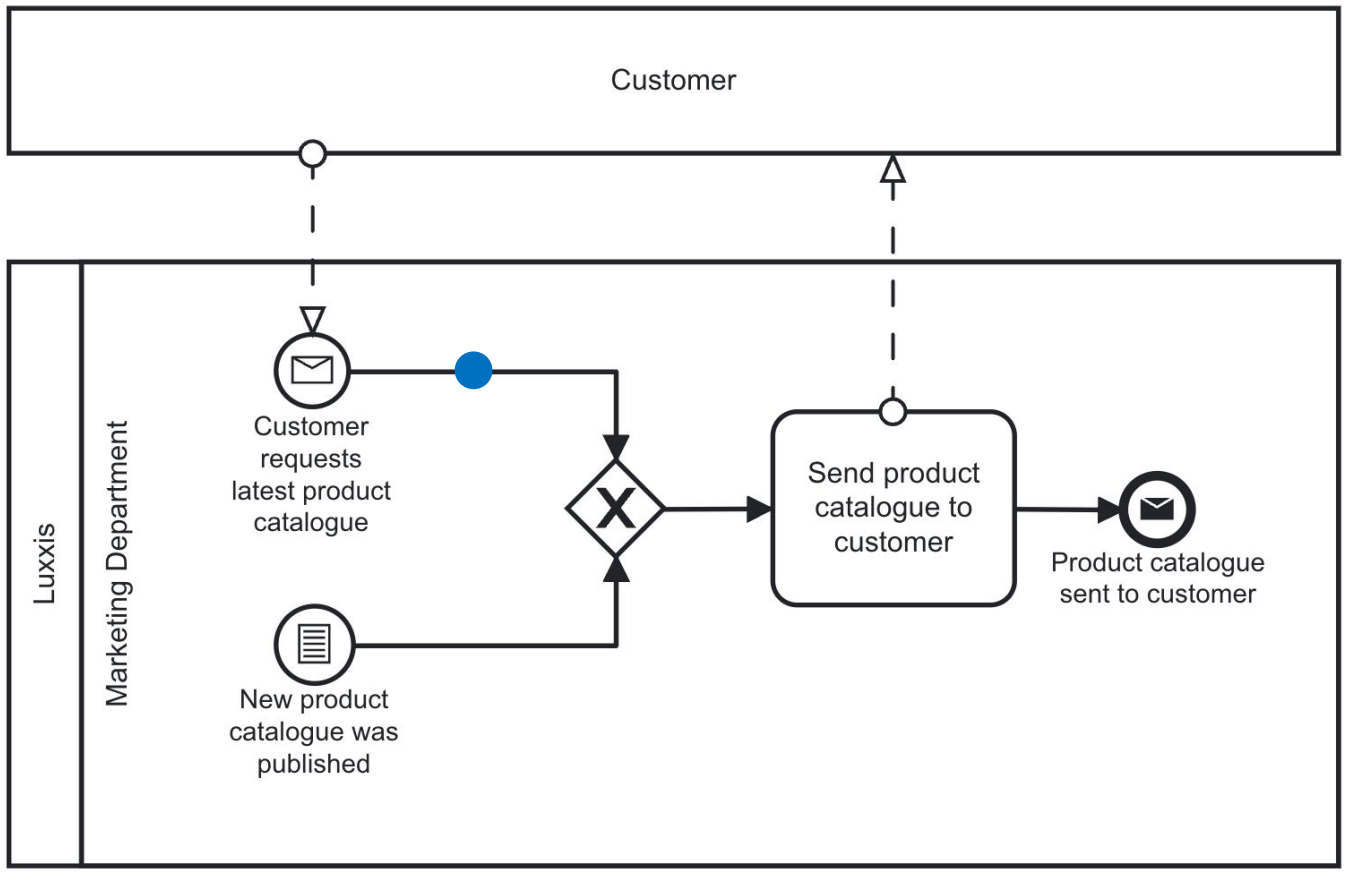
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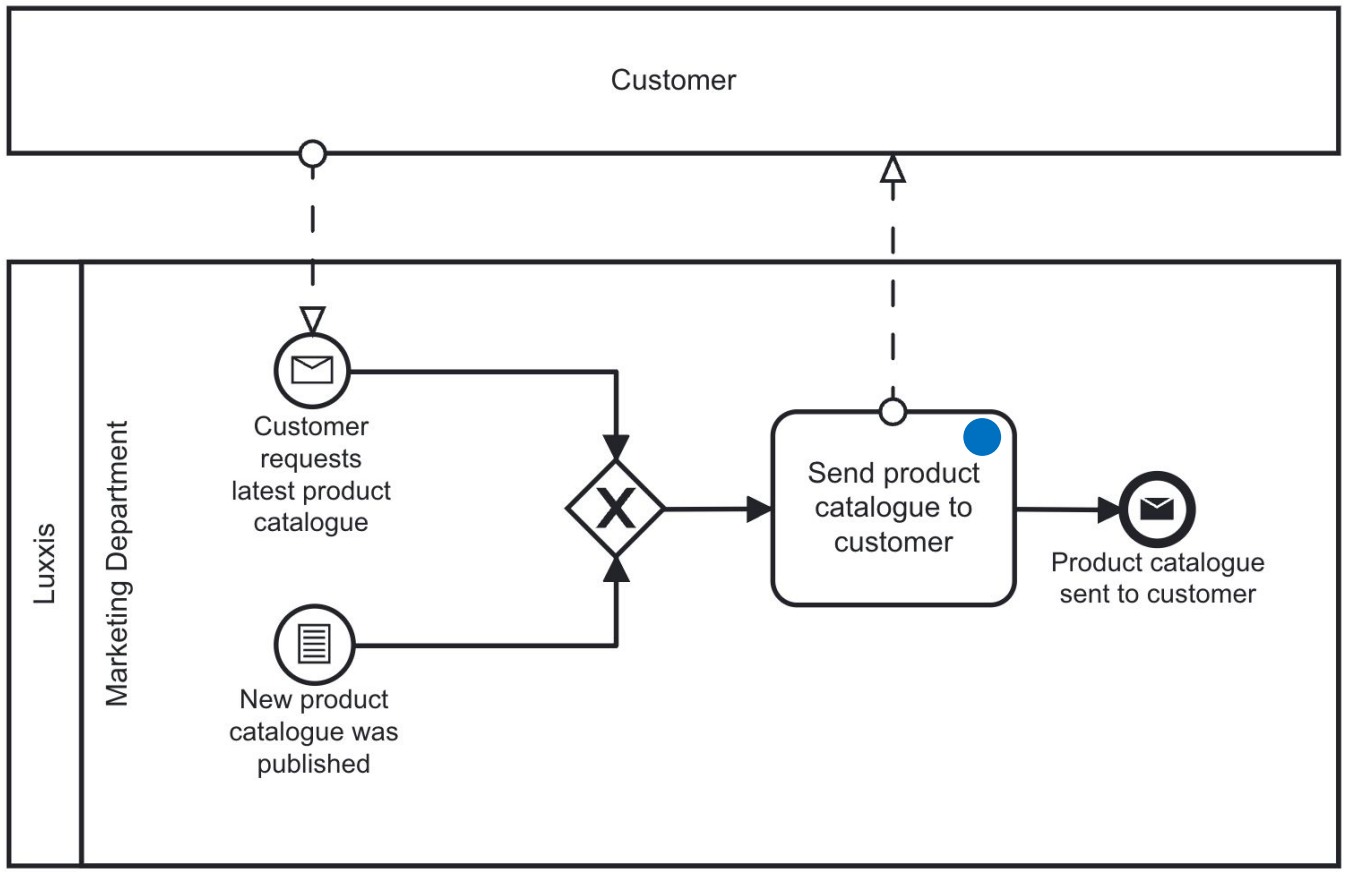
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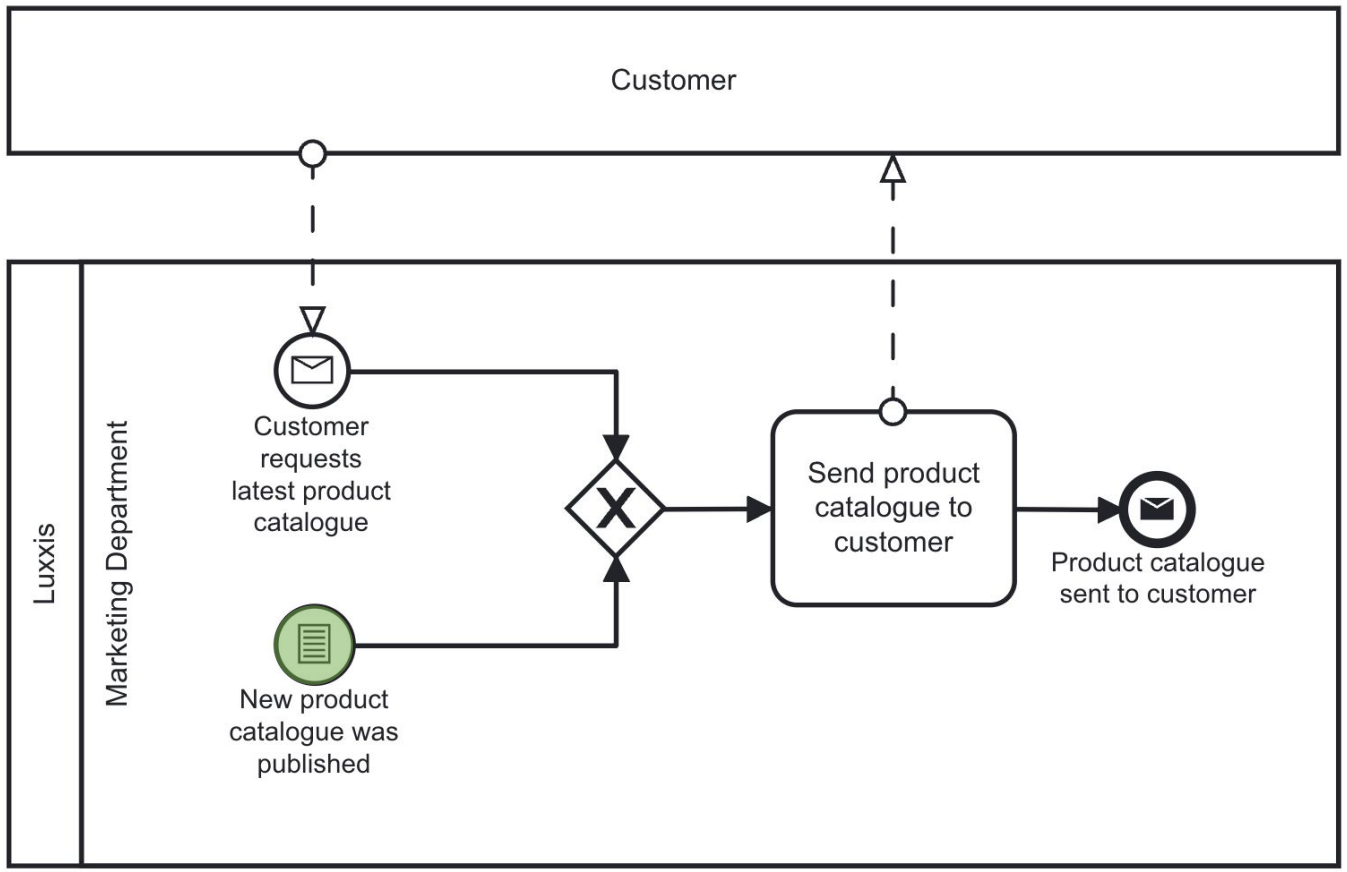
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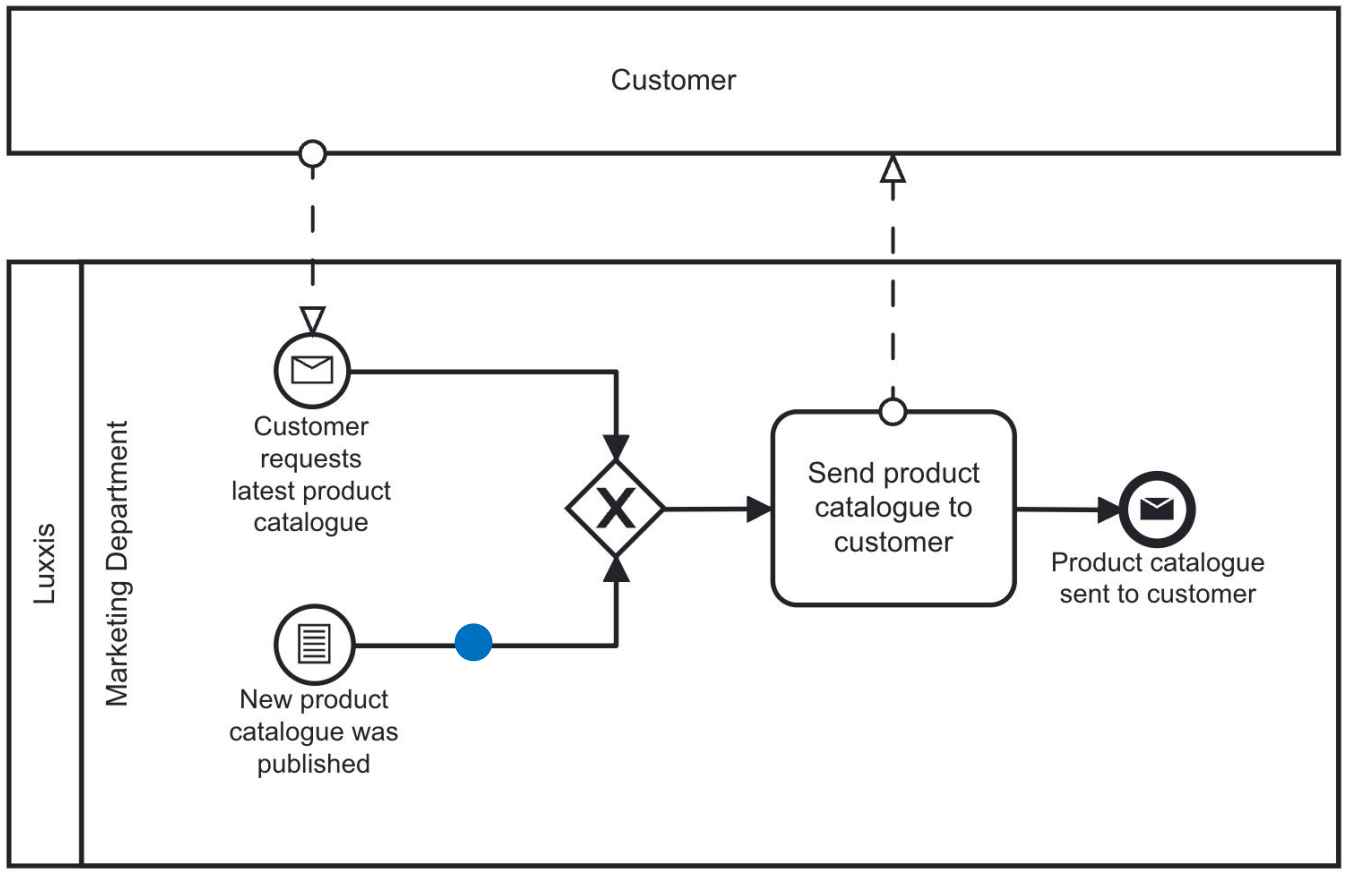
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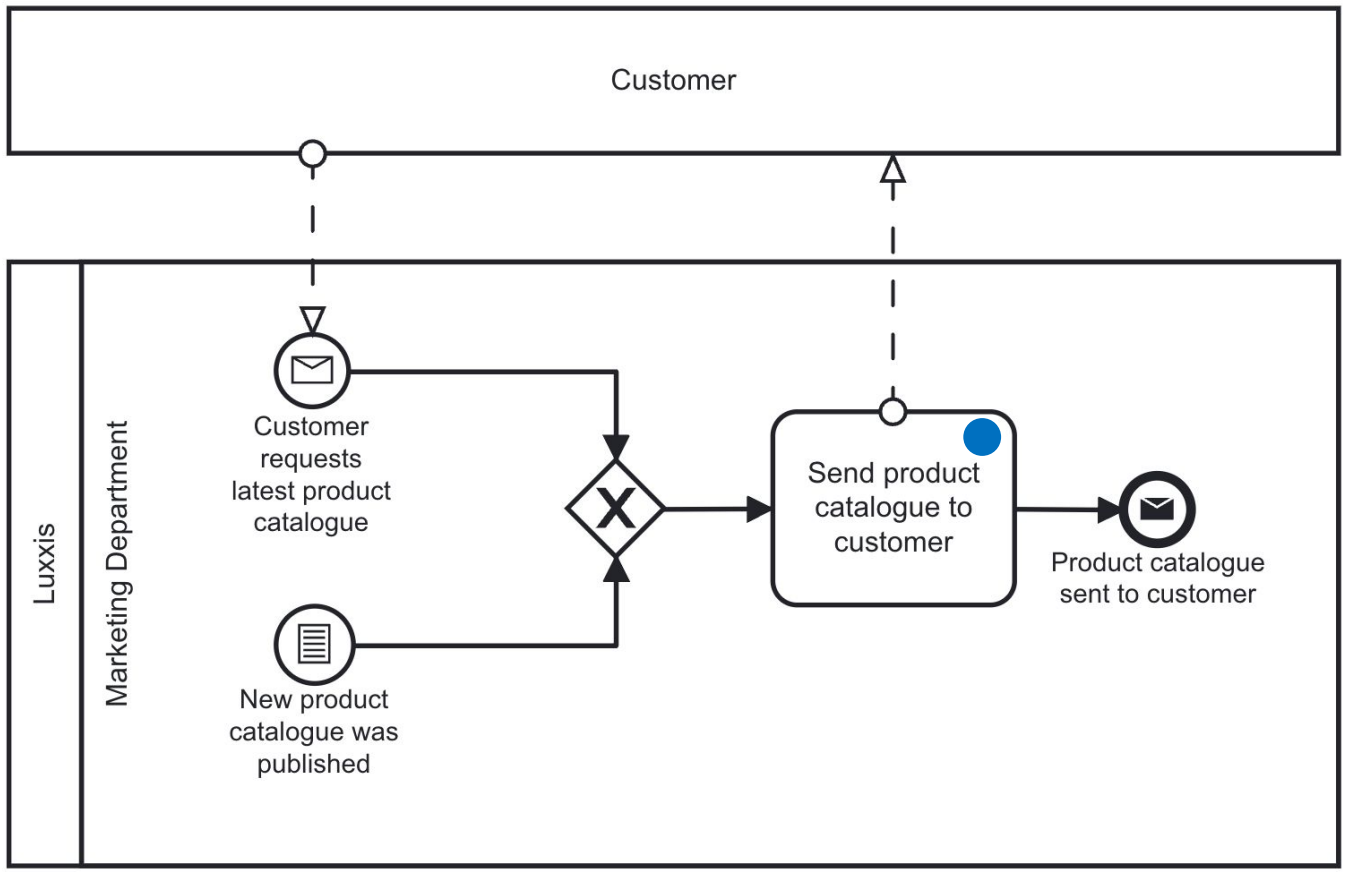
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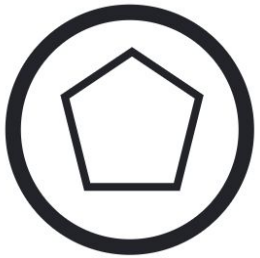
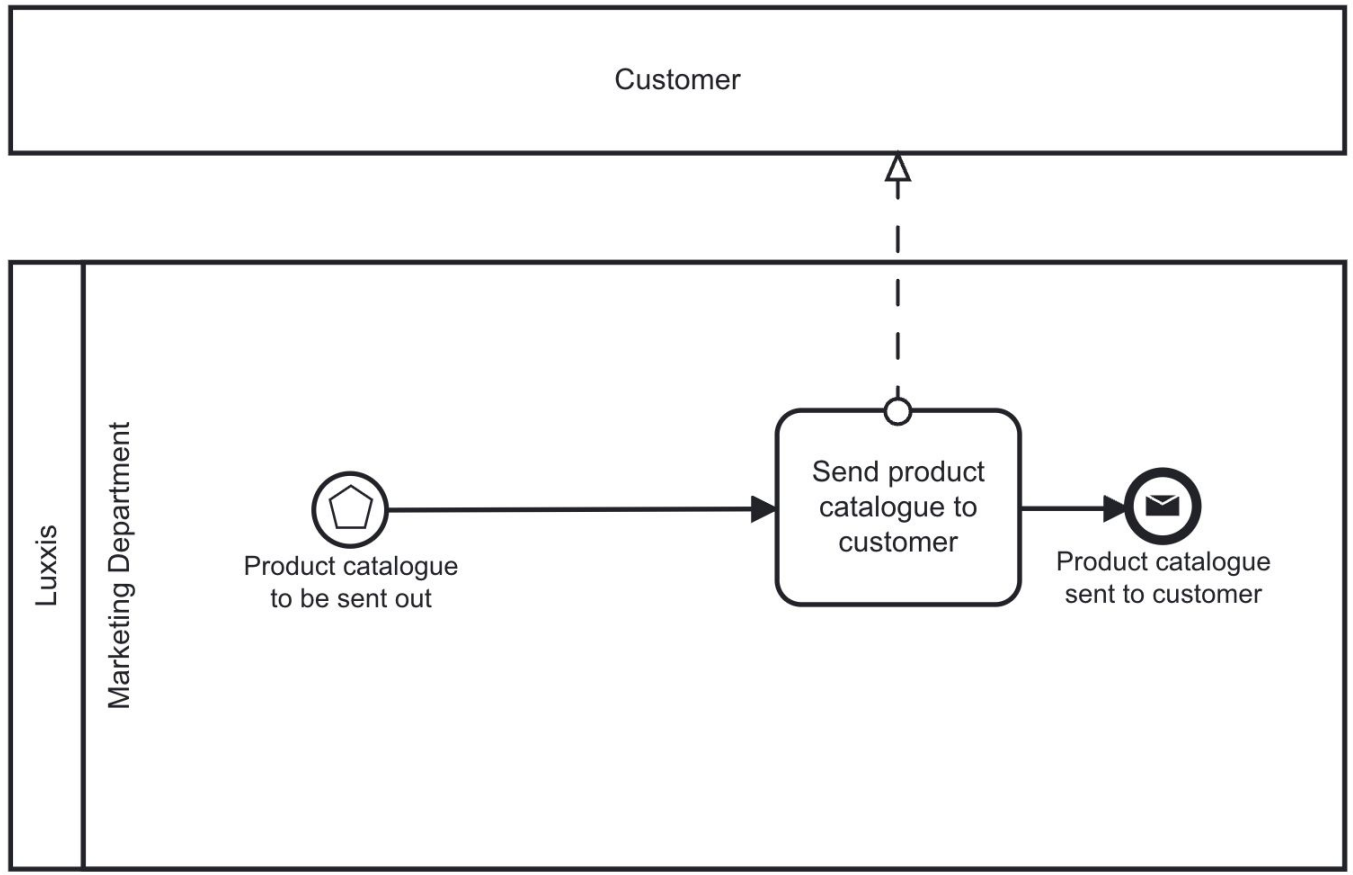
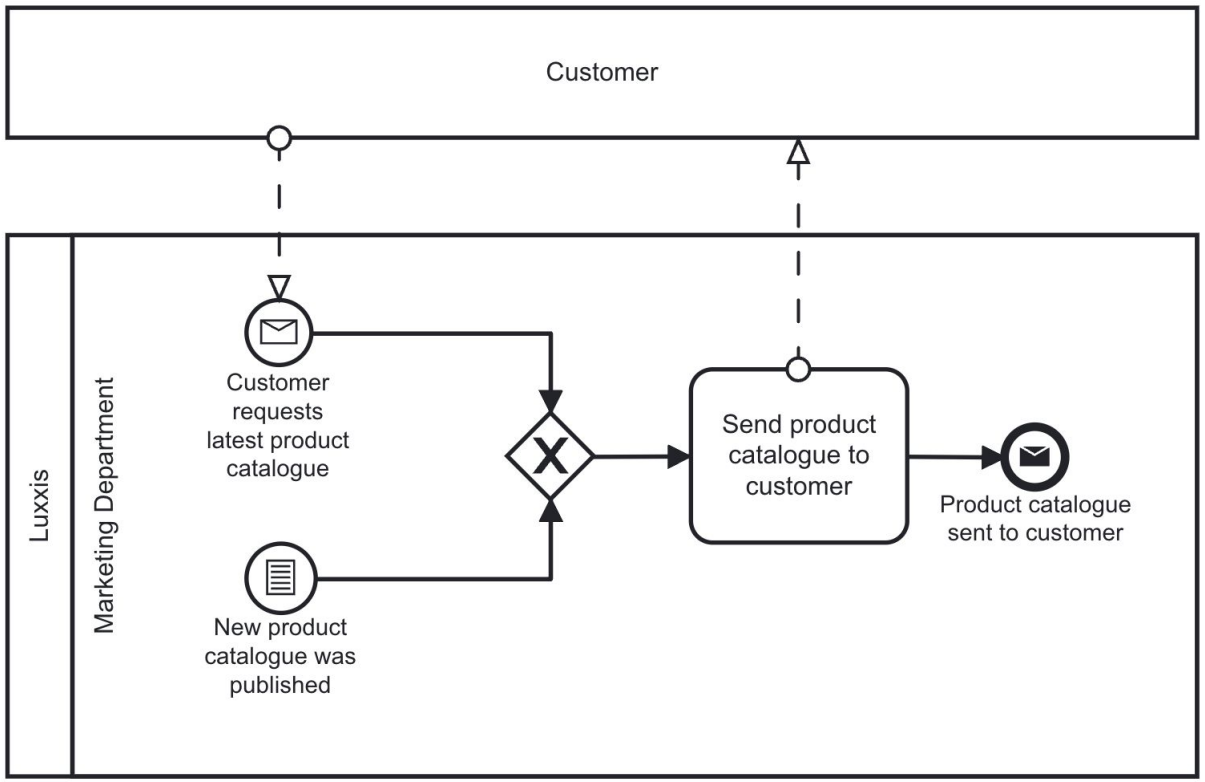
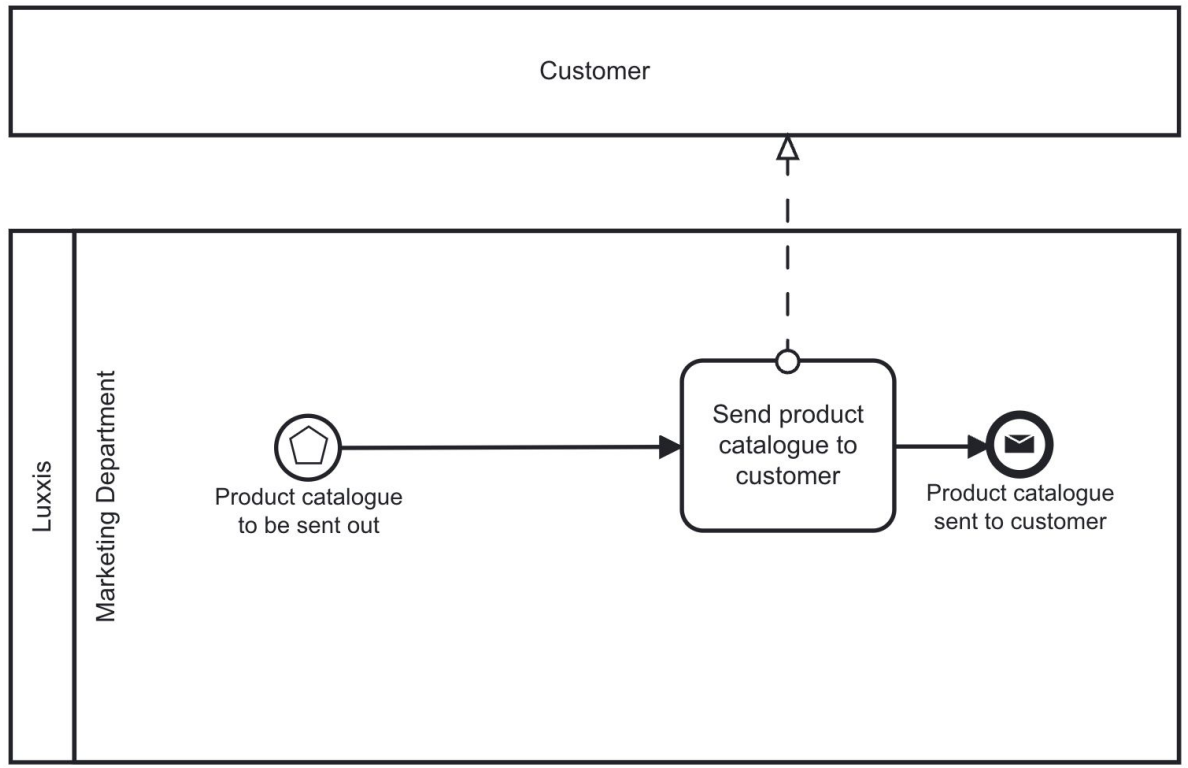


We can replace these two start events with the **Multiple Start Event**


Customer
Luxxis
Marketing Department
Product catalogue
to be sent out
Send product
catalogue to
customer
Product catalogue
sent to customer


Customer
Luxxis
Marketing Department
Customer requests latest product catalogue
New product catalogue was published
Send product catalogue to customer
Product catalogue sent to customer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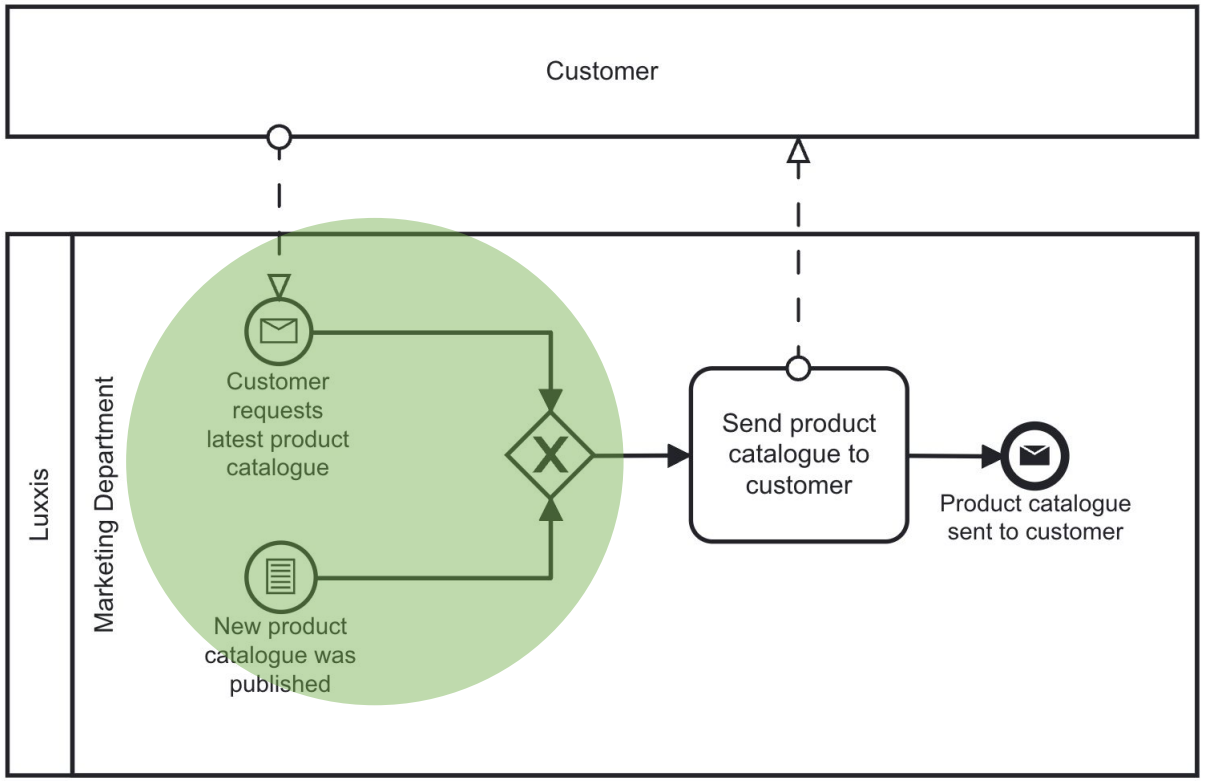
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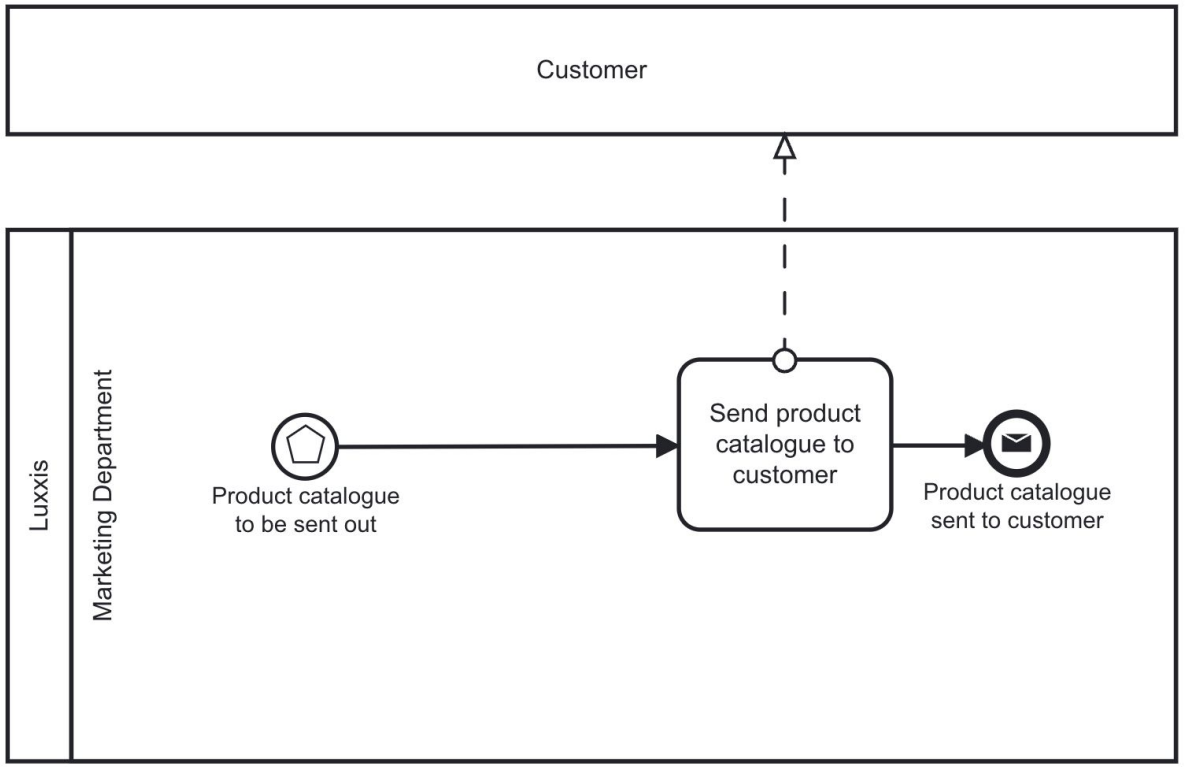
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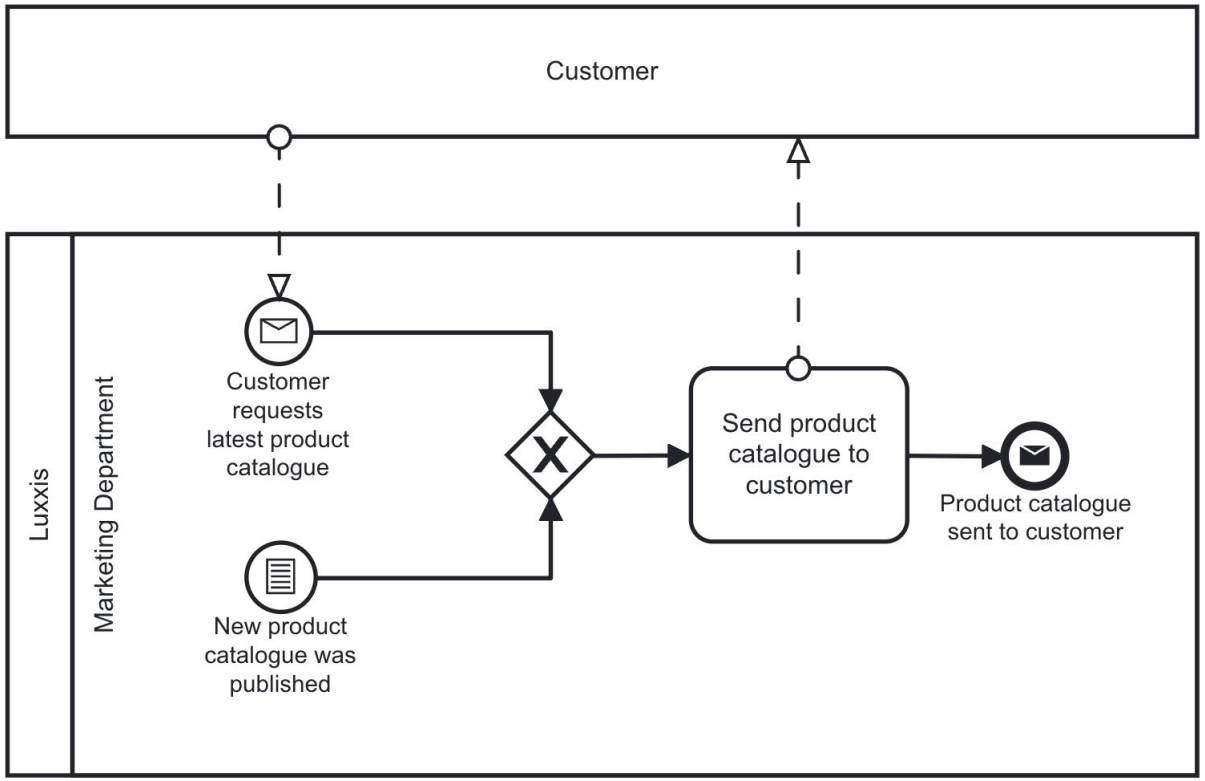
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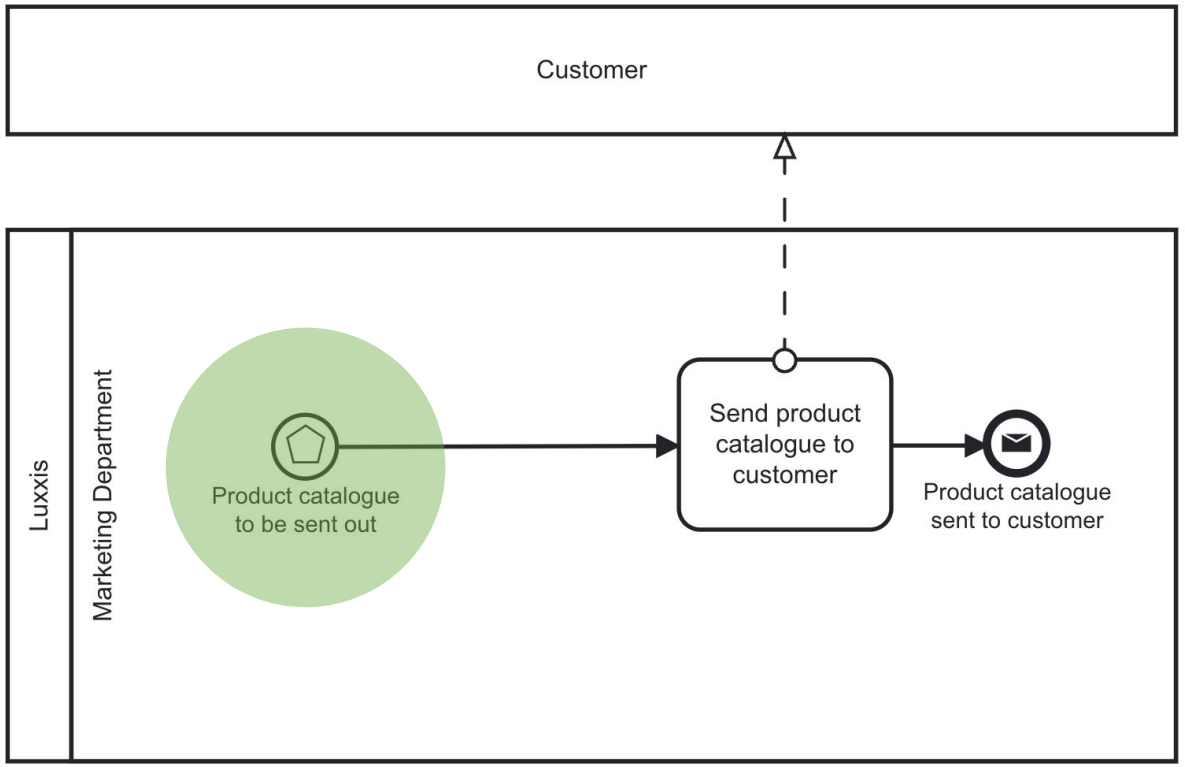
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Send product catalogue to customer
Product catalogue sent to customer

Note that *cawemo* decided to **not implement** the Multi Event

	Start			Intermediate				End
	Normal	Event Subprocess	Event Subprocess non interrupting	Catch	Boundary	Boundary non interrupting	Throw	Normal
Signal								
Error								
Escalat.								
Termin.								
Compen.								
Cancel								
Multi								
Multi Prll.								

process camp

	Start			Intermediate				End
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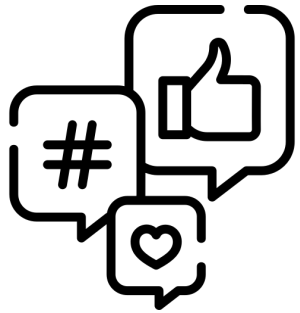
process camp

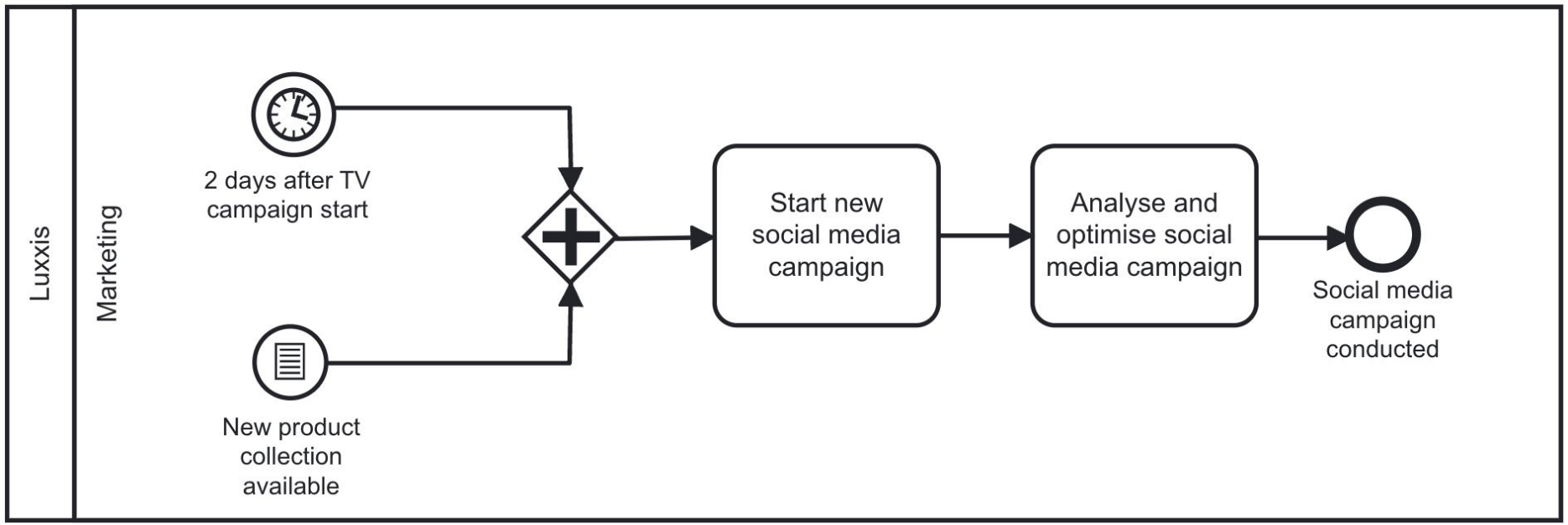

BPMN Theory
process camp

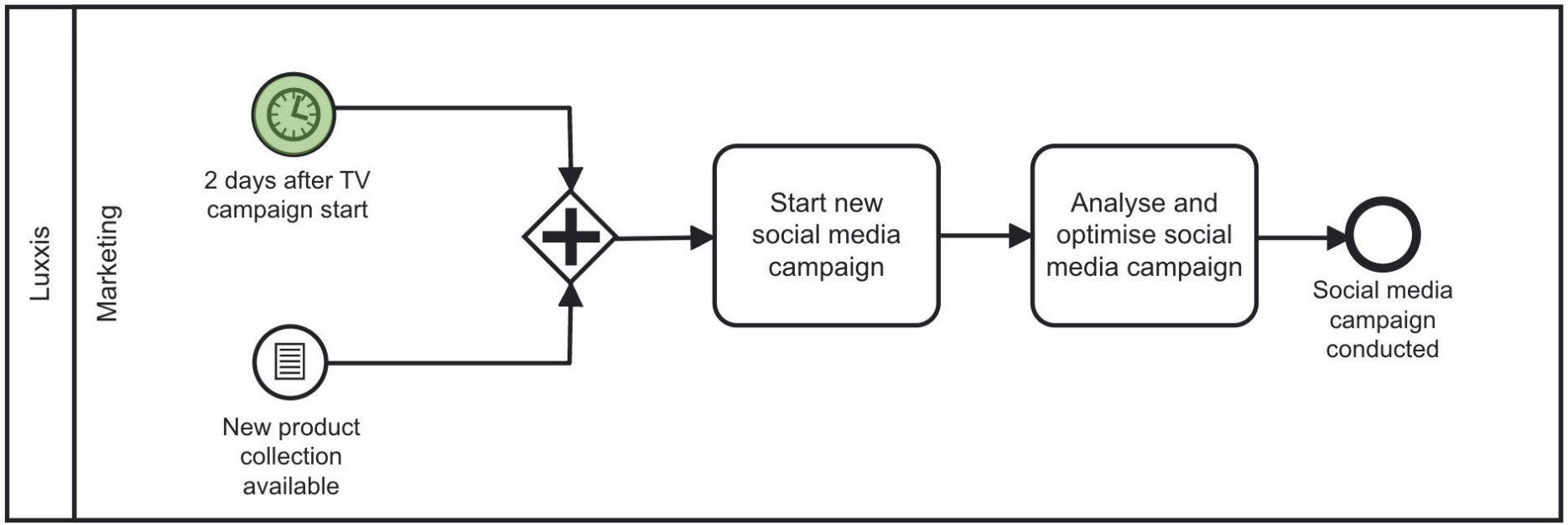
Multiple Parallel Event

- Is utilized to summarize multiple events into one
- When catching, follows an AND logic



When a new product is released Luxxis runs some social **media campaigns**


Luxxis
Marketing
2 days after TV campaign start
New product collection available
Start new social media campaign
Analyse and optimise social media campaign
Social media campaign conducted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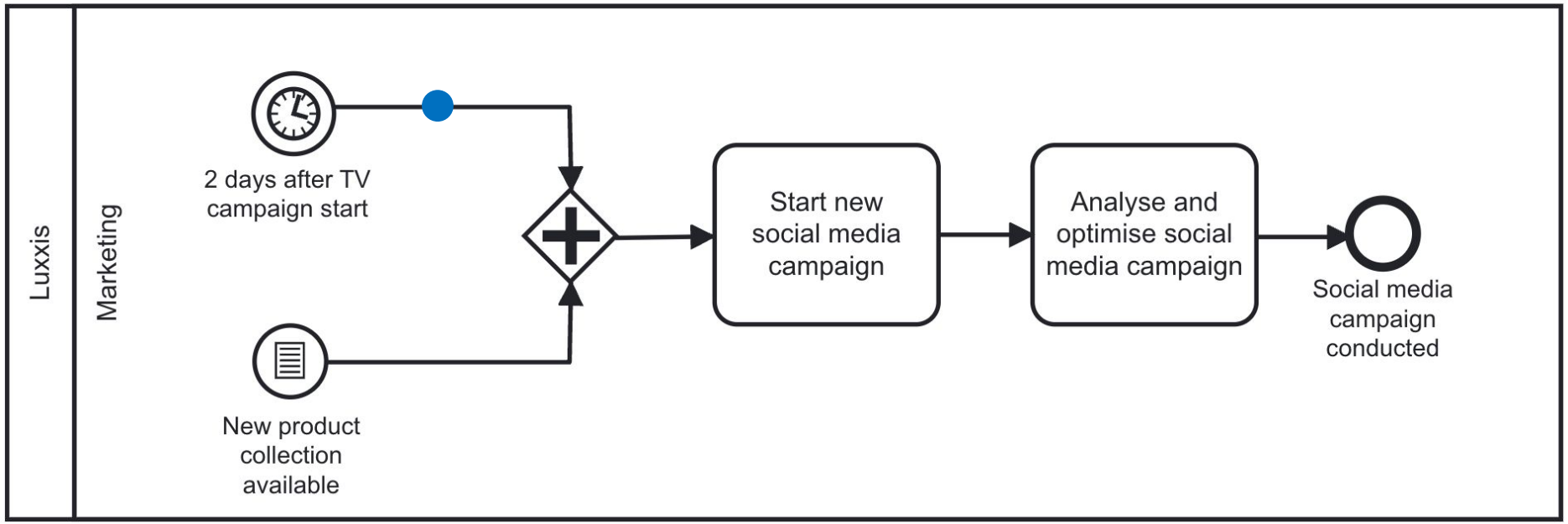
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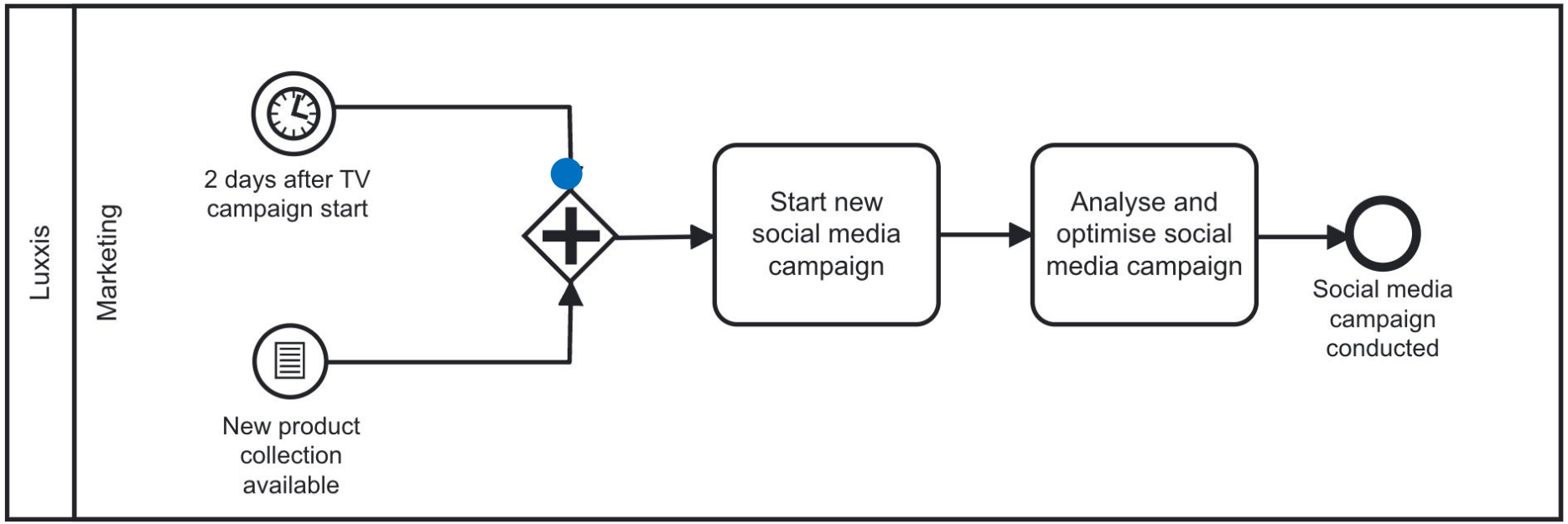
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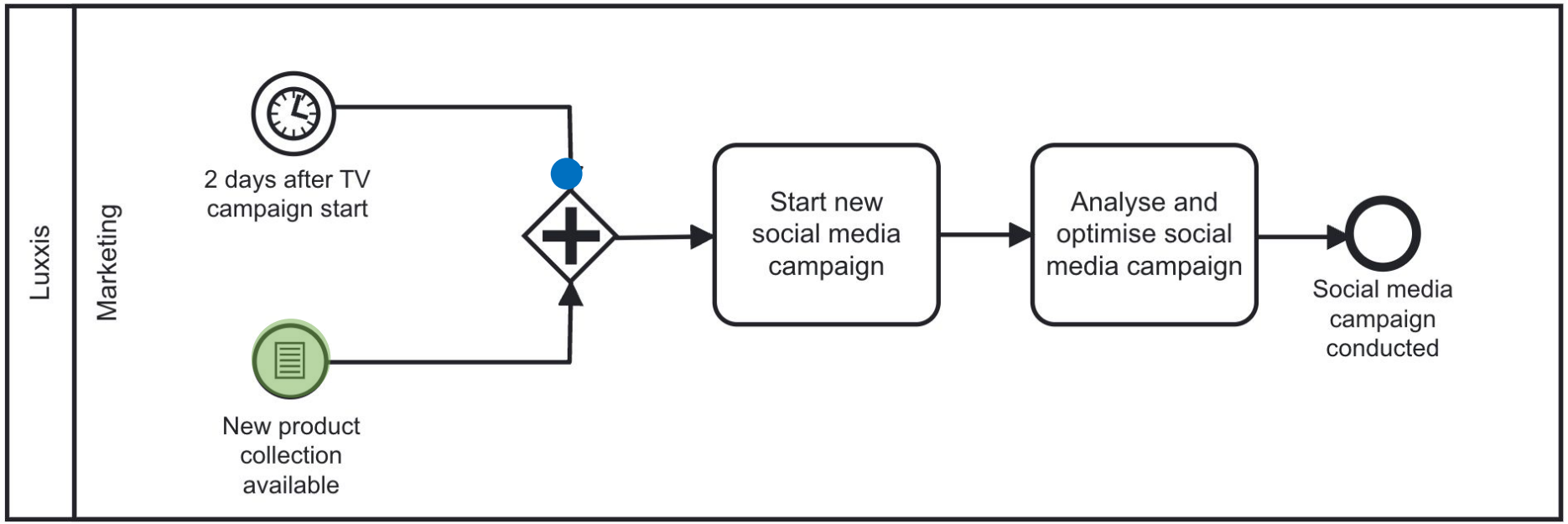
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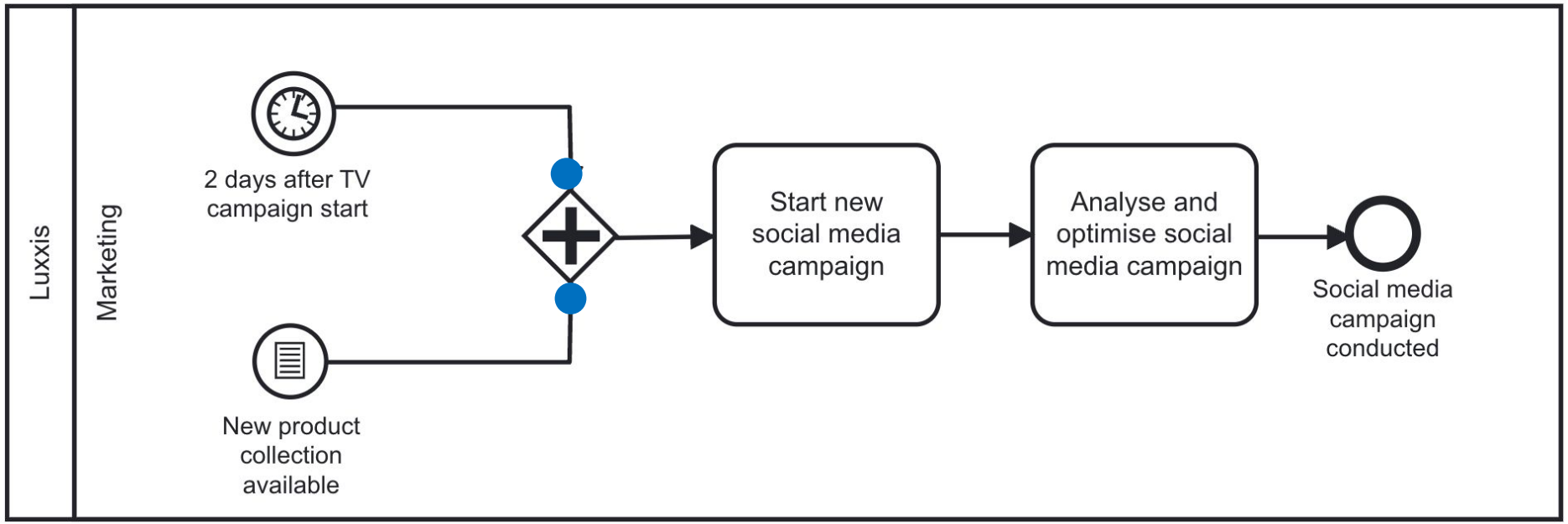
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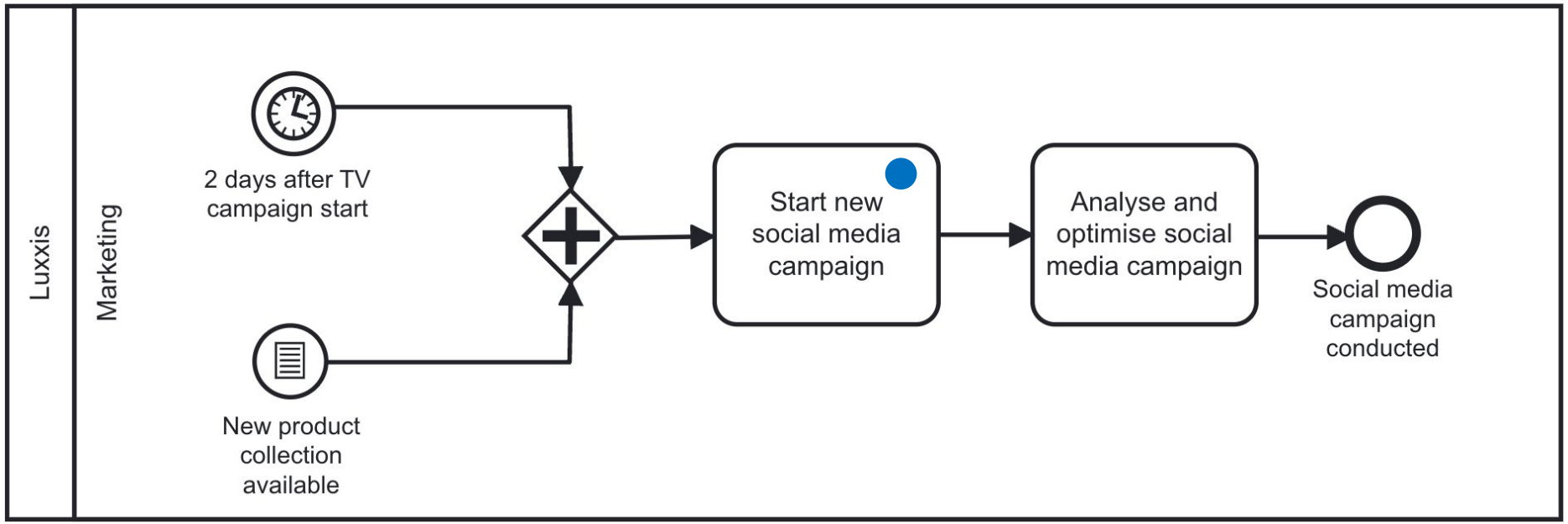
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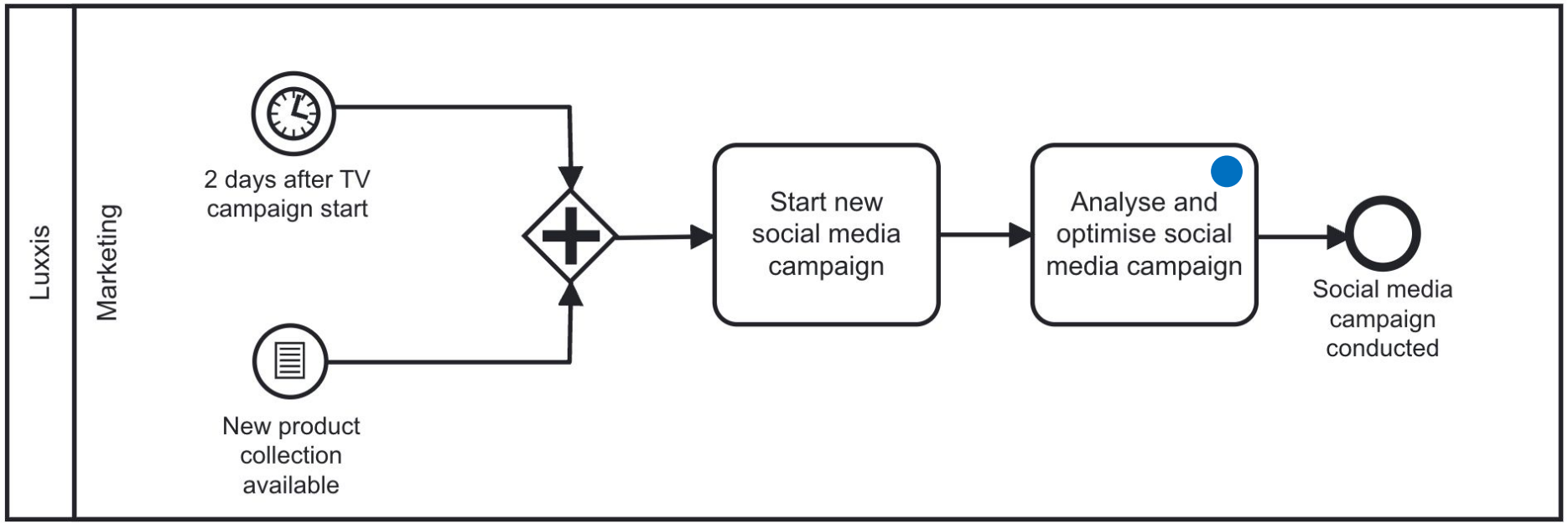
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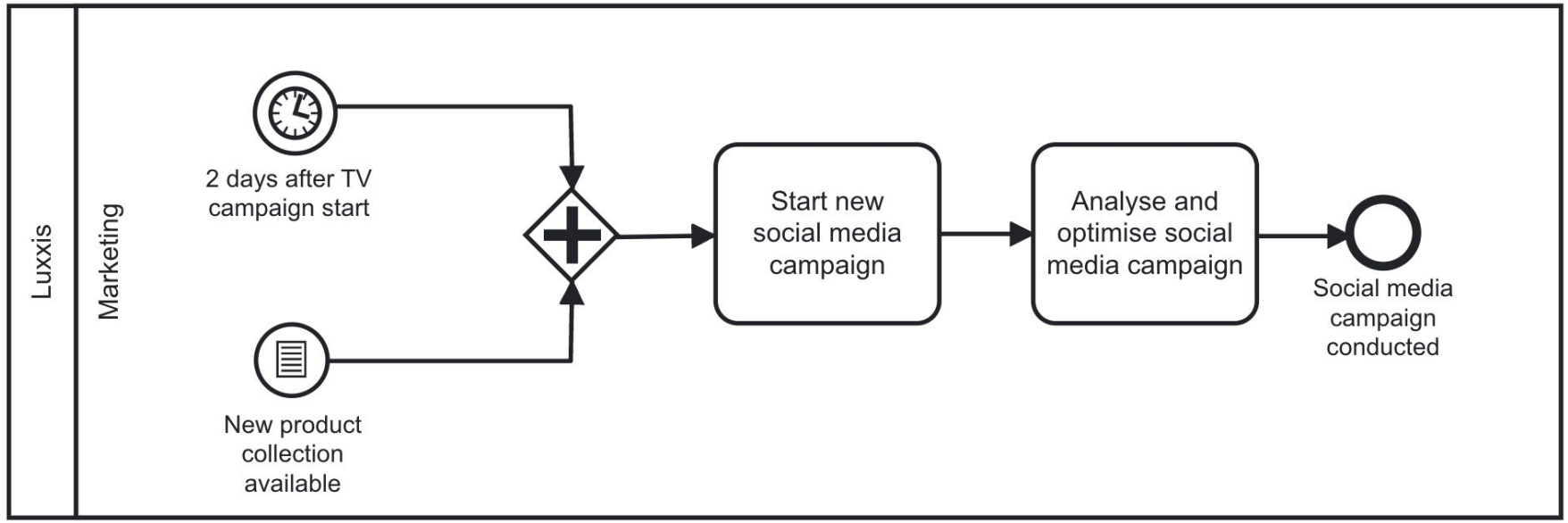
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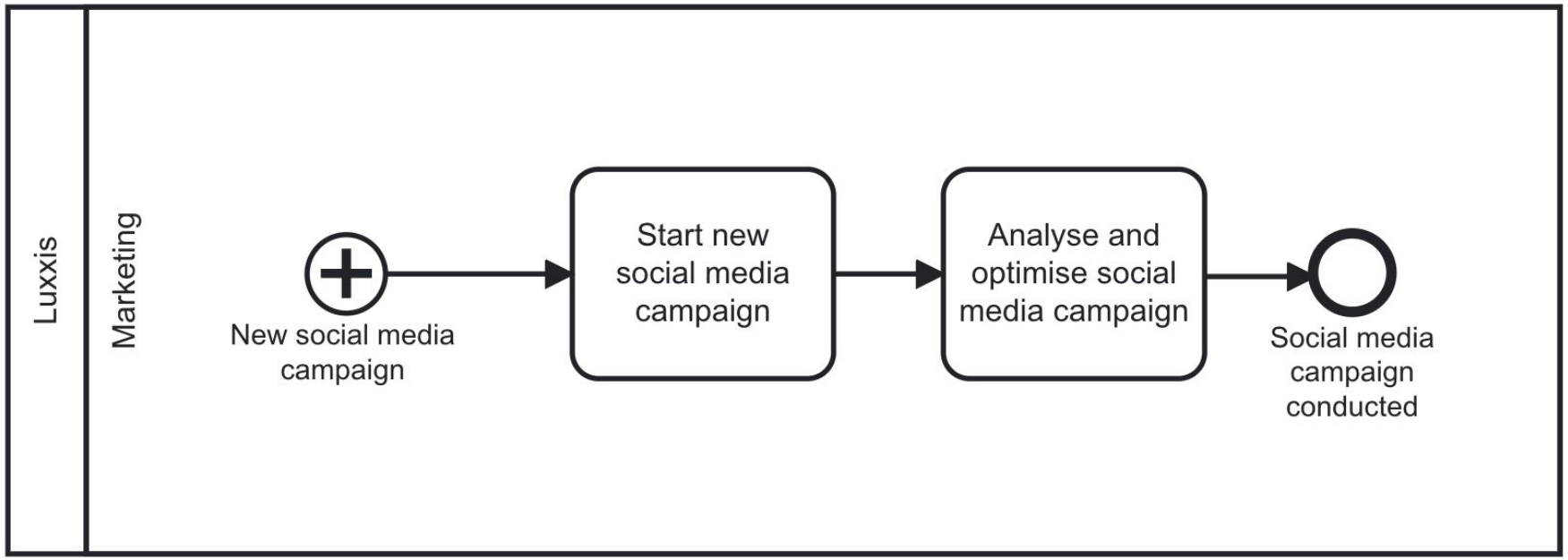
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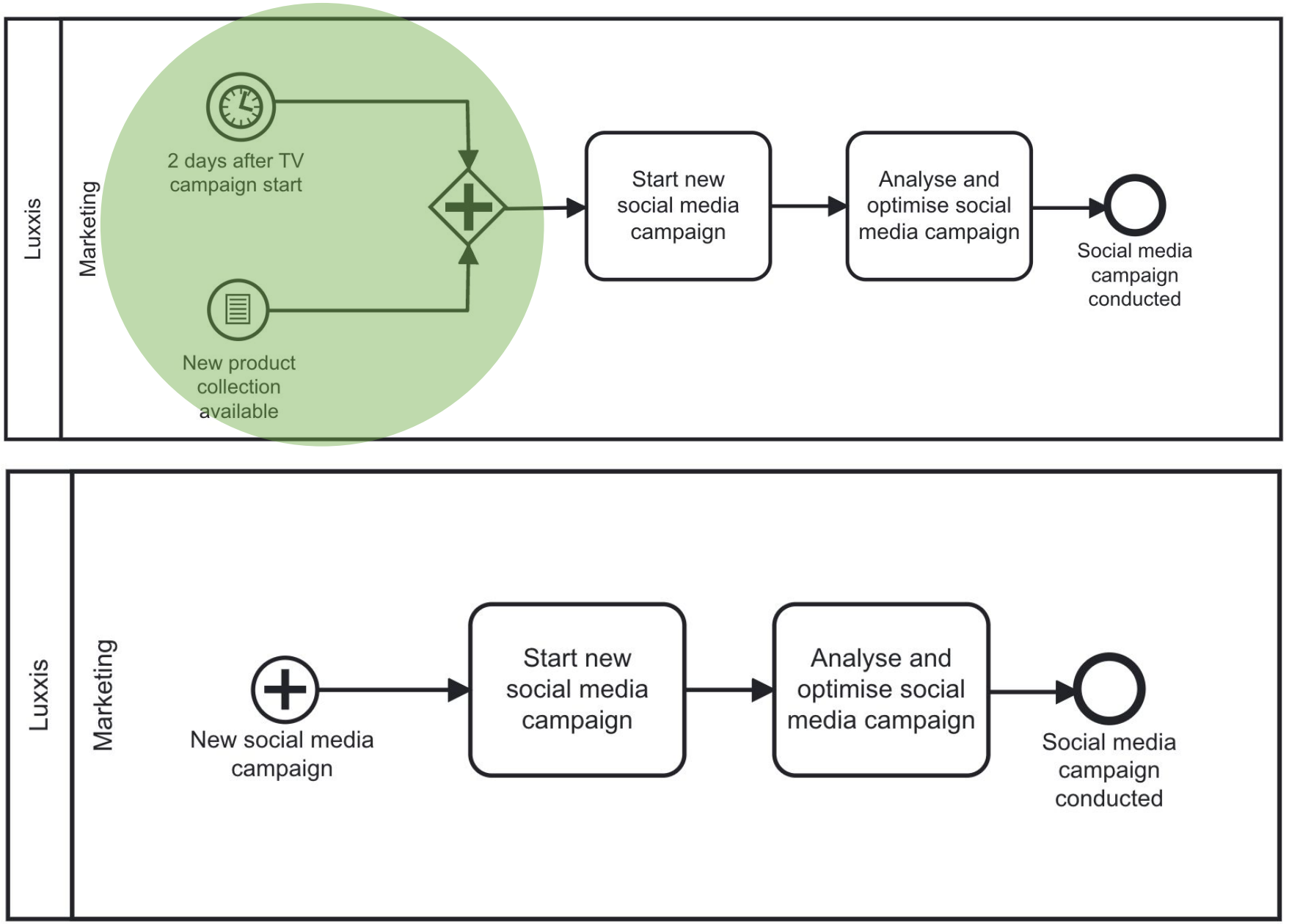
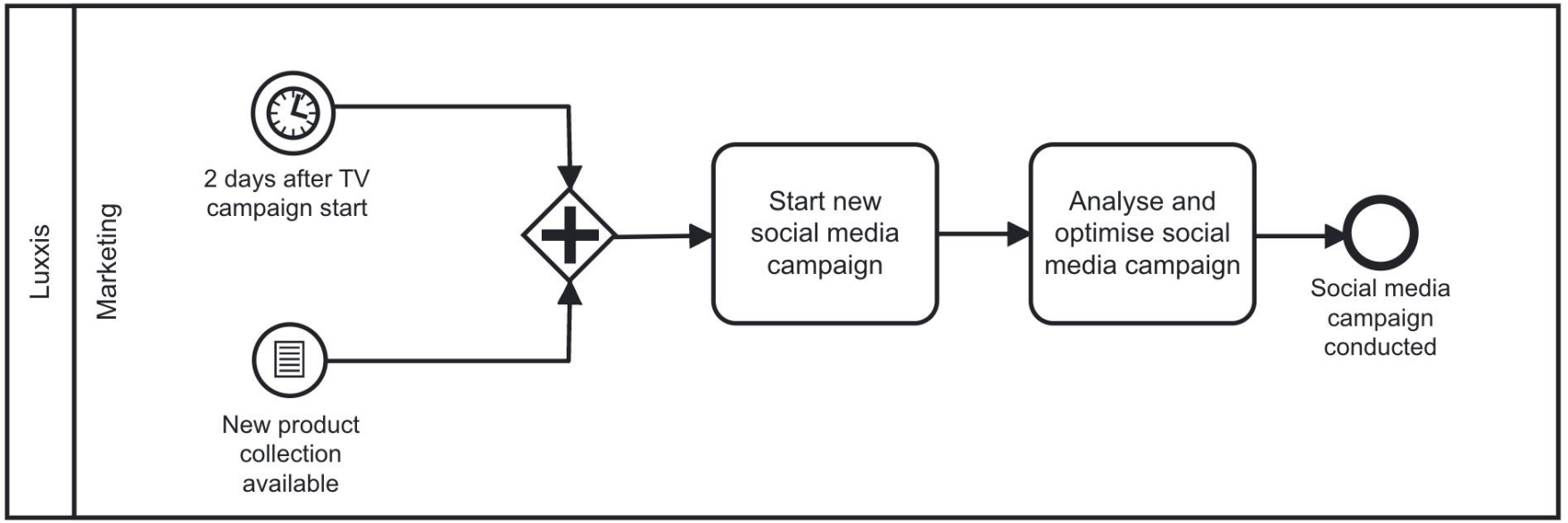


process camp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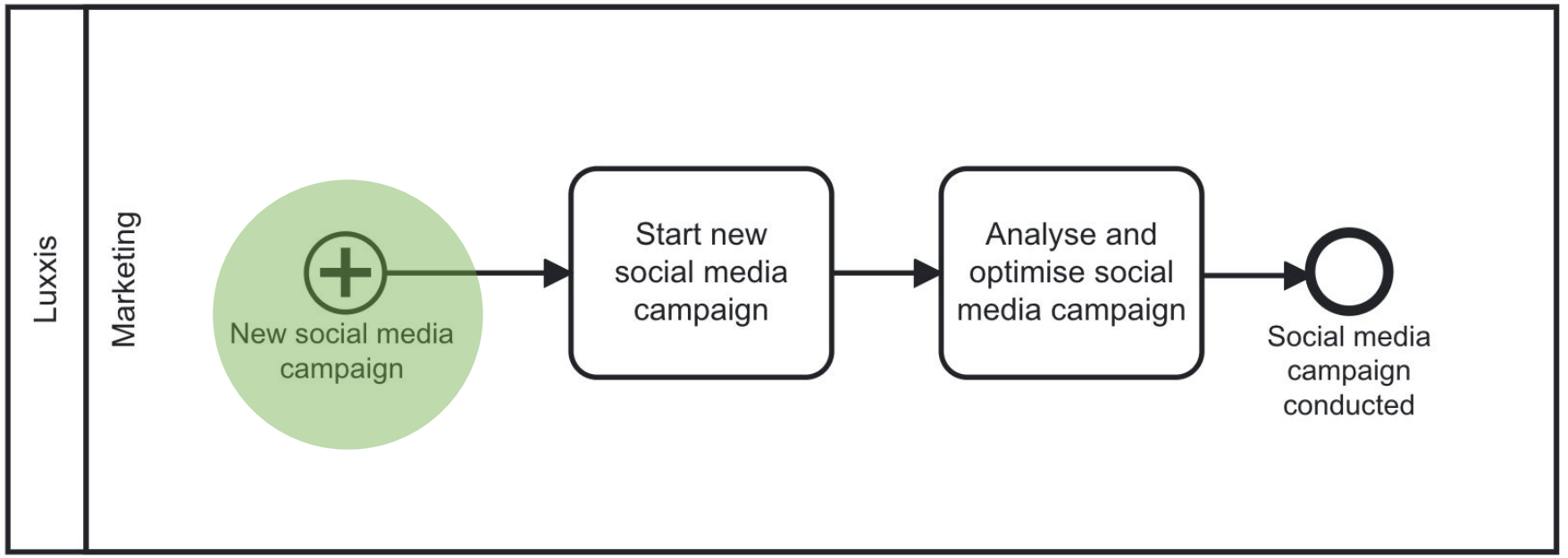
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Signal								
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process camp

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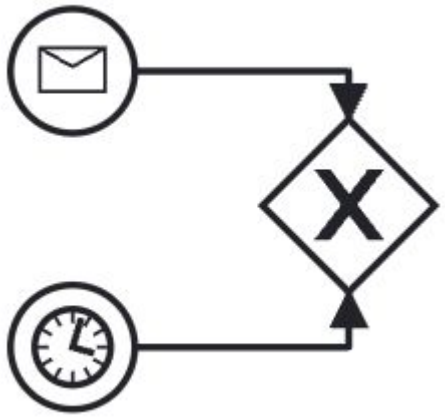
process camp

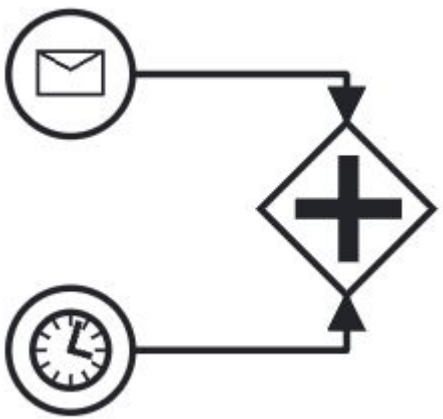
Note that also the Multi Parallel Event is **not available** in *cawemo*

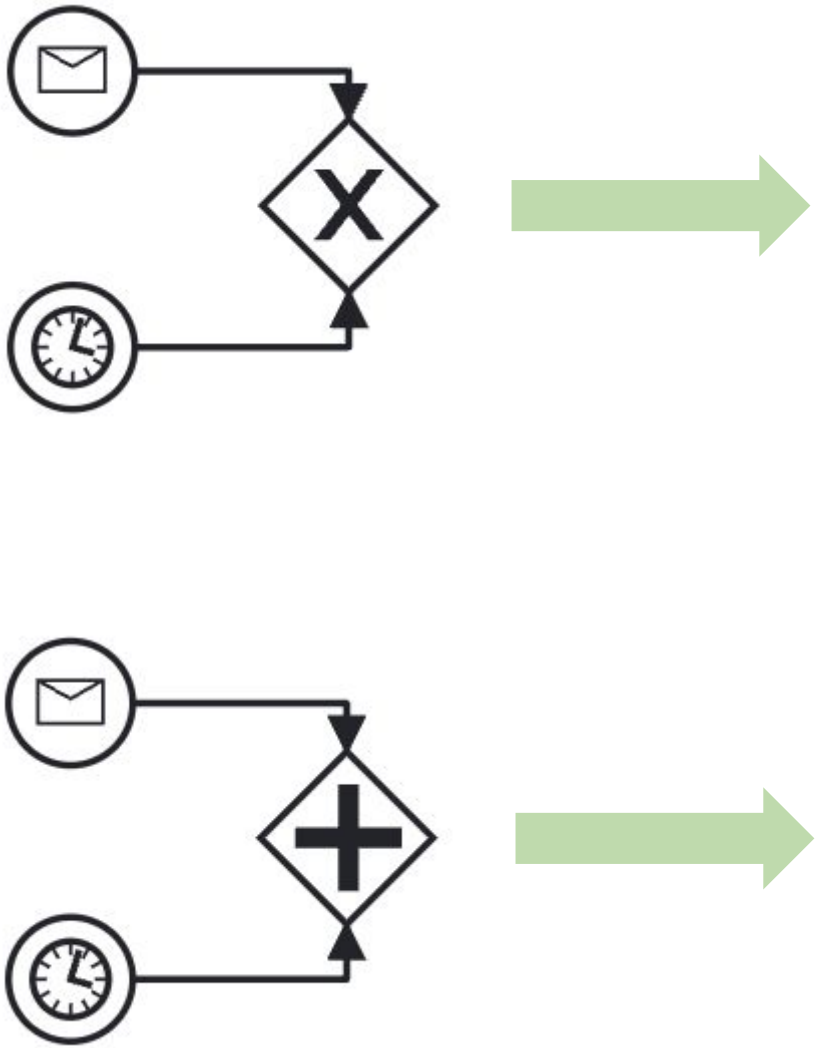
- Processes with multiple start events are **relatively rare**

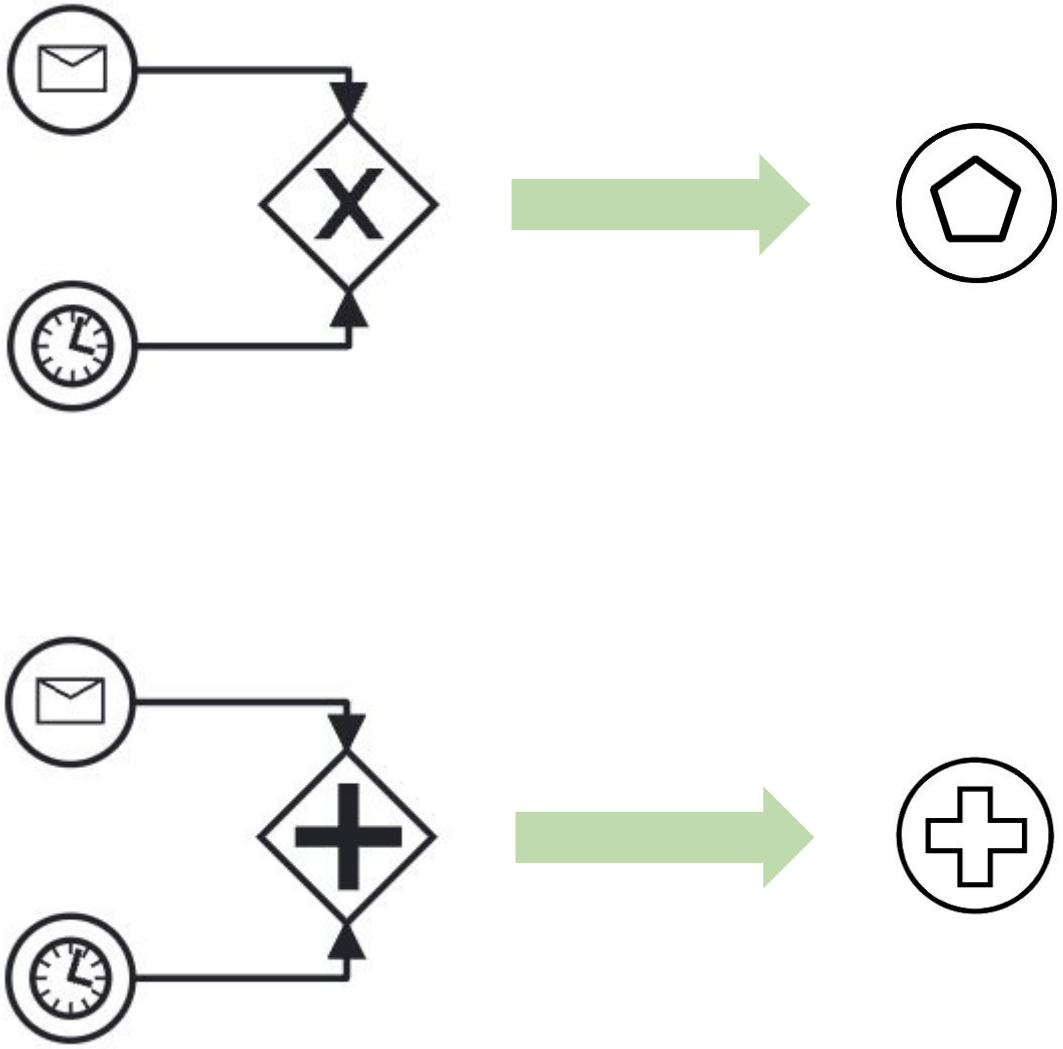
- Processes with multiple start events are **relatively rare**

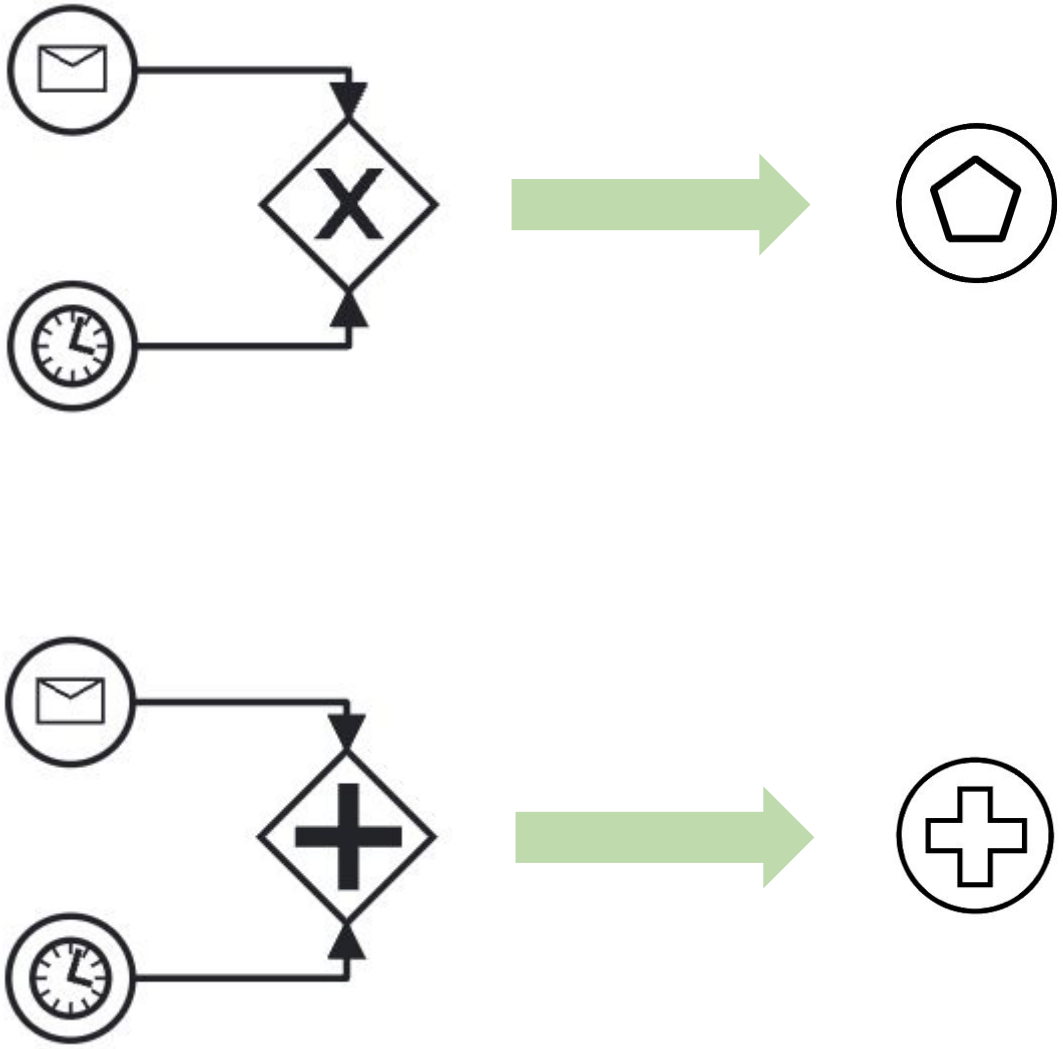
- The Multiple Events **hide valuable information**, while the clarity of the process doesn’t improve significantly



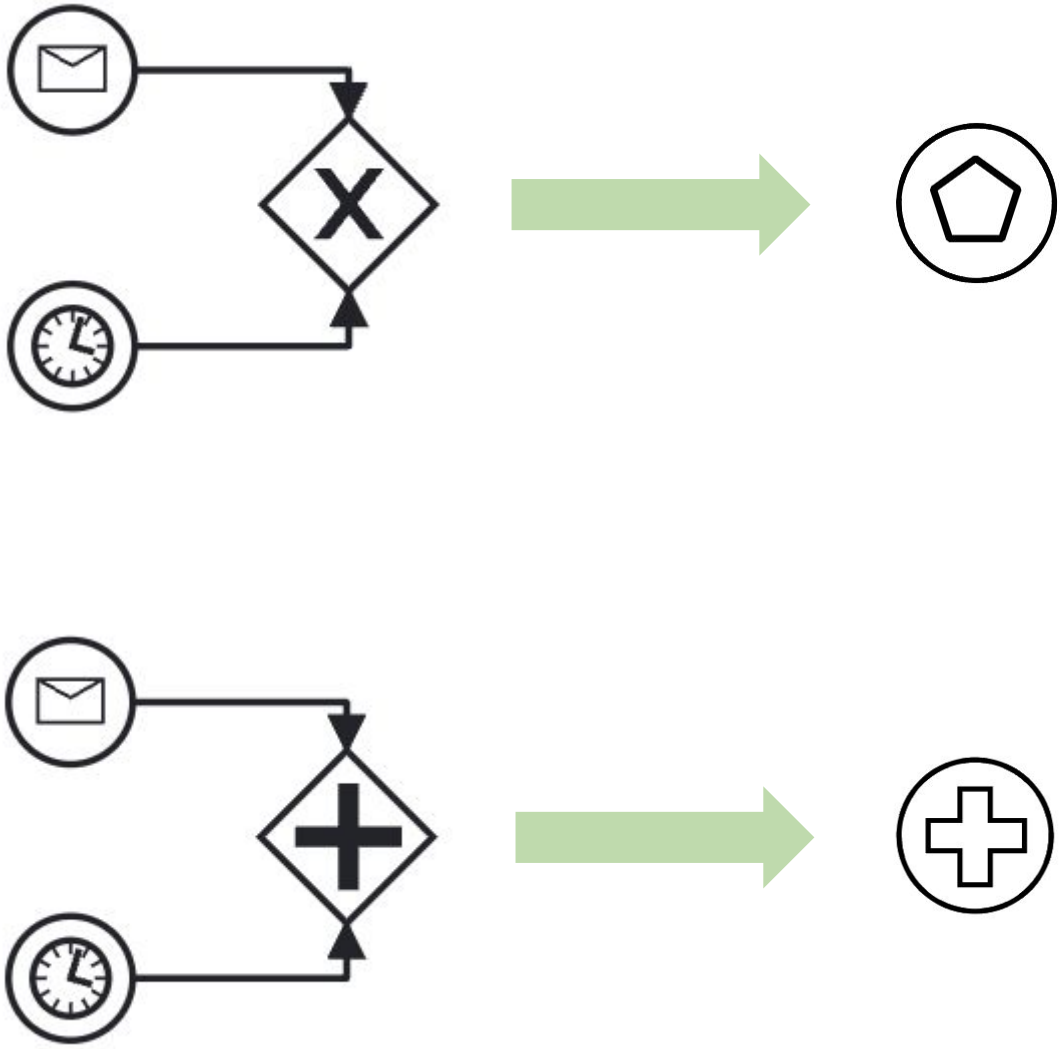








- We don’t know which events exactly are meant anymore.



- We don’t know which events exactly are meant anymore.
-
- The amount of space this abstraction saved is minimal

Best Practice Rule:

In general I'd recommend to **avoid** both the Multi - and the Multi Parallel Event, as context and details are lost

BPMN Use Case

Bankovia

- Bankovia is a very traditional & old fashioned bank

- When it comes to processes, the way of thinking is “paper only”!

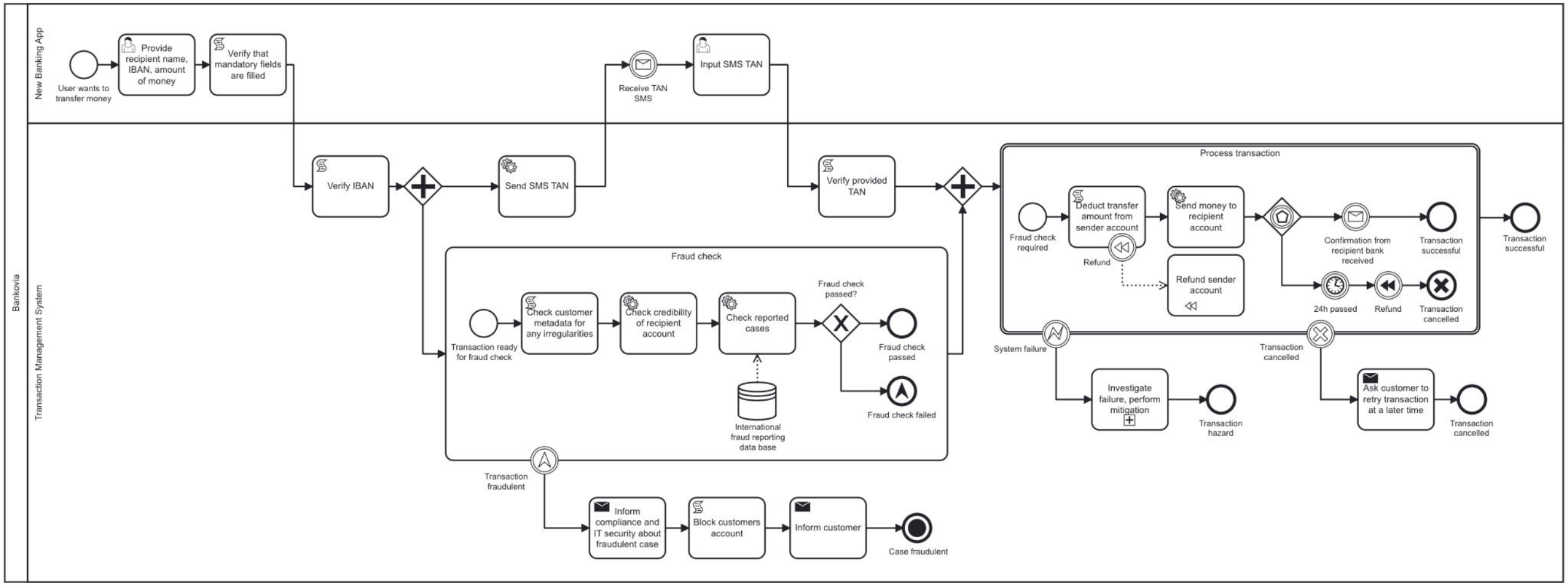
Bankovia

- But even their the most loyal customers start to demand more and more digital products.

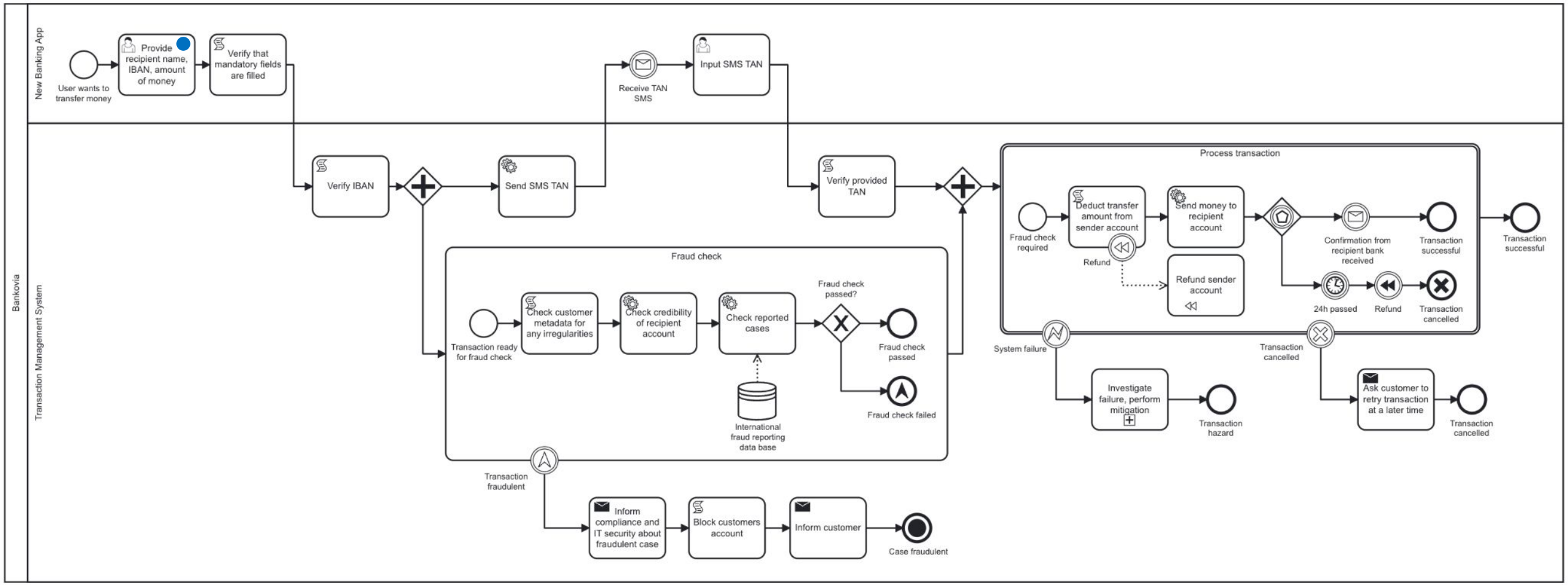
Bankovia

- The Management decides to build an app for its clients, so they can easily transfer money to other accounts

The app will depend heavily on Bankovia's internal **Transaction Management System**, which will act as a backend for the app


Bankovia
New Banking App
Transaction Management System
User wants to transfer money
Provide recipient name, IBAN, amount of money
Verify that mandatory fields are filled
Verify IBAN
Send SMS TAN
Receive TAN SMS
Input SMS TAN
Verify provided TAN
Fraud check
Transaction ready for fraud check
Check customer metadata for any irregularities
Check credibility of recipient account
Check reported cases
International fraud reporting data base
Fraud check passed?
Fraud check passed
Fraud check failed
Transaction fraudulent
Inform compliance and IT security about fraudulent case
Block customers account
Inform customer
Case fraudulent
Process transaction
Fraud check required
Deduct transfer amount from sender account
Refund
Send money to recipient account
Refund sender account
Confirmation from recipient bank received
Transaction successful
24h passed
Refund
Transaction cancelled
Transaction successful
System failure
Investigate failure, perform mitigation
Transaction hazard
Transaction cancelled
Ask customer to retry transaction at a later time
Transaction cancelled

Let’s look at a **fraudulent** transaction first.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Check customer metadata for any irregularities
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Check reported cases
International fraud reporting data base
Fraud check passed?
Fraud check passed
Fraud check failed
Transaction fraudulent
Inform compliance and IT security about fraudulent case
Block customers account
Inform customer
Case fraudulent
Process transaction
Fraud check required
Deduct transfer amount from sender account
Refund
Send money to recipient account
Refund sender account
Confirmation from recipient bank received
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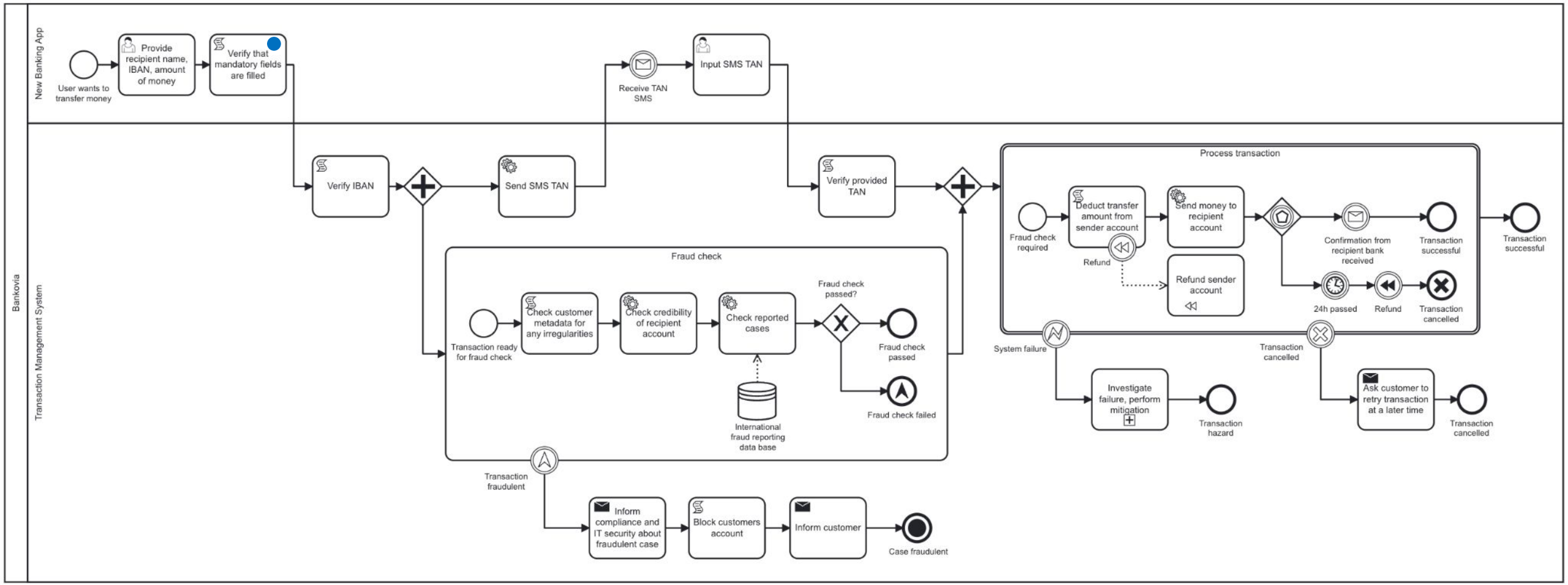
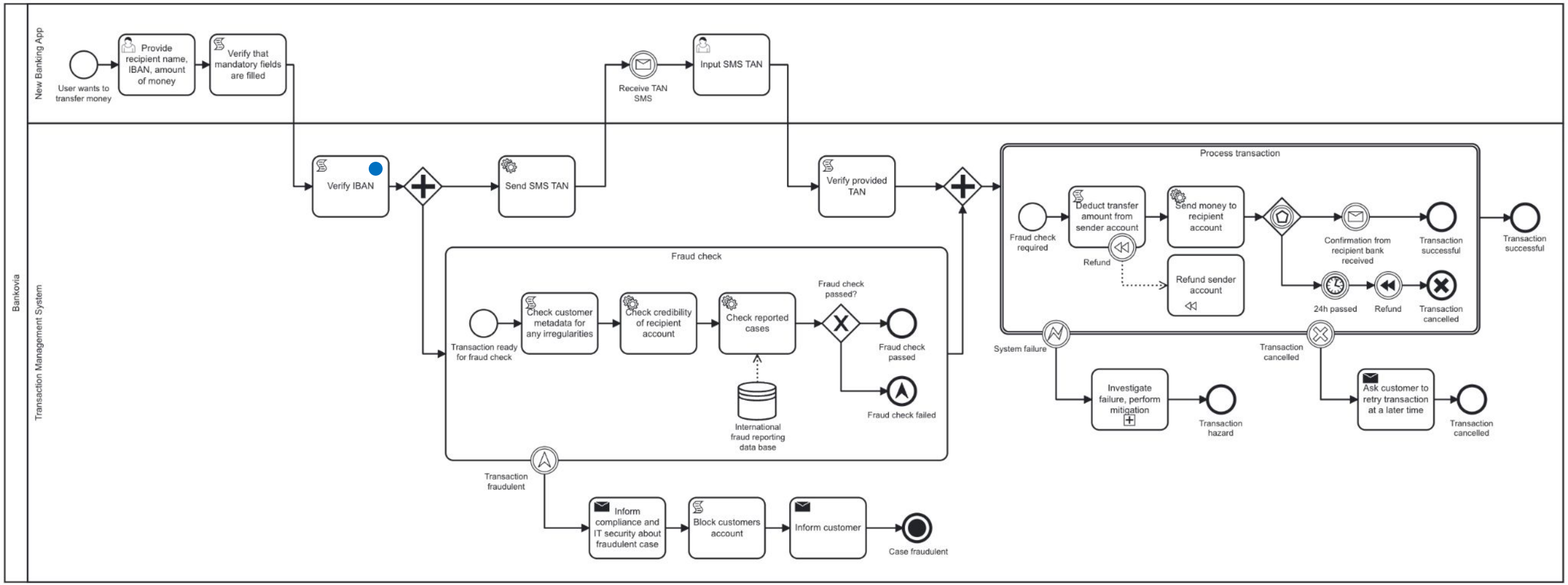
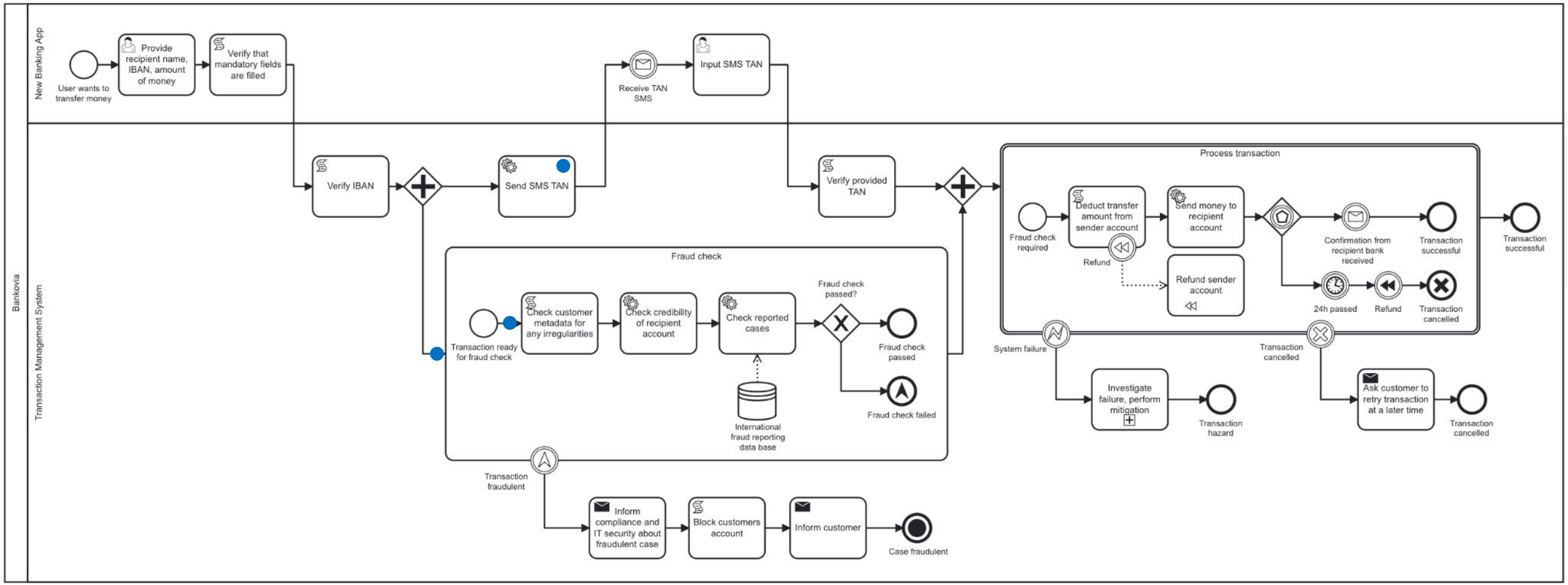


process camp



process camp



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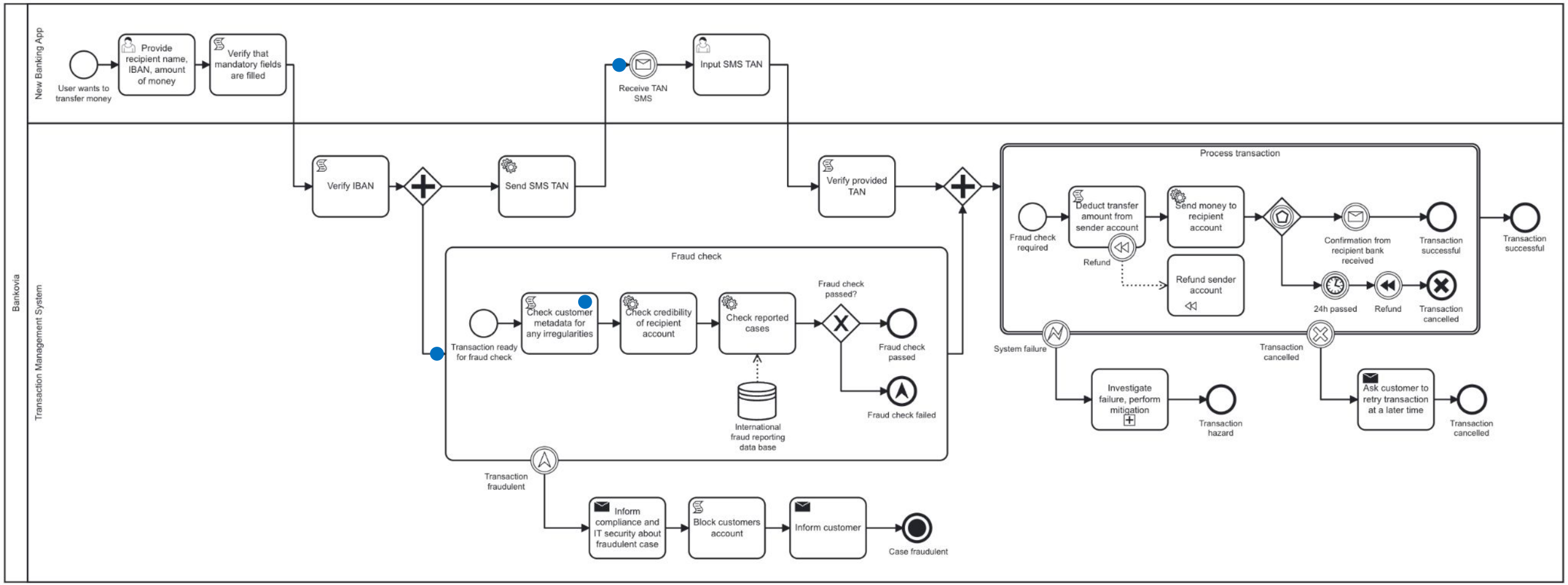

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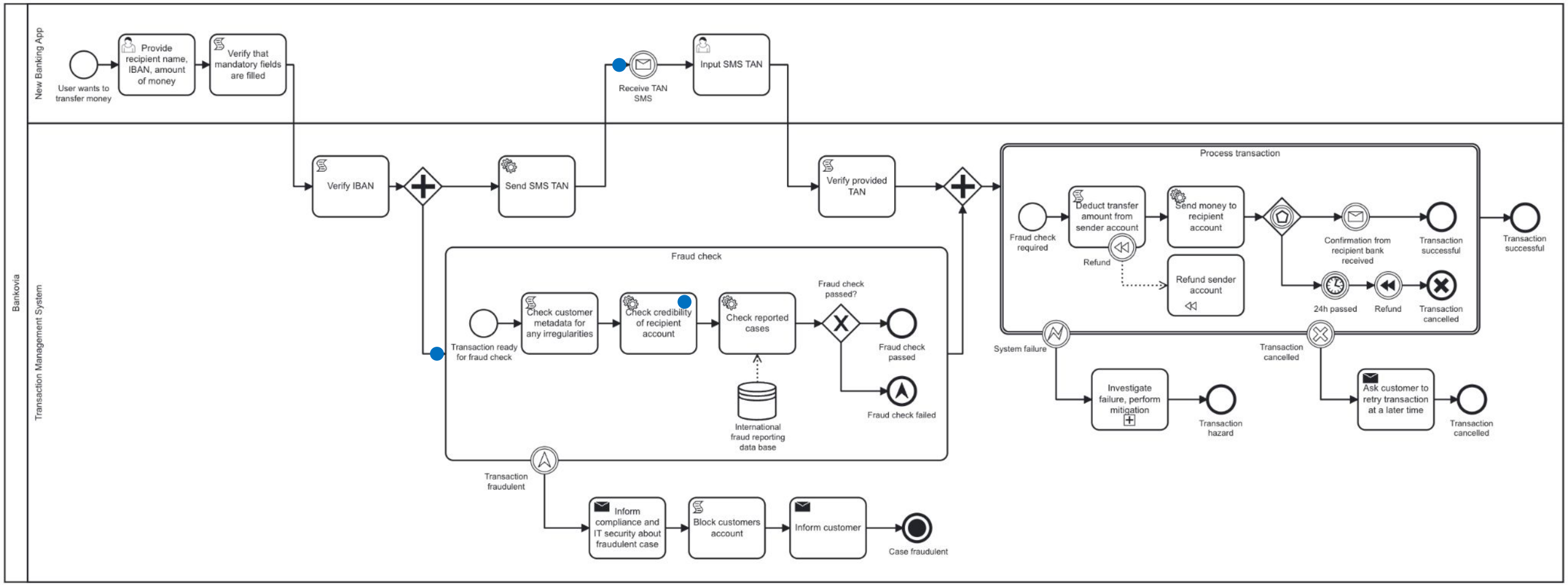

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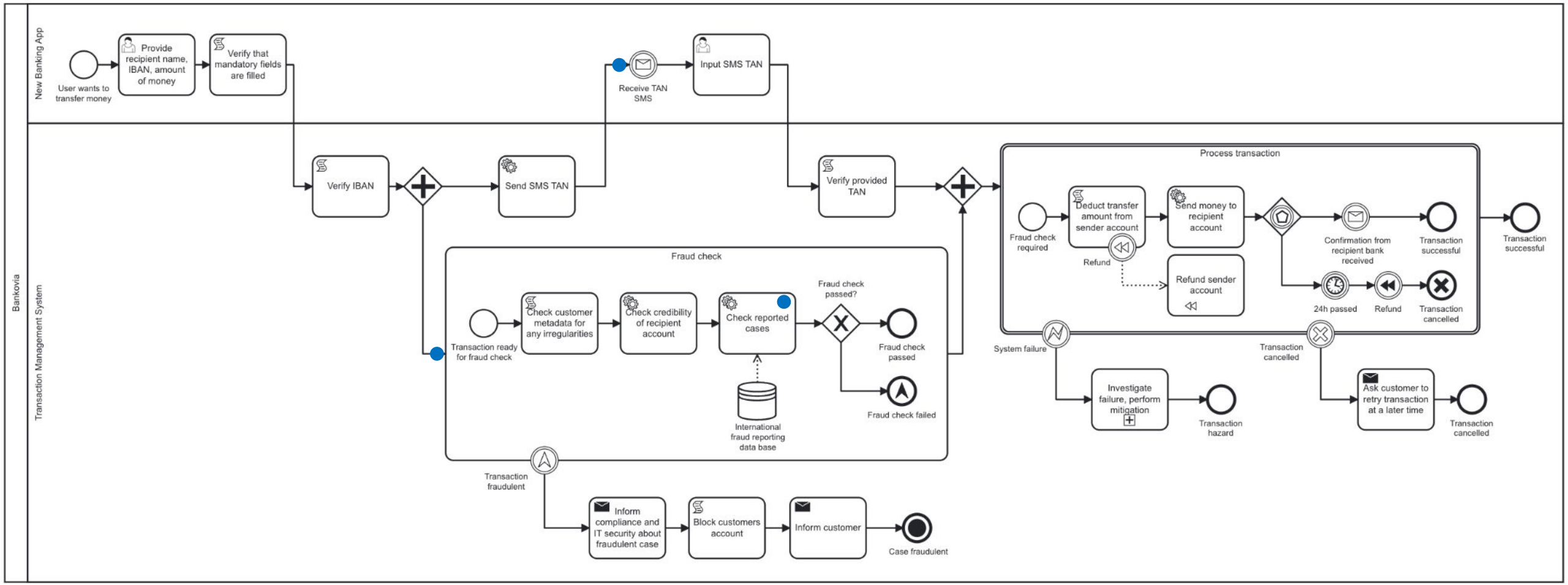

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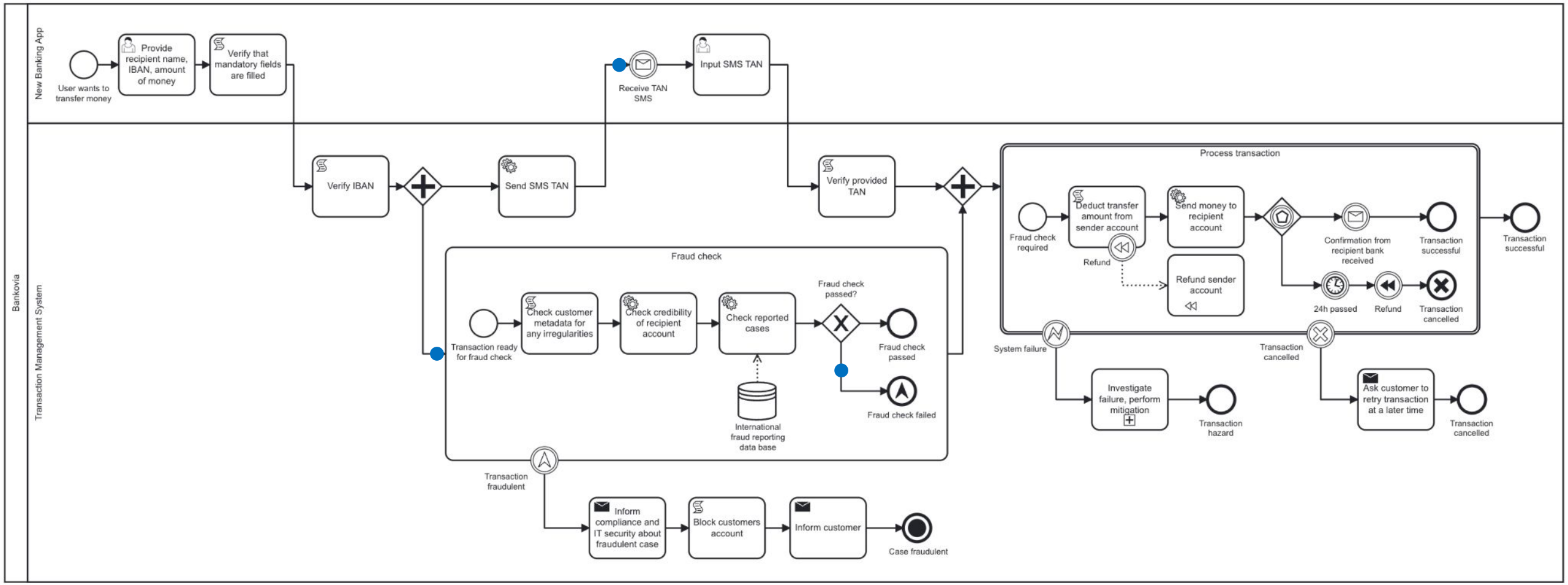

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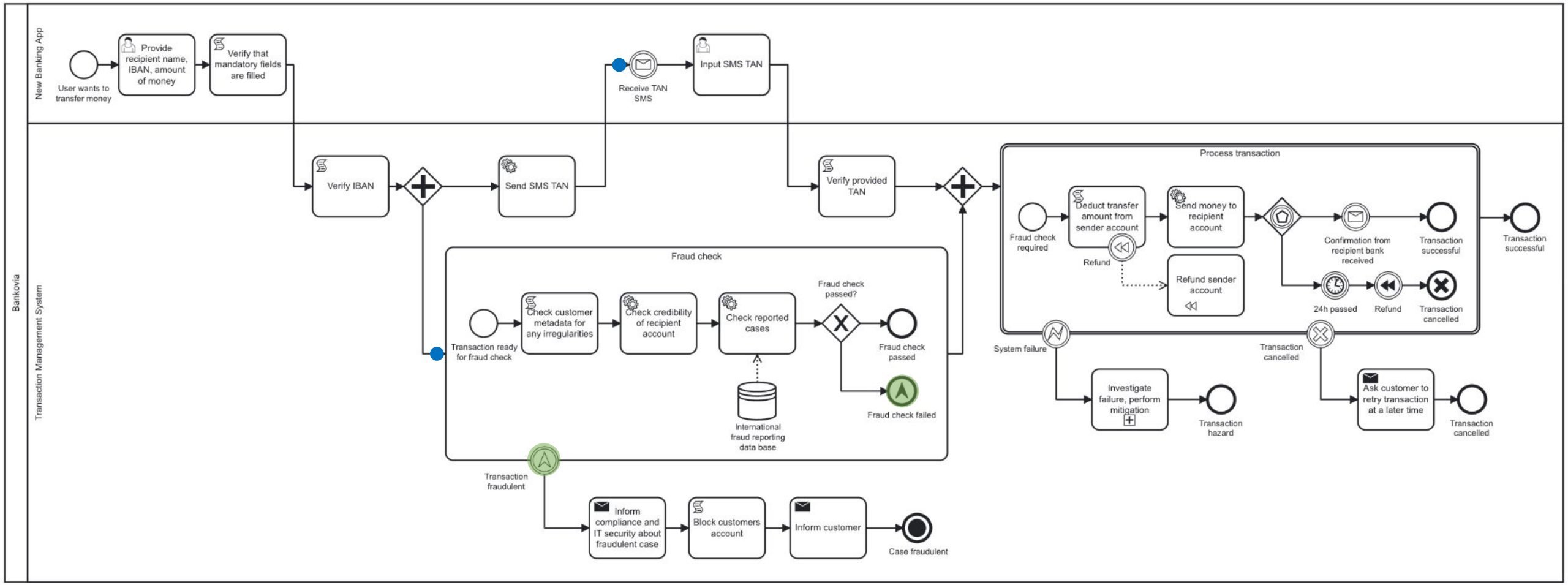

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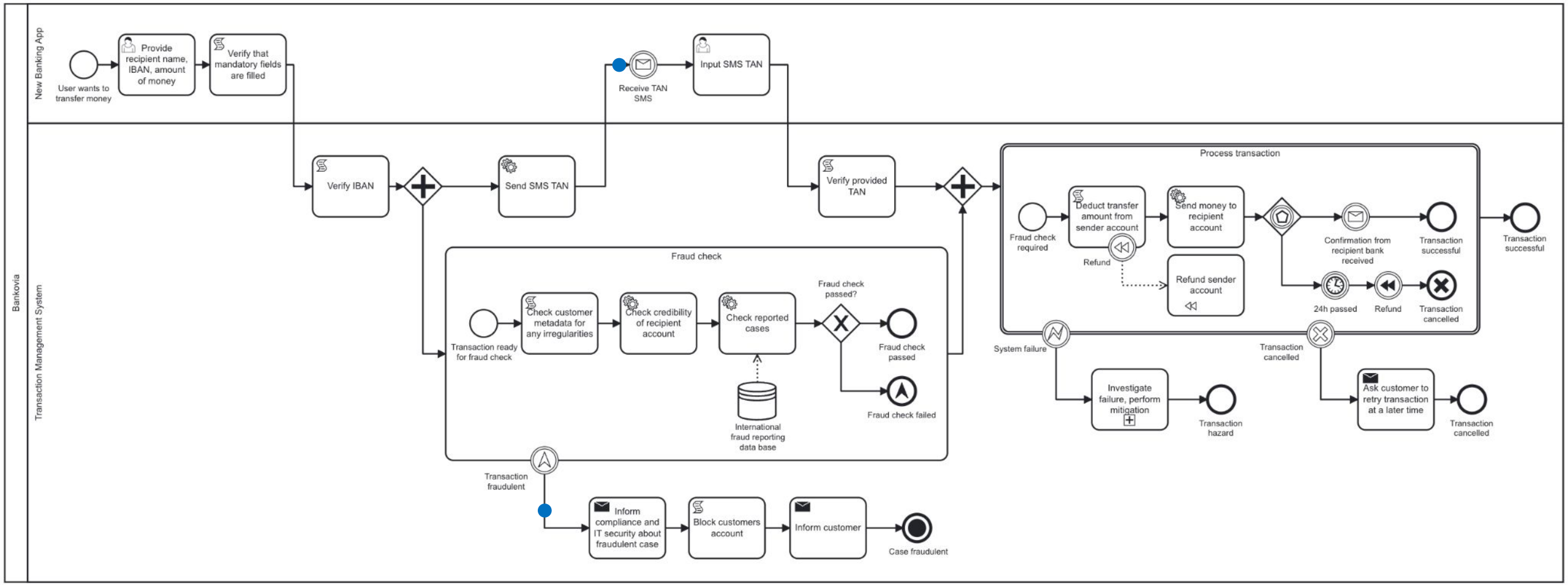

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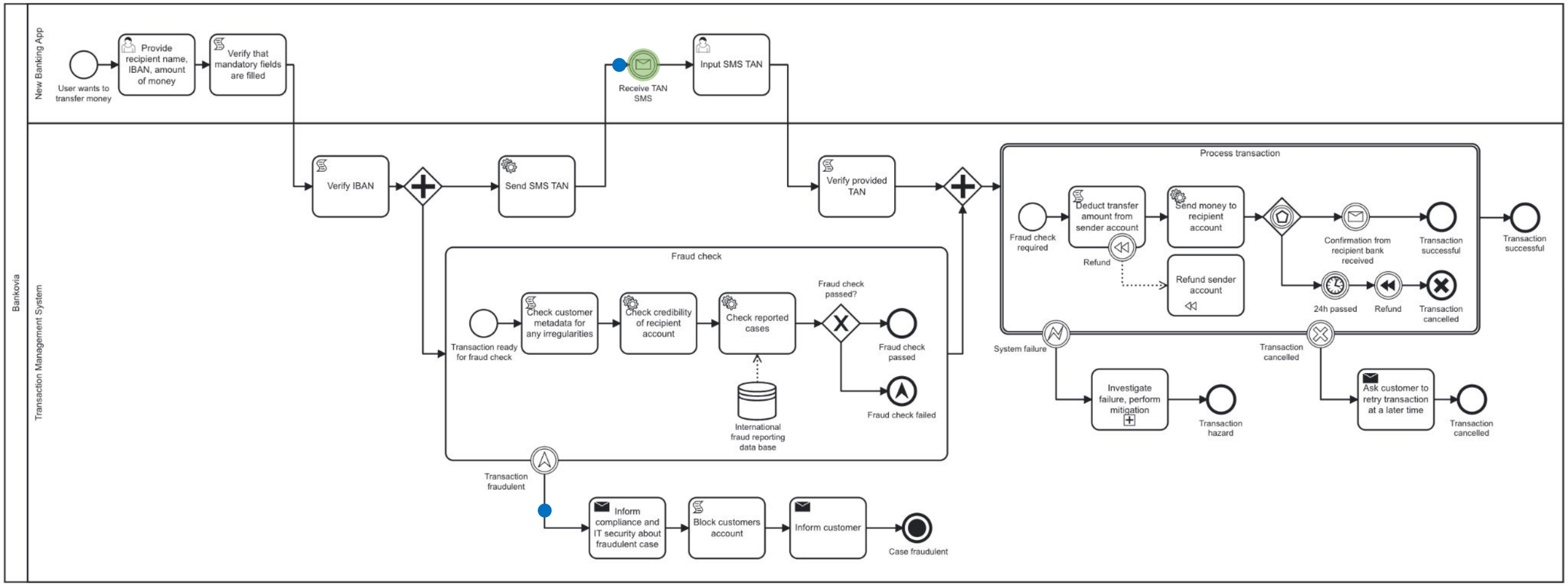

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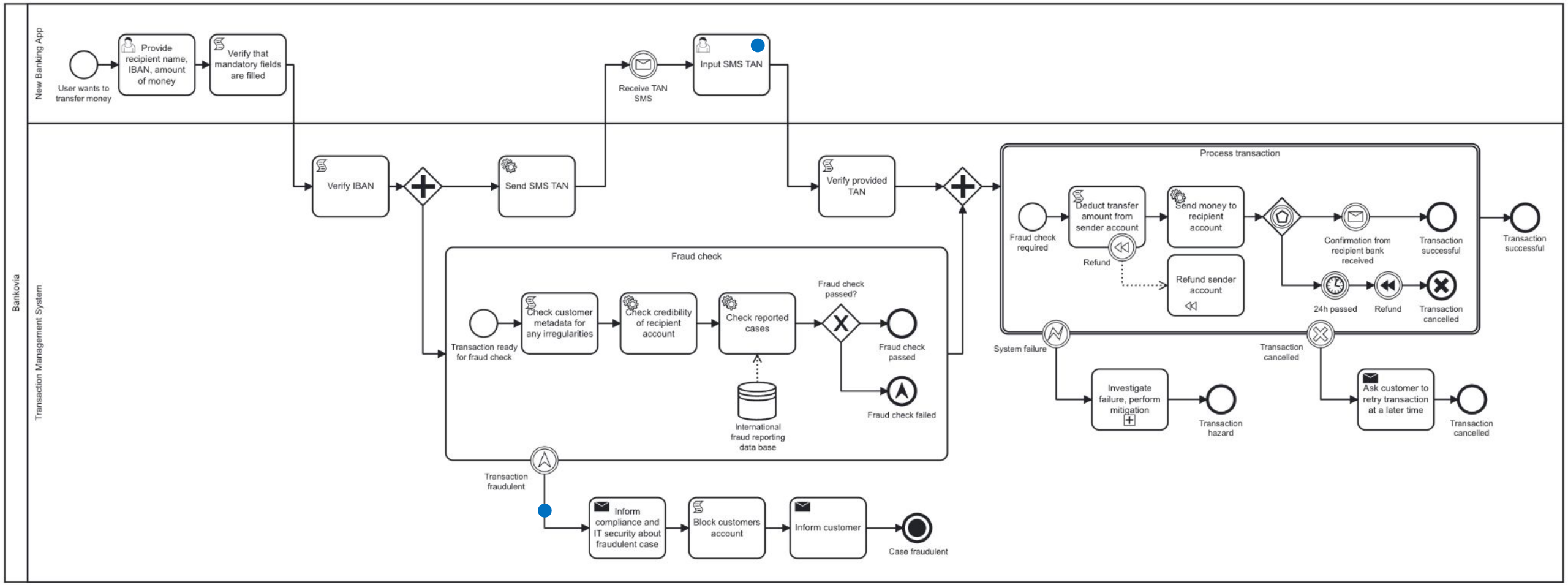

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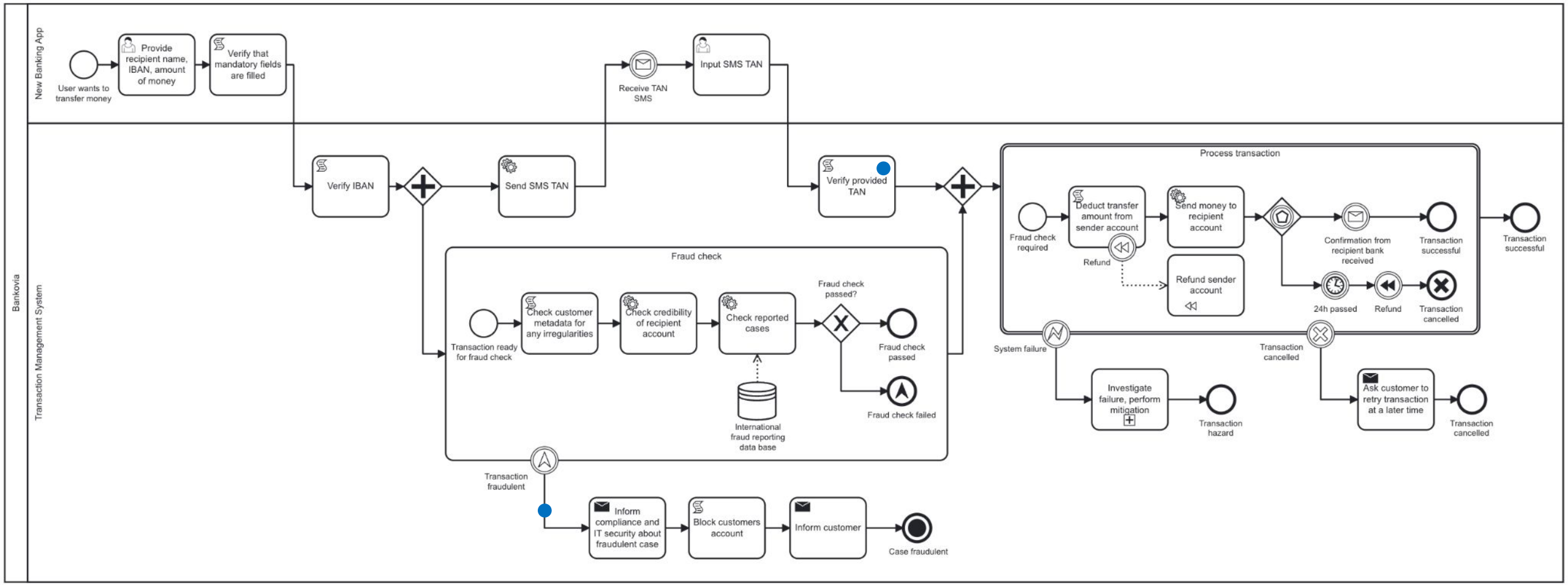

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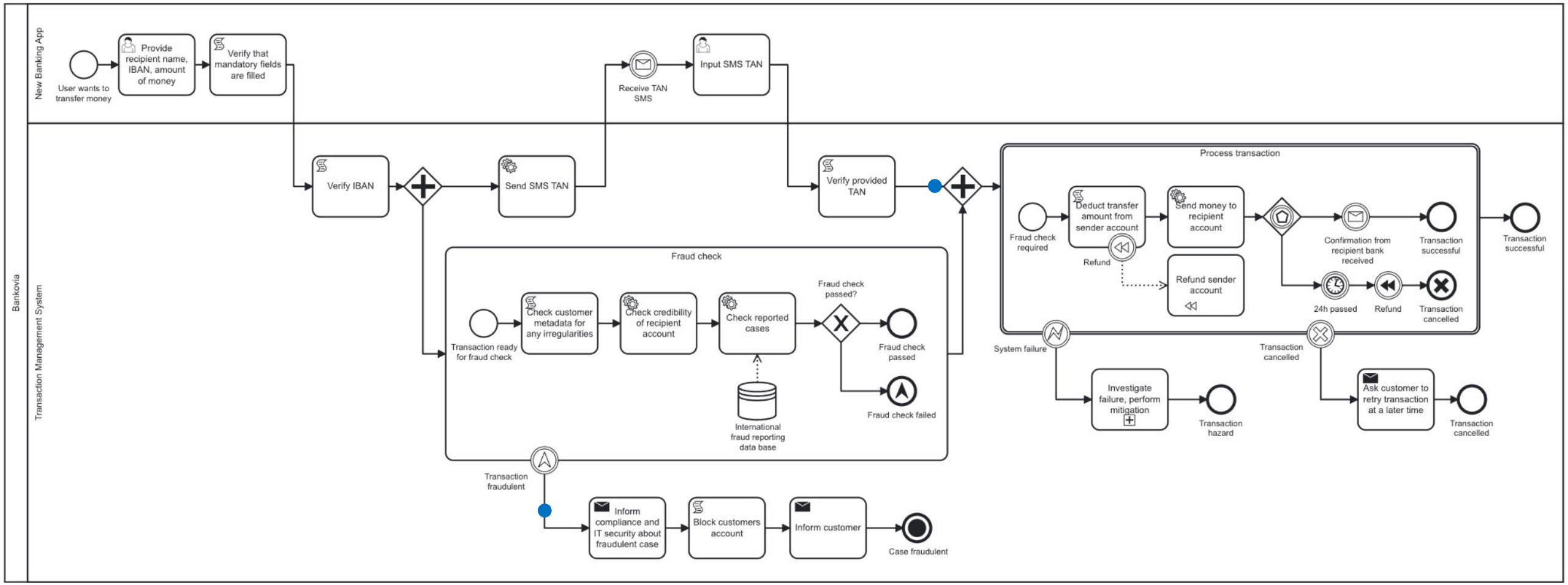

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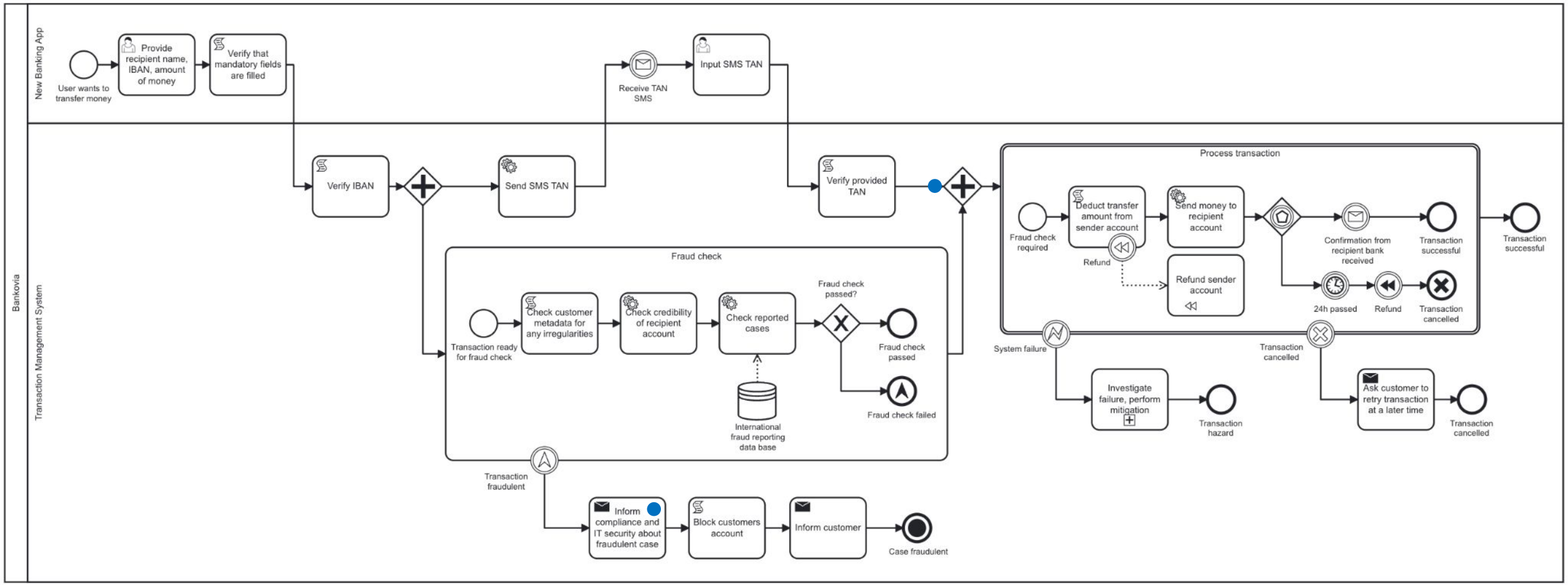

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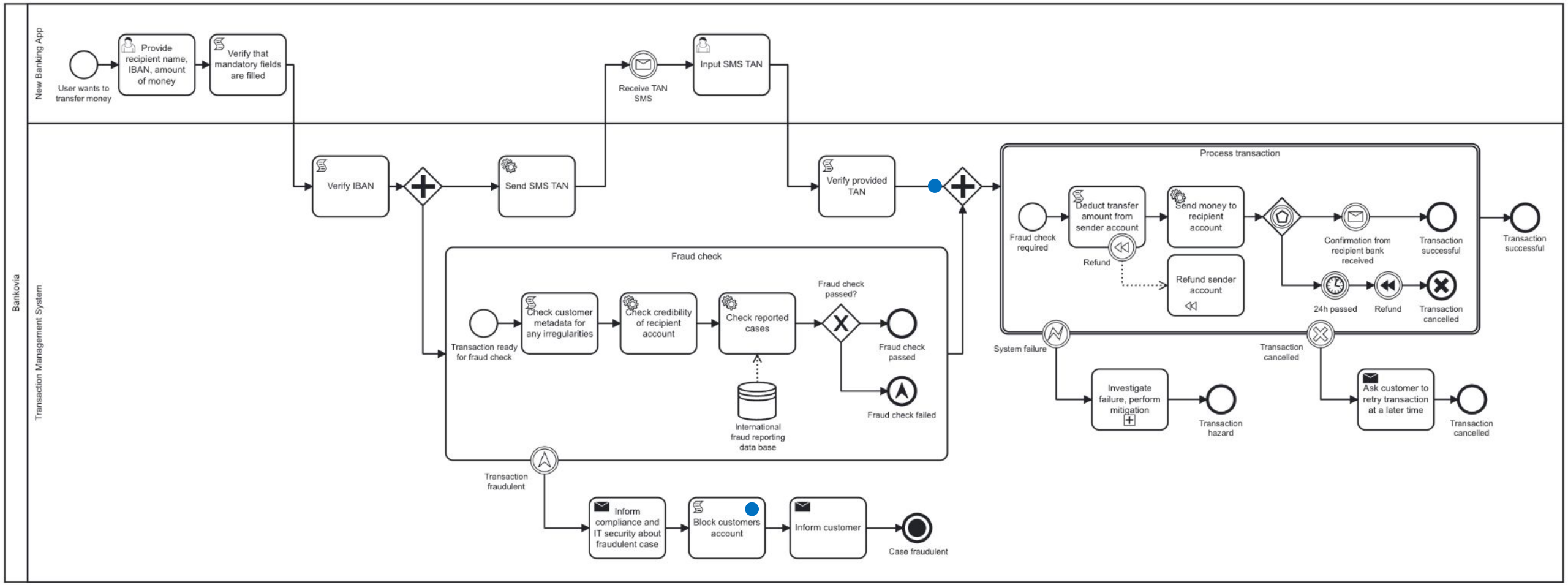

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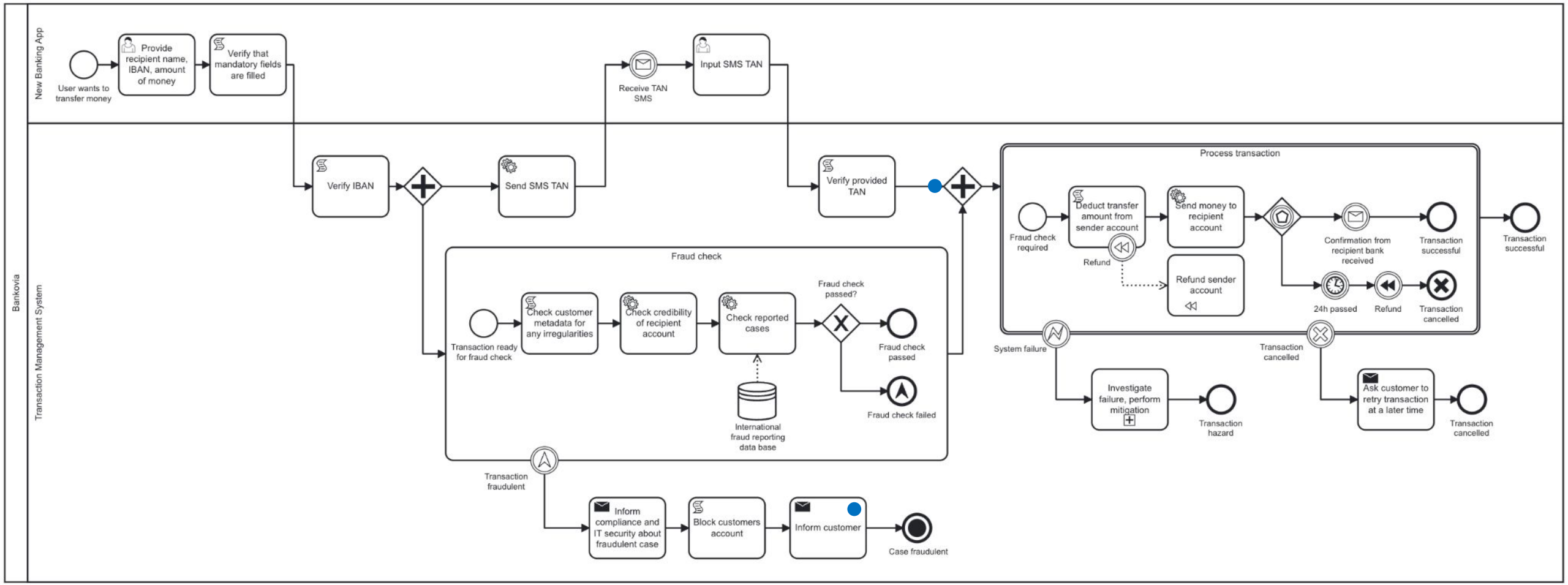

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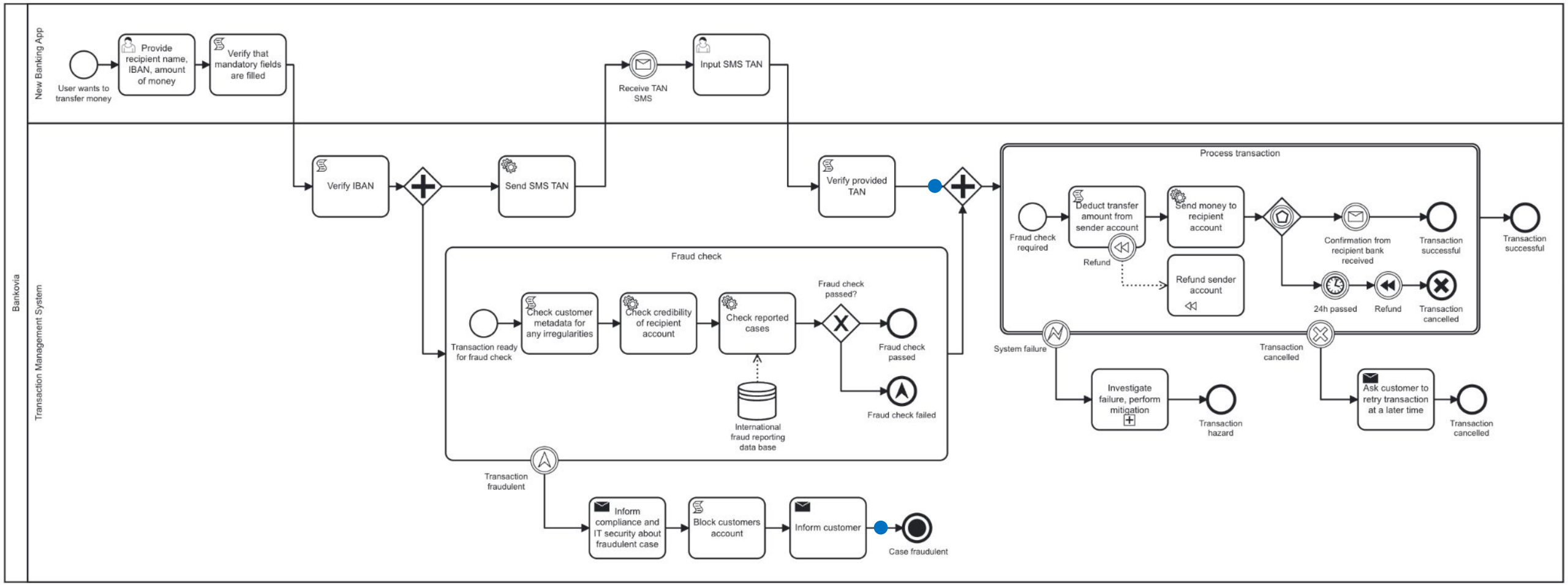

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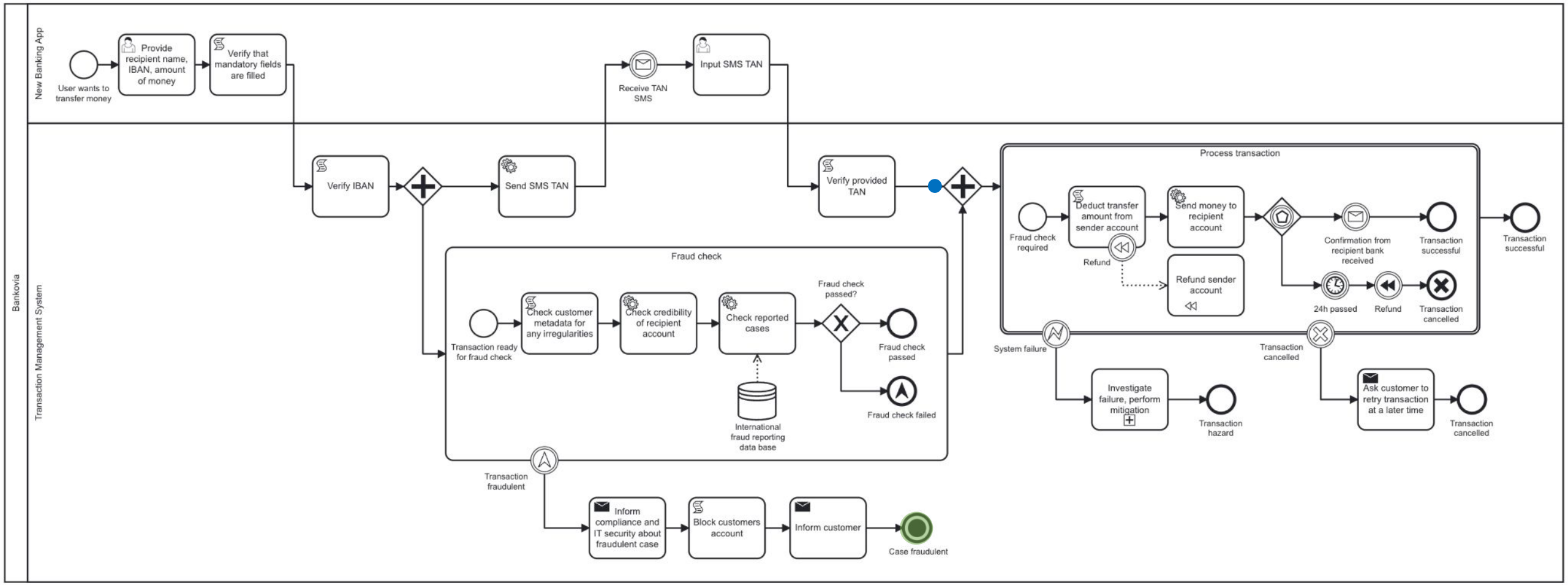

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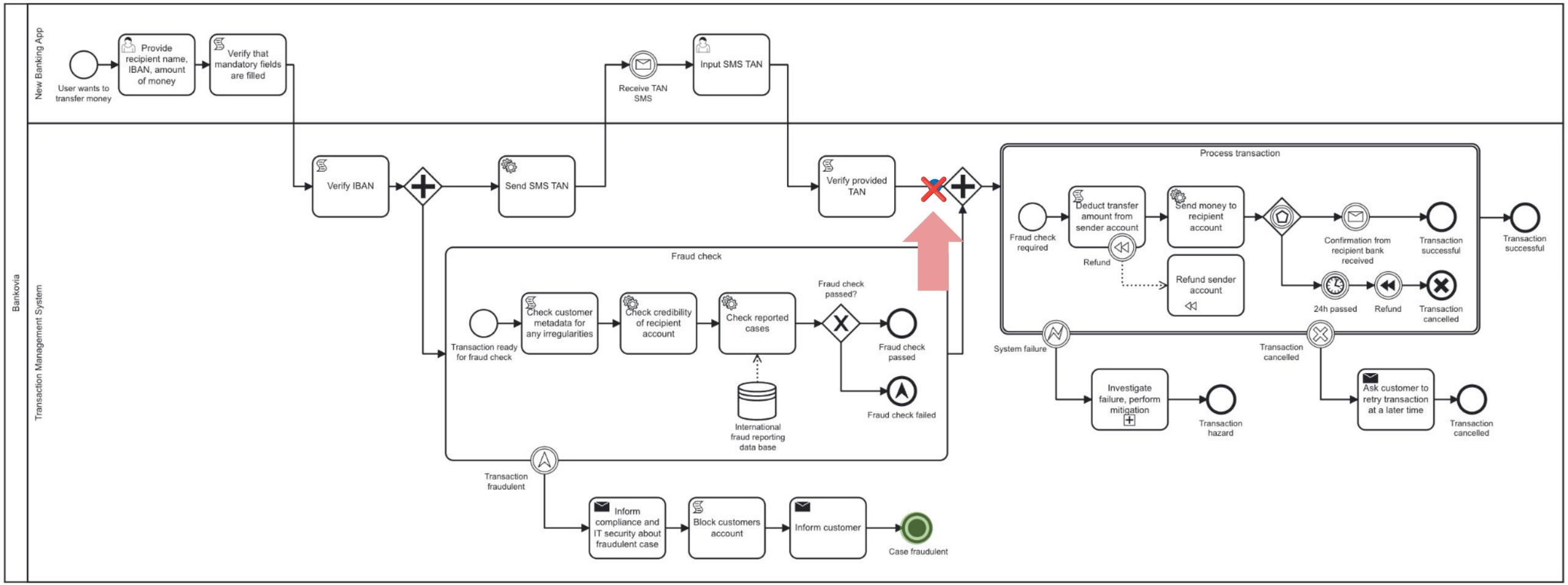
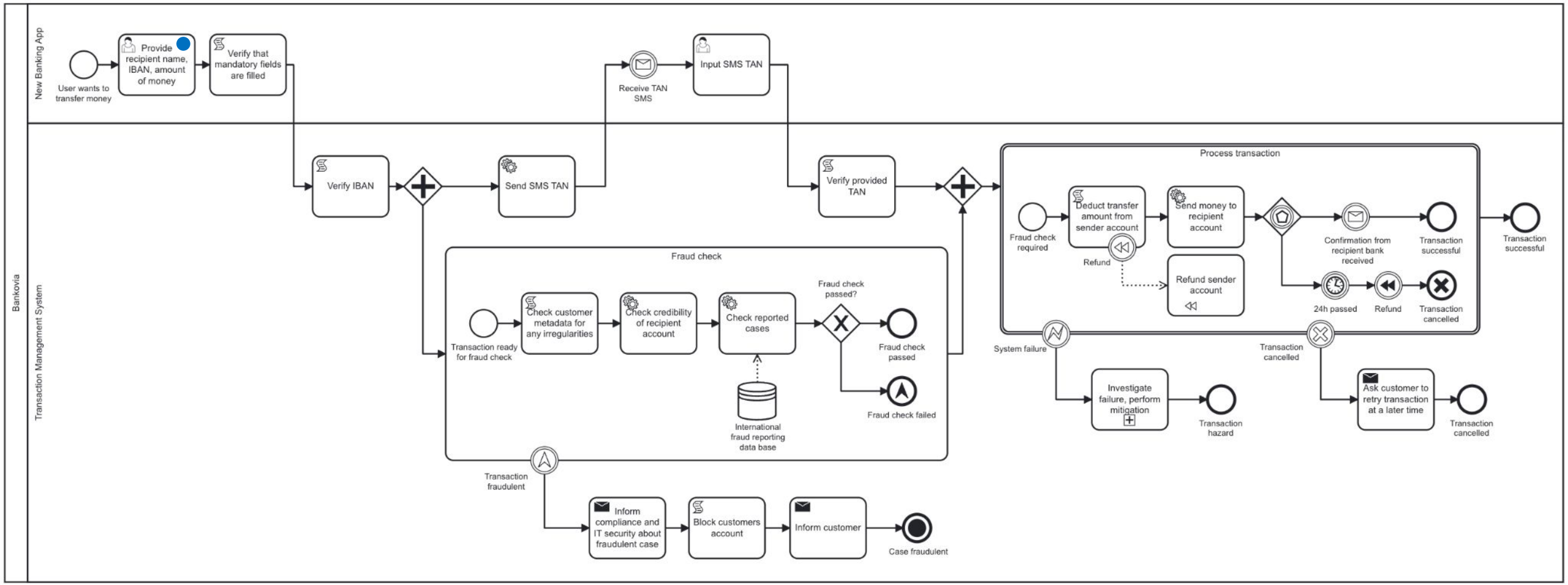
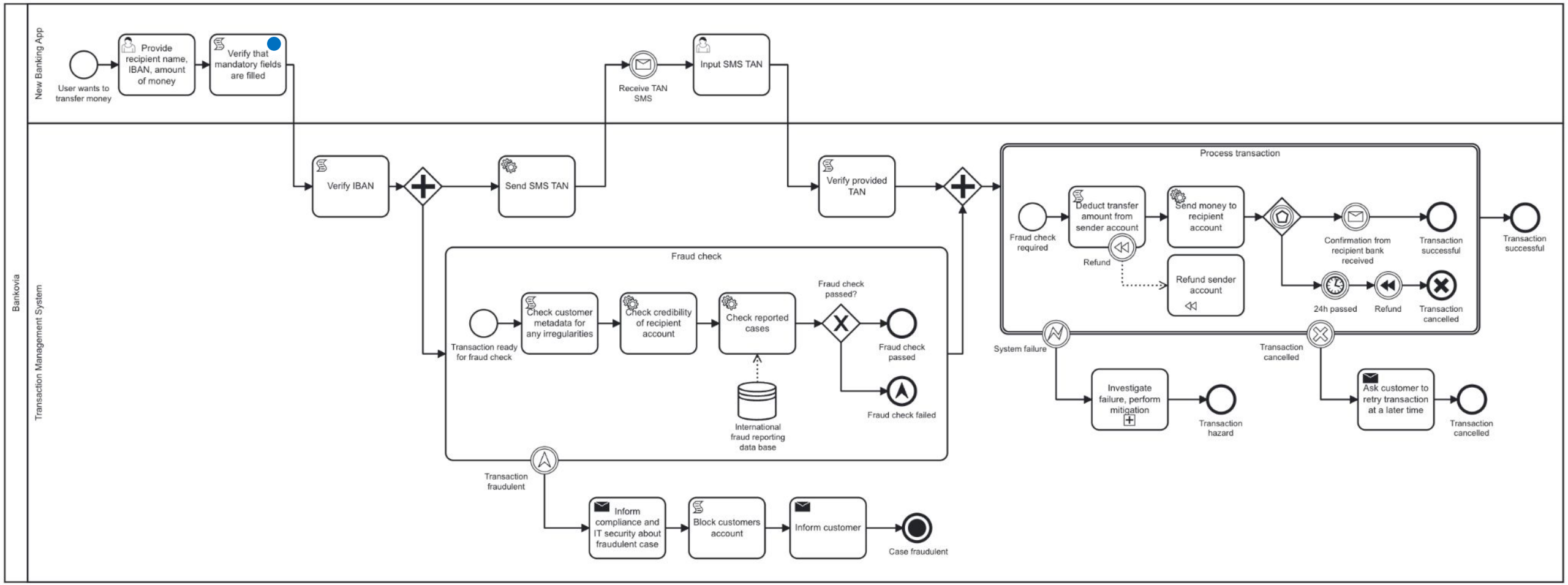


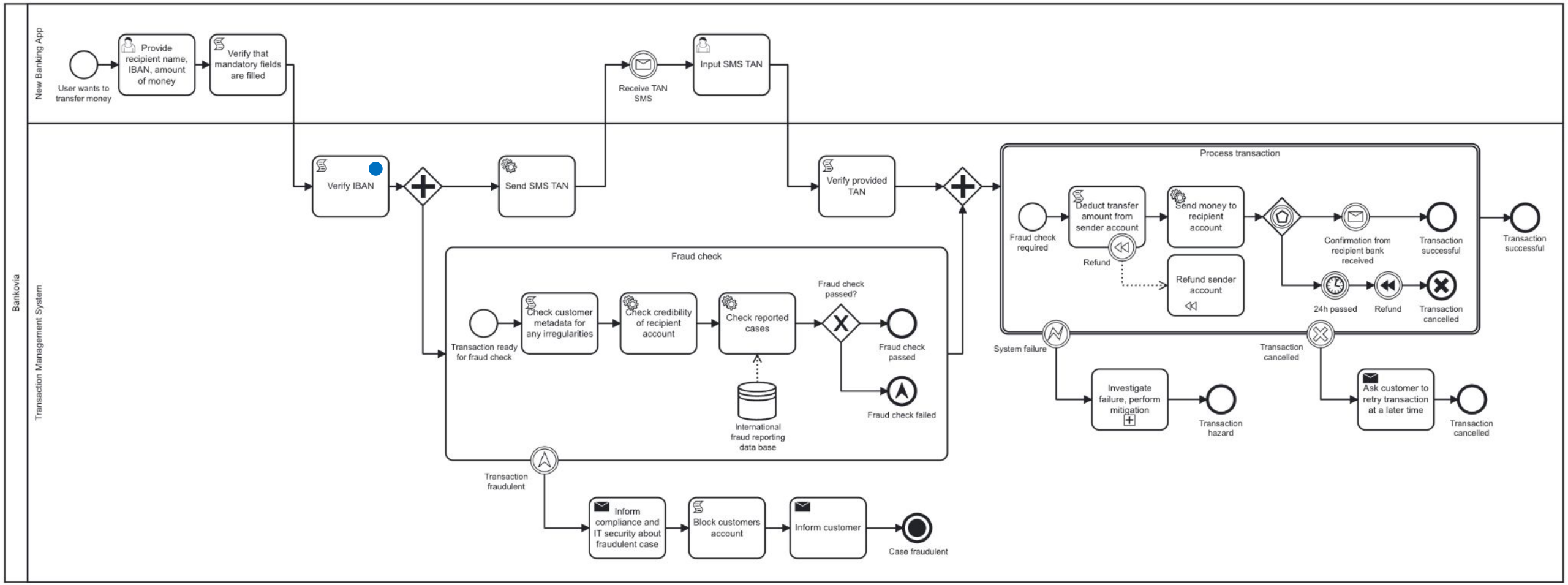
process camp

Let’s see what happens if the recipient bank is **not reachable**.


Bankovia
New Banking App
Transaction Management System
User wants to transfer money
Provide recipient name, IBAN, amount of money
Verify that mandatory fields are filled
Verify IBAN
Send SMS TAN
Receive TAN SMS
Input SMS TAN
Verify provided TAN
Fraud check
Transaction ready for fraud check
Check customer metadata for any irregularities
Check credibility of recipient account
Check reported cases
International fraud reporting data base
Fraud check passed?
Fraud check passed
Fraud check failed
Transaction fraudulent
Inform compliance and IT security about fraudulent case
Block customers account
Inform customer
Case fraudulent
Process transaction
Fraud check required
Deduct transfer amount from sender account
Refund
Send money to recipient account
Refund sender account
Confirmation from recipient bank received
Transaction successful
24h passed
Refund
Transaction cancelled
Transaction successful
System failure
Investigate failure, perform mitigation
Transaction hazard
Transaction cancelled
Ask customer to retry transaction at a later time
Transaction cancelled



process camp



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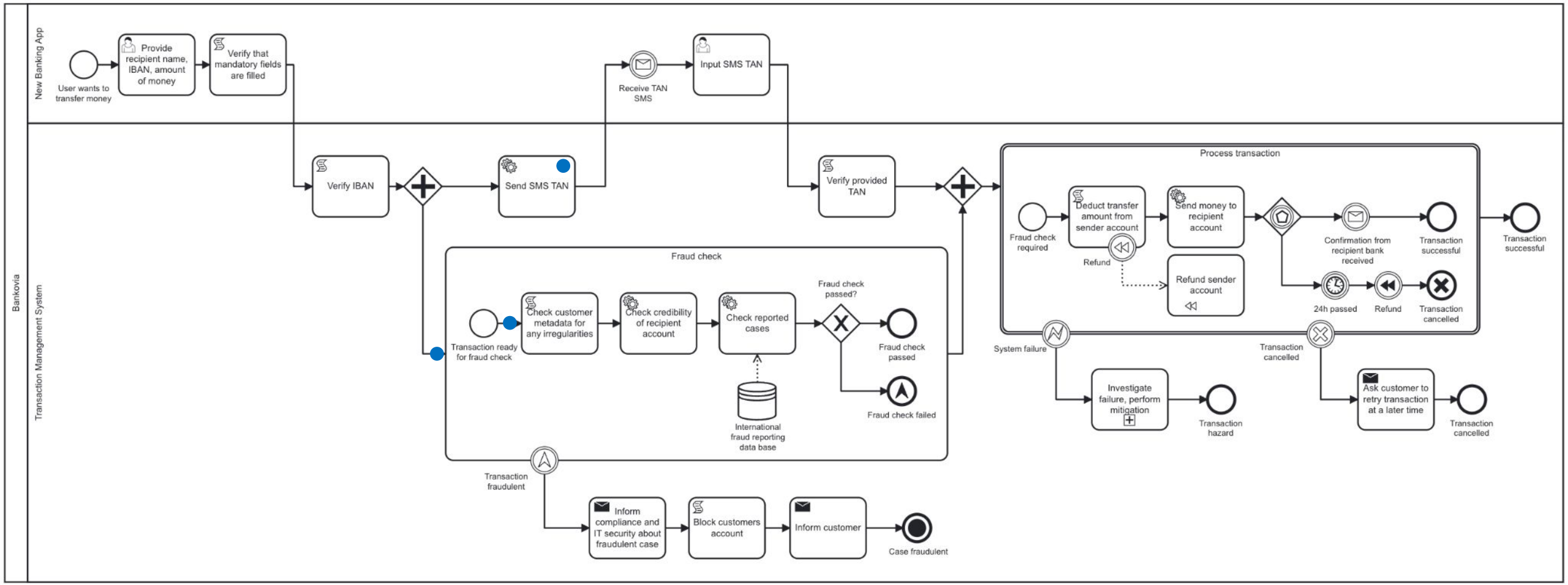

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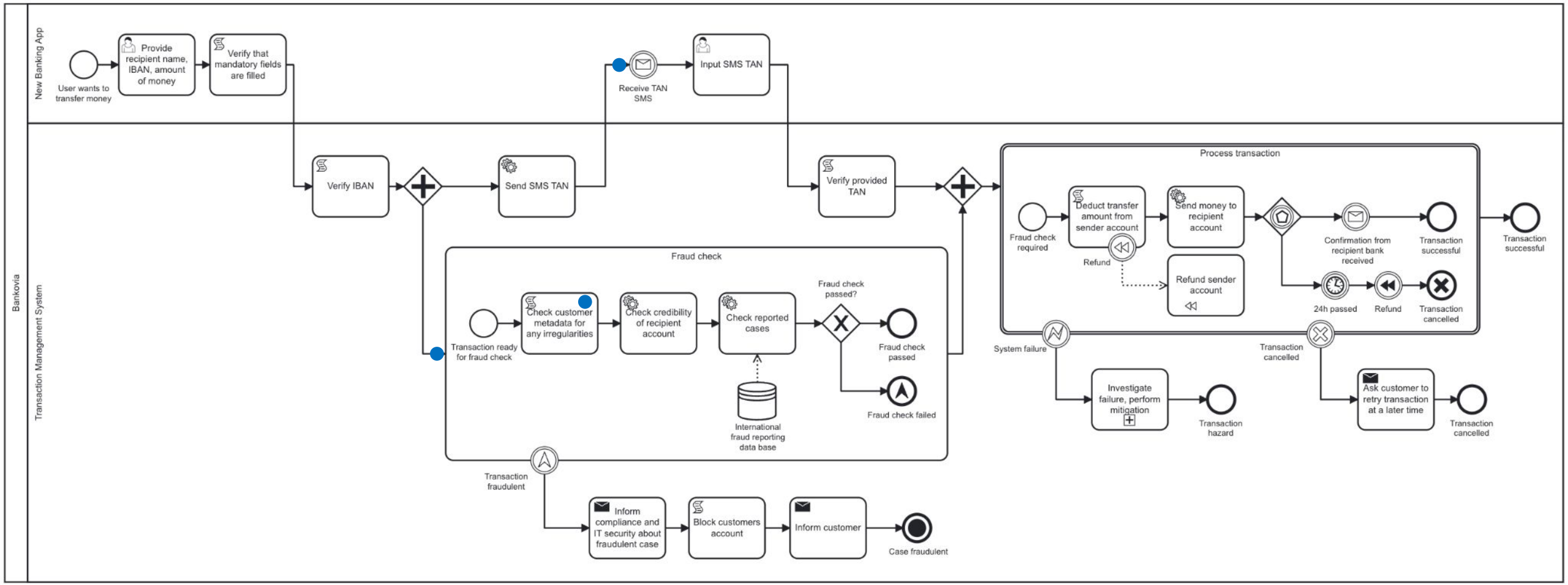

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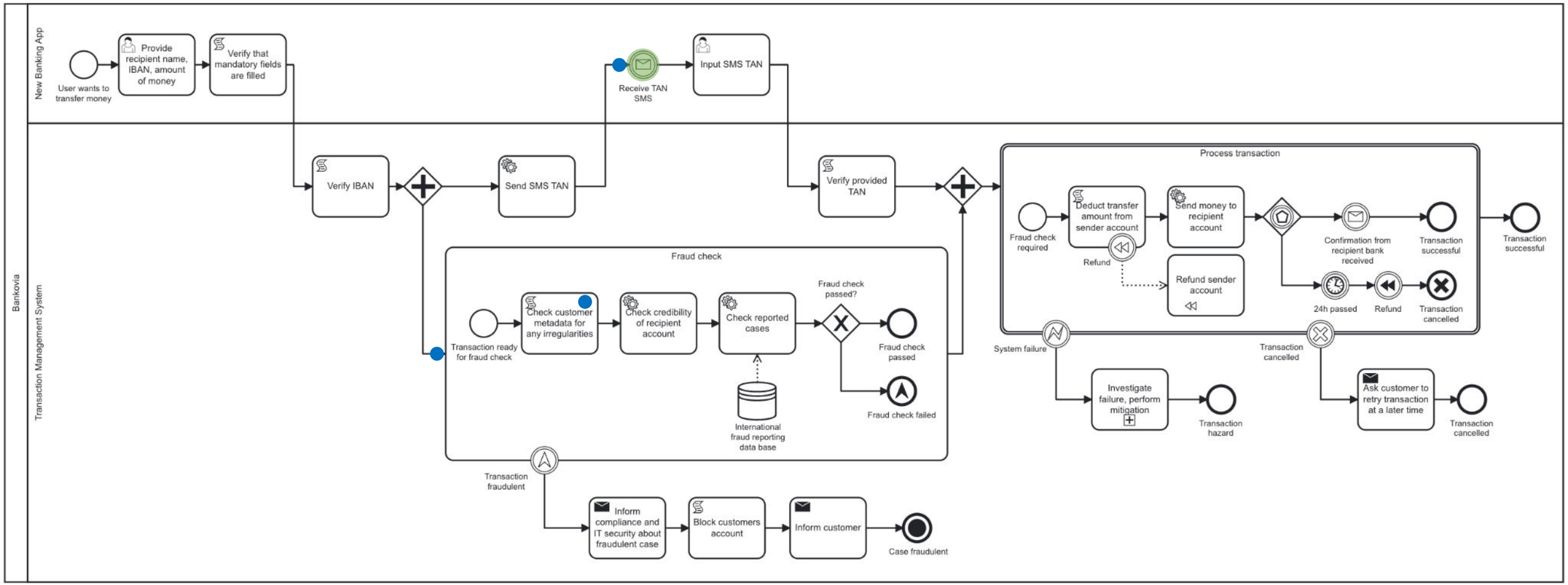

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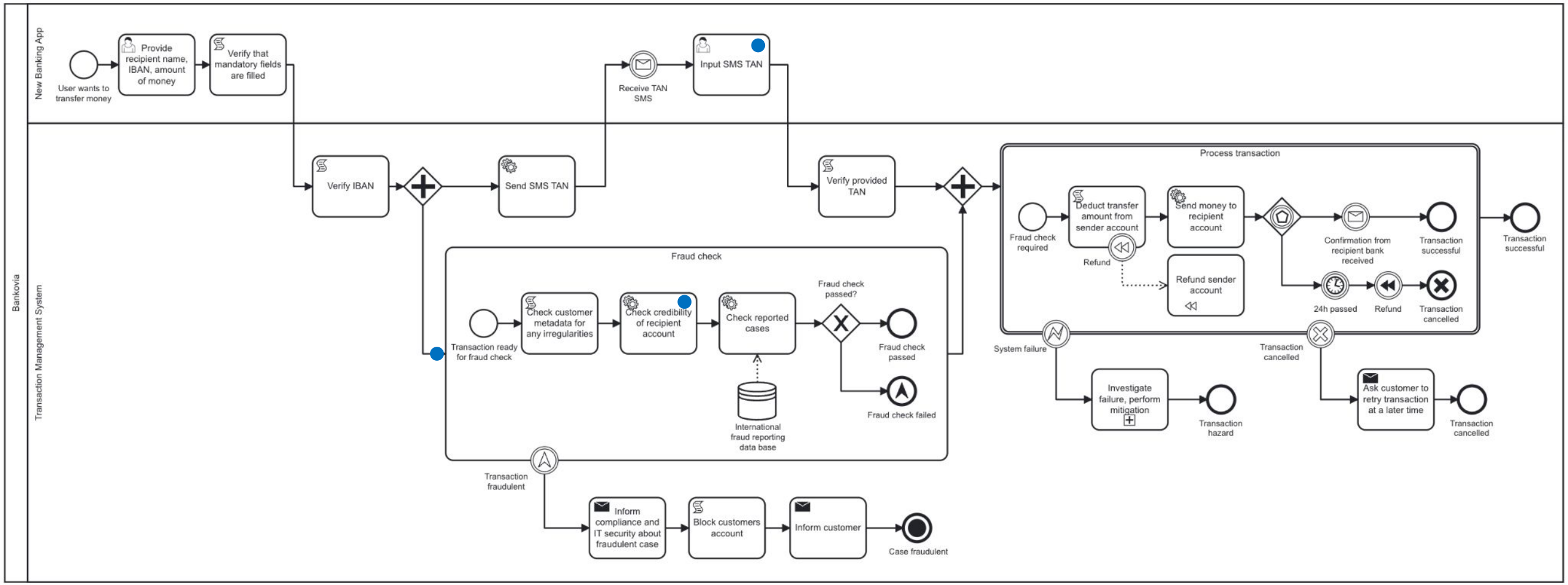

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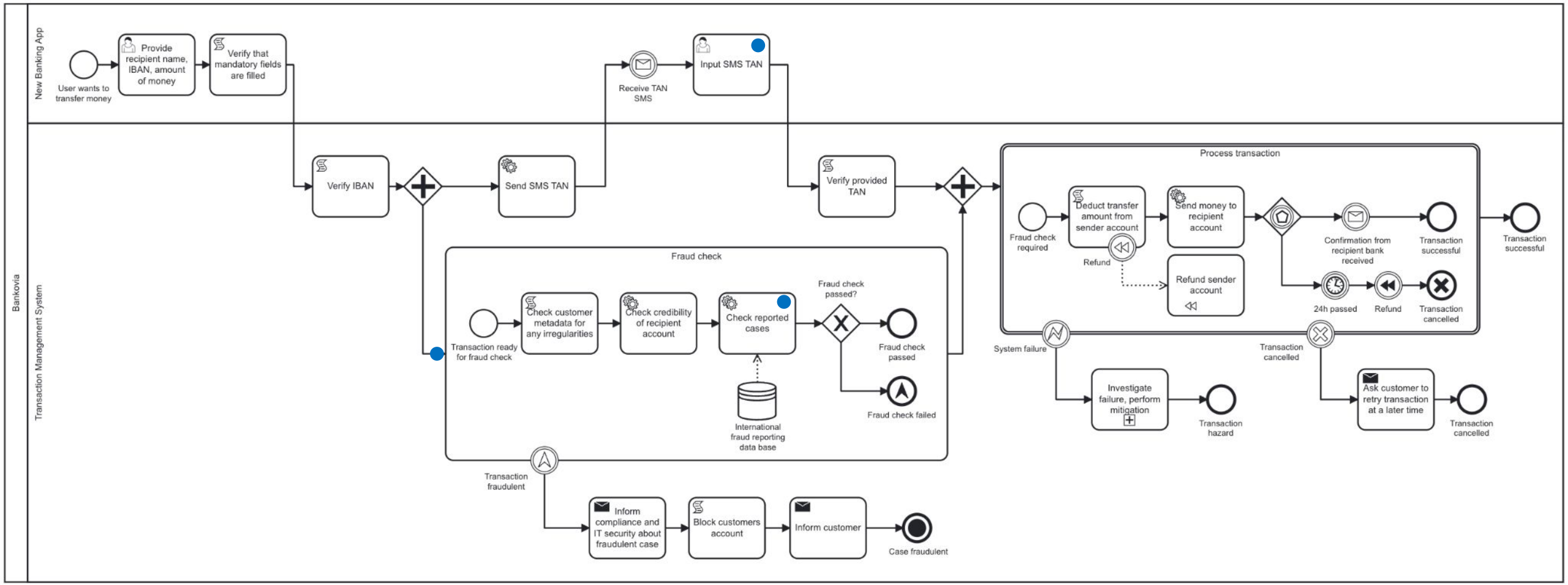

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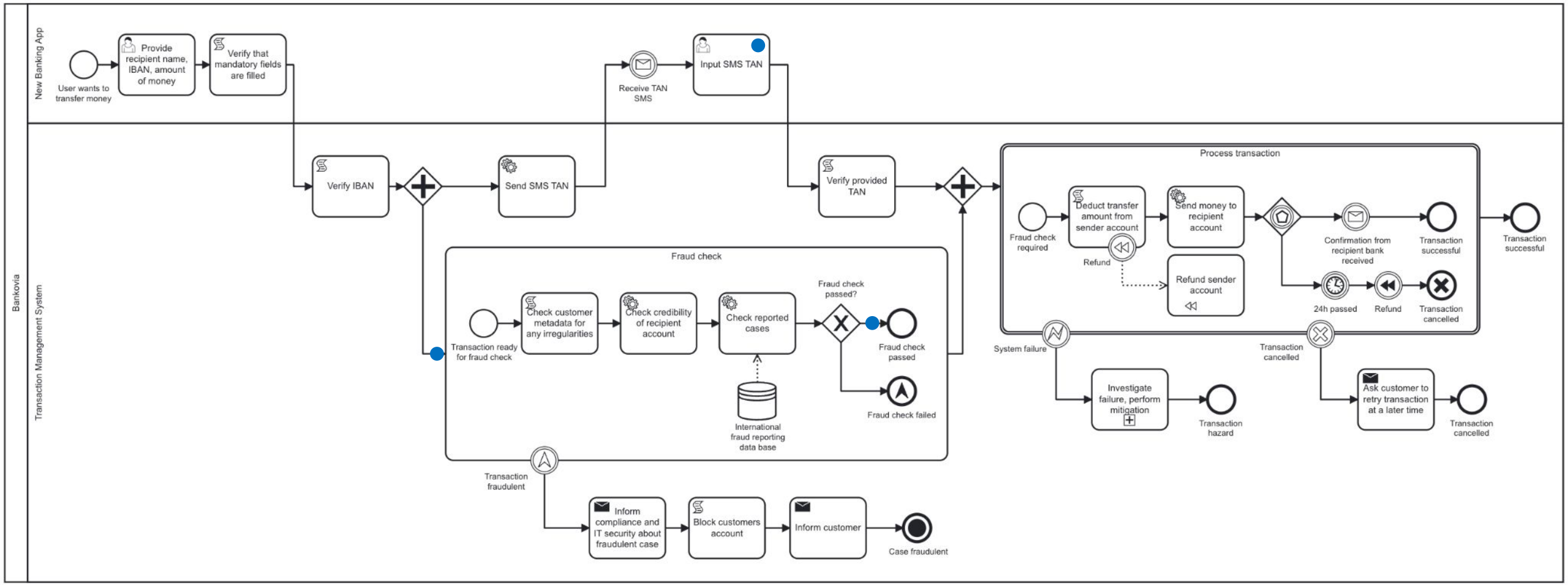

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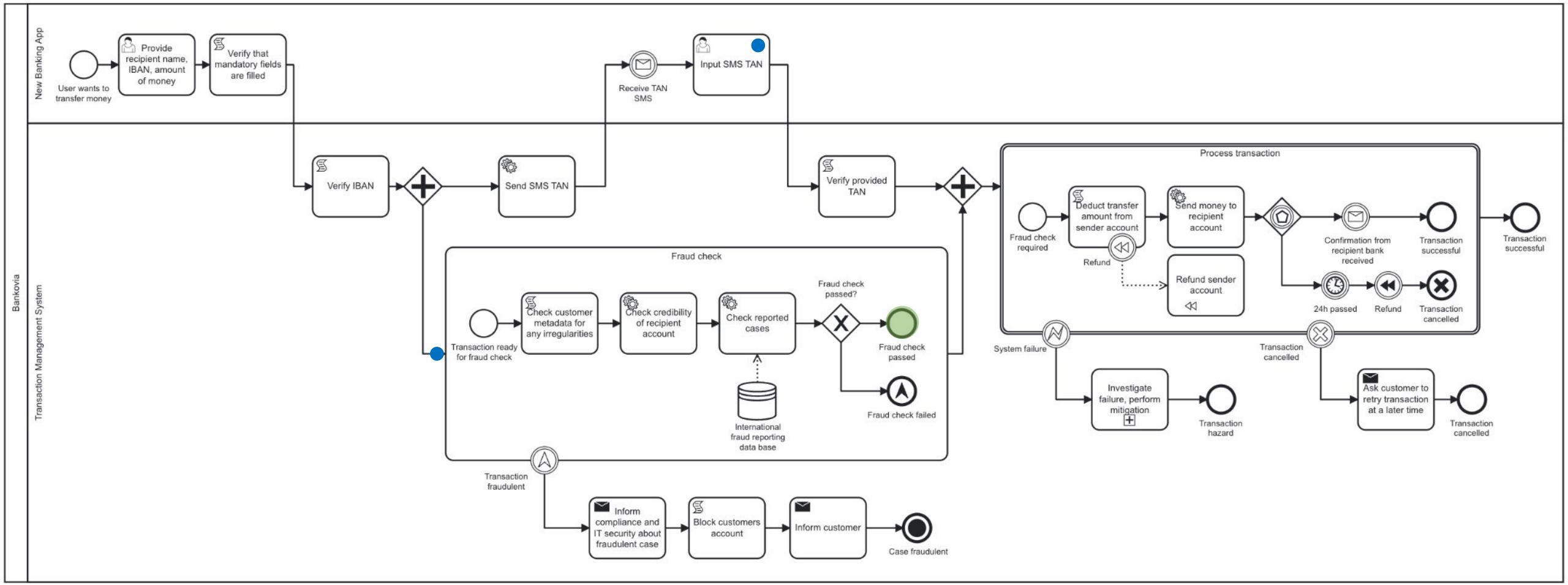

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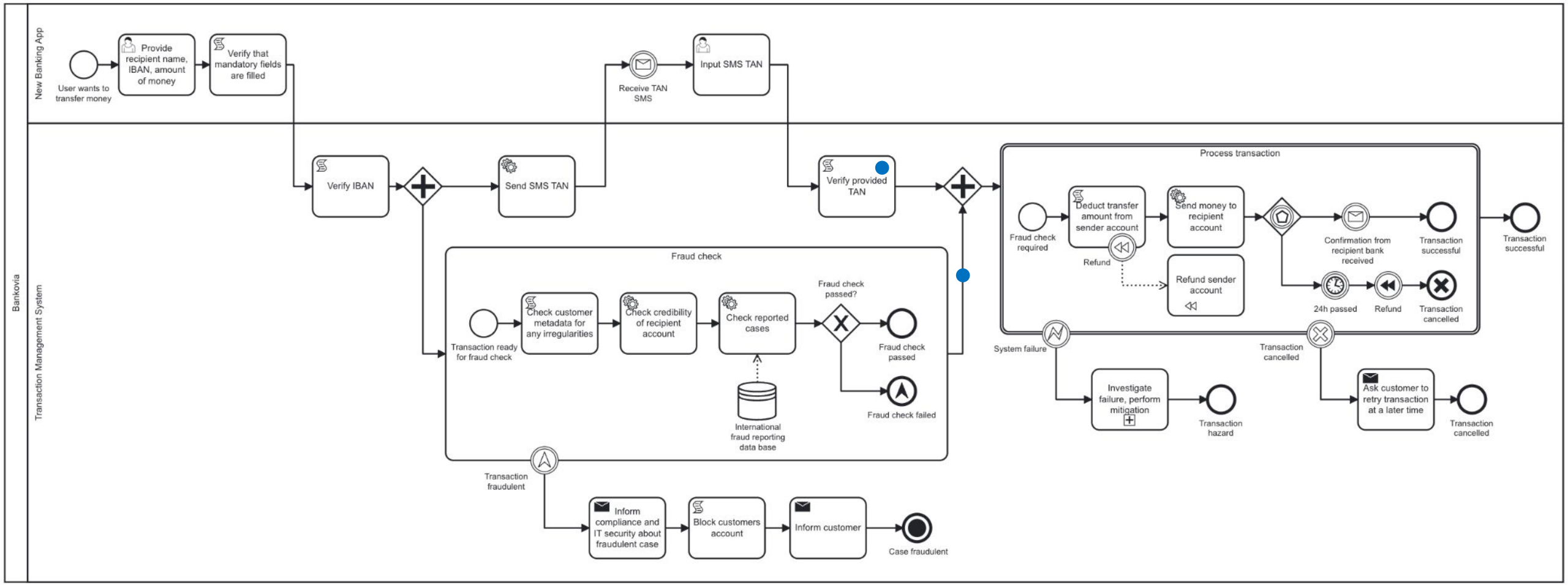

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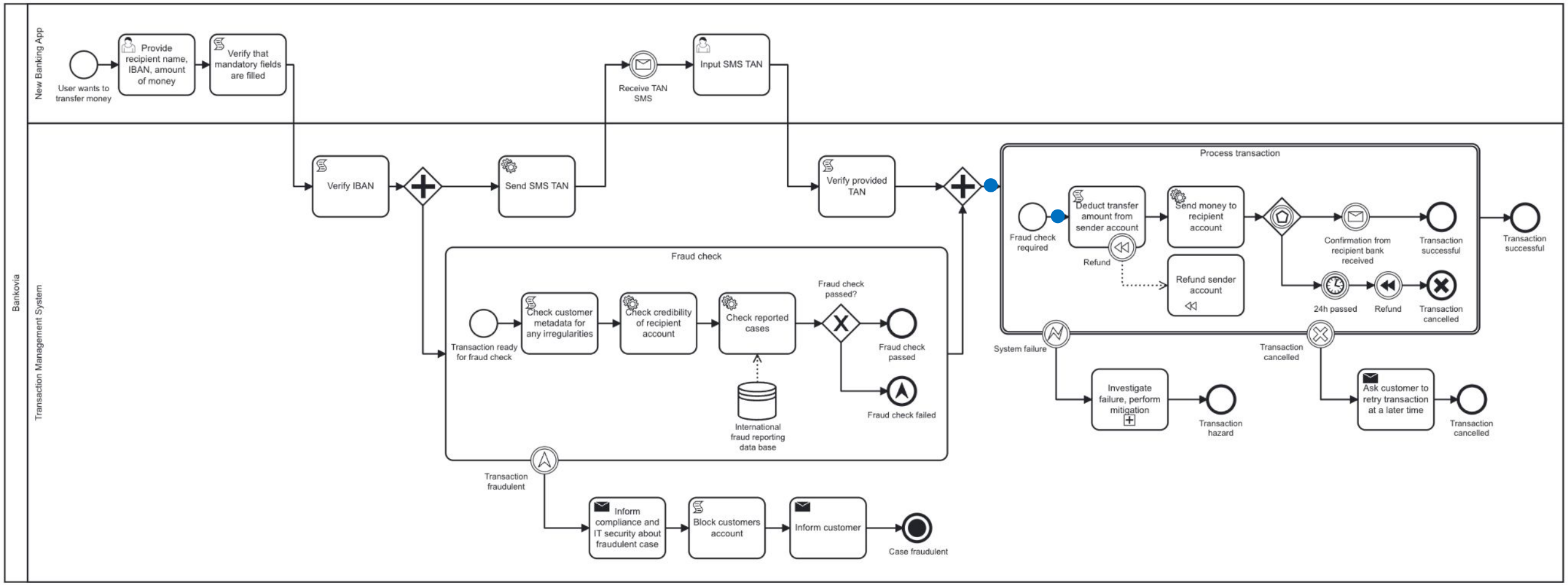

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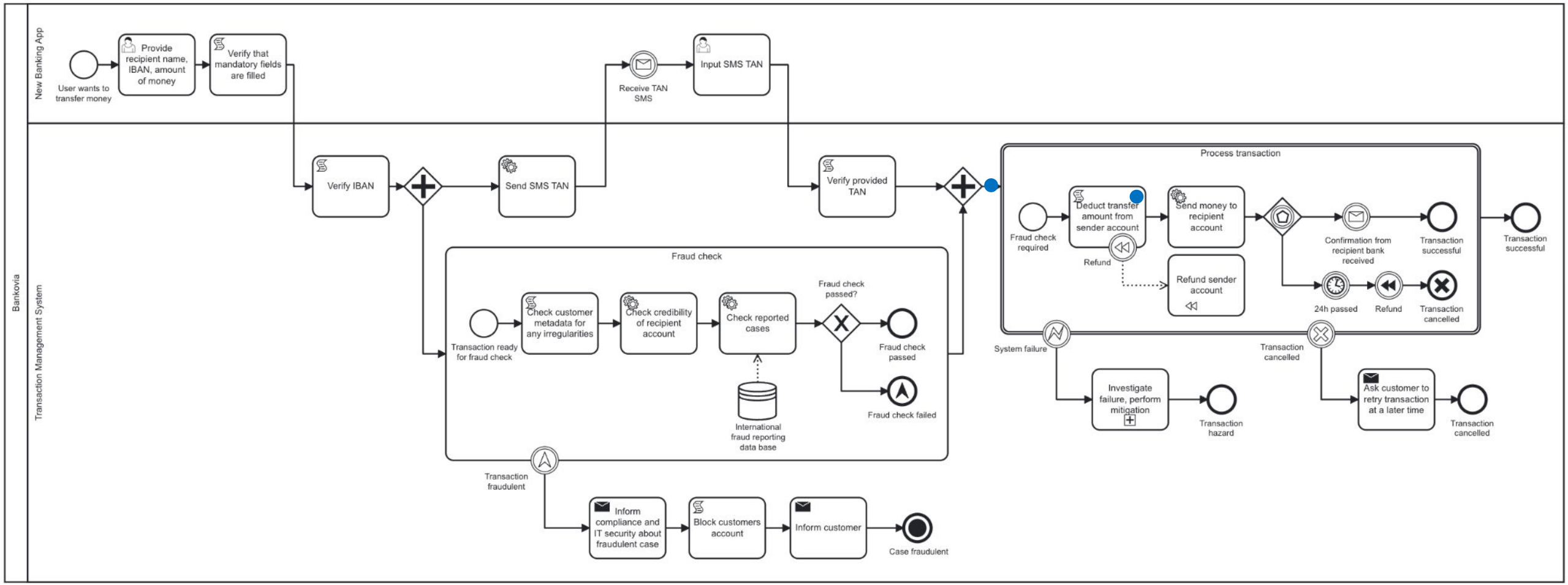

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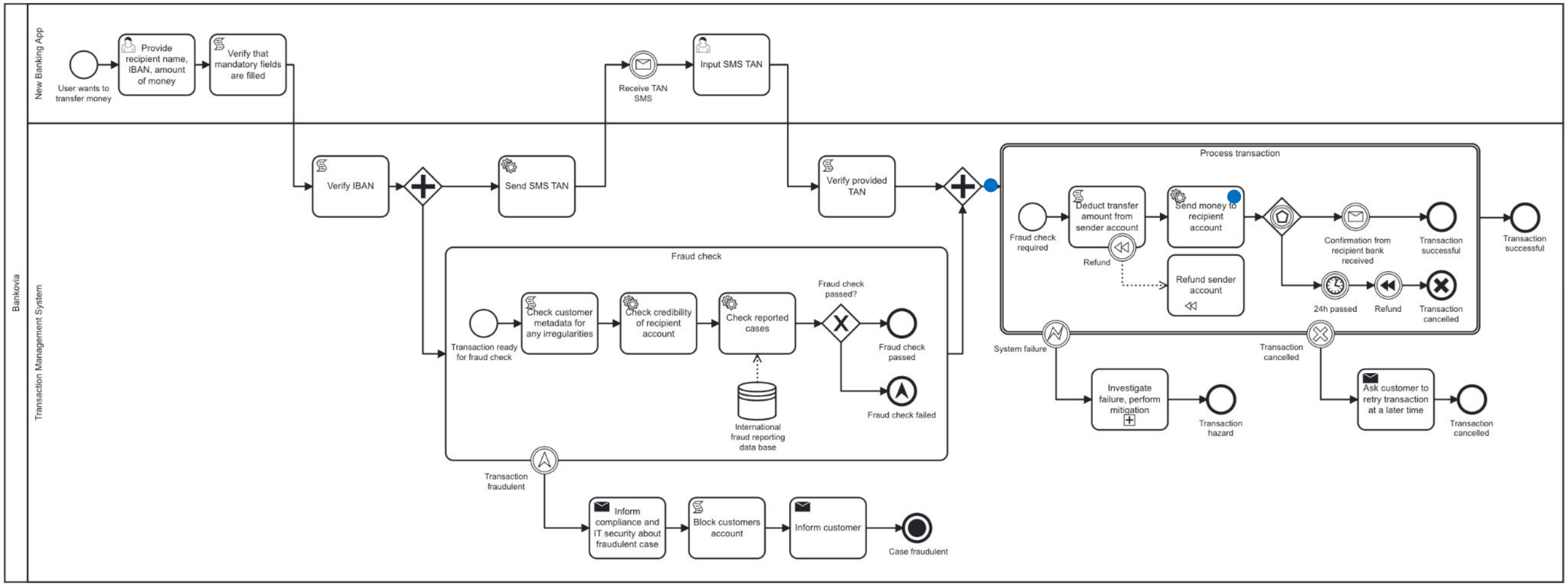

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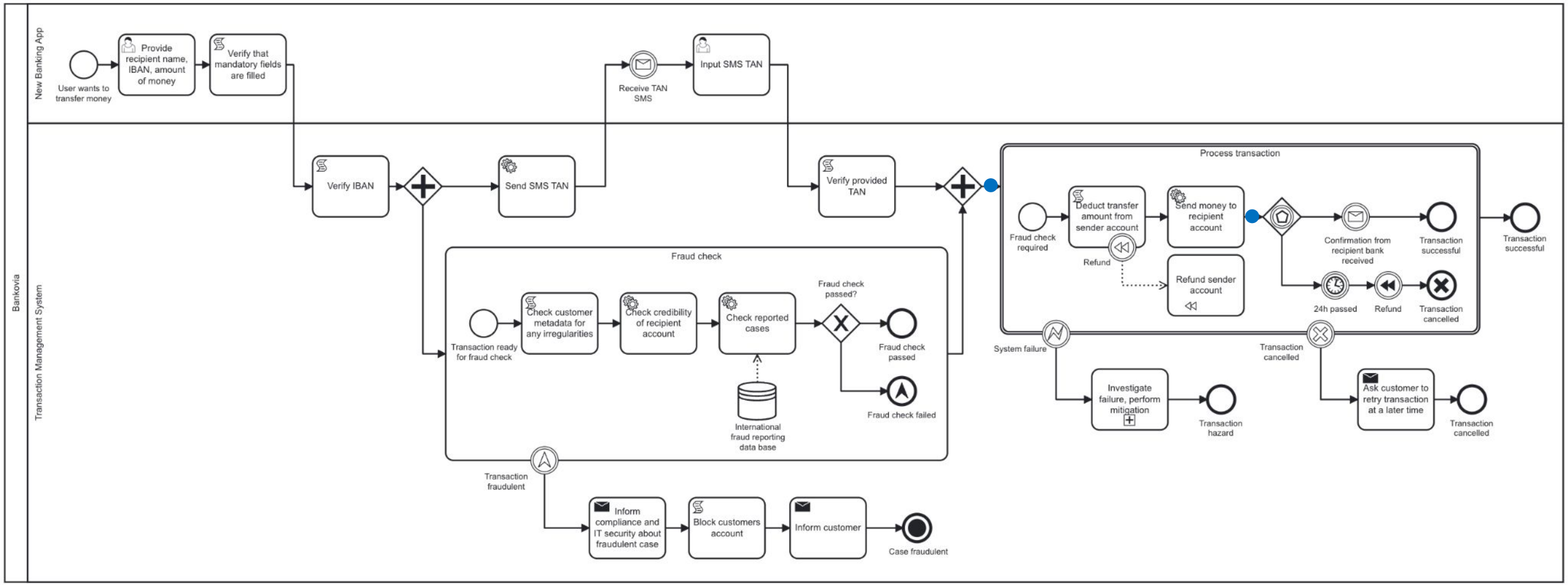

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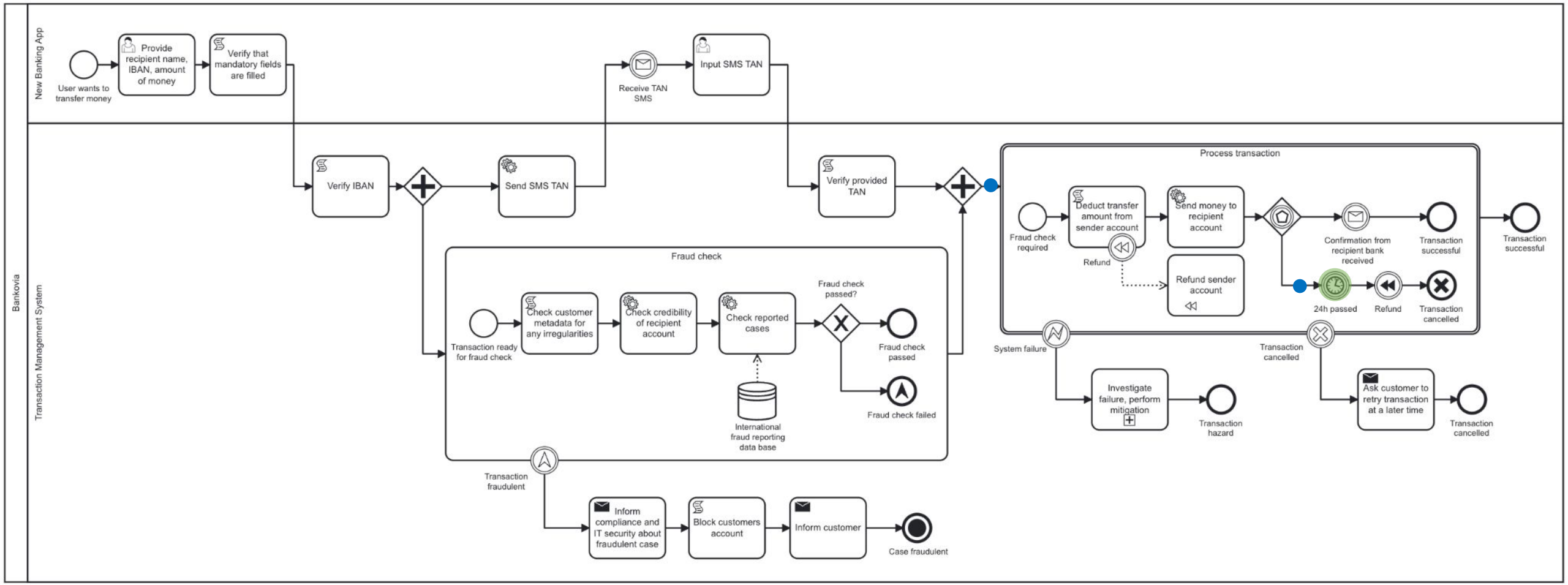

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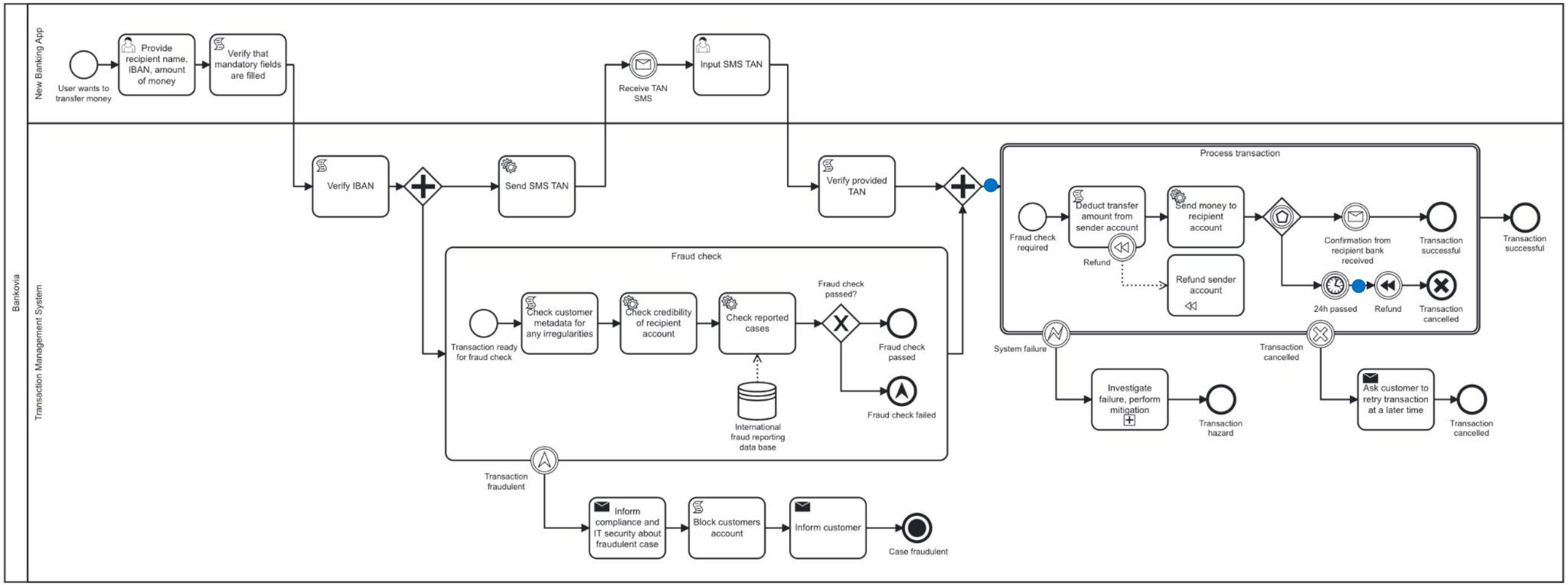

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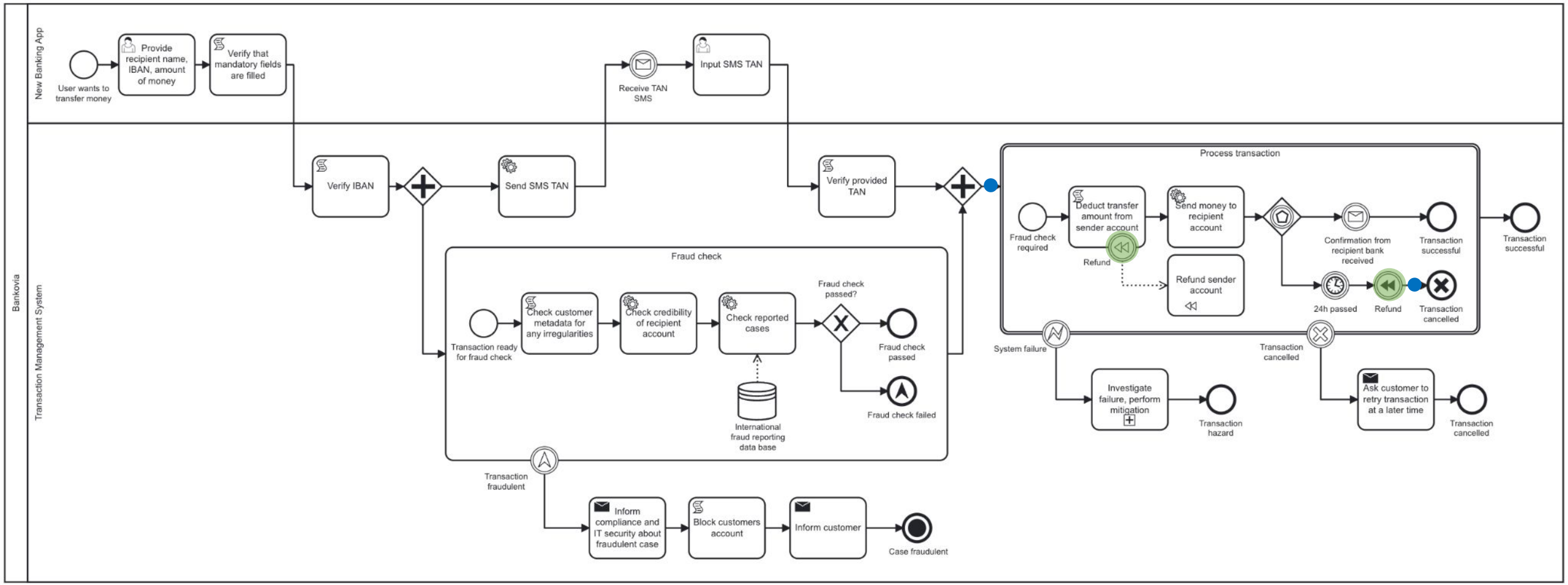

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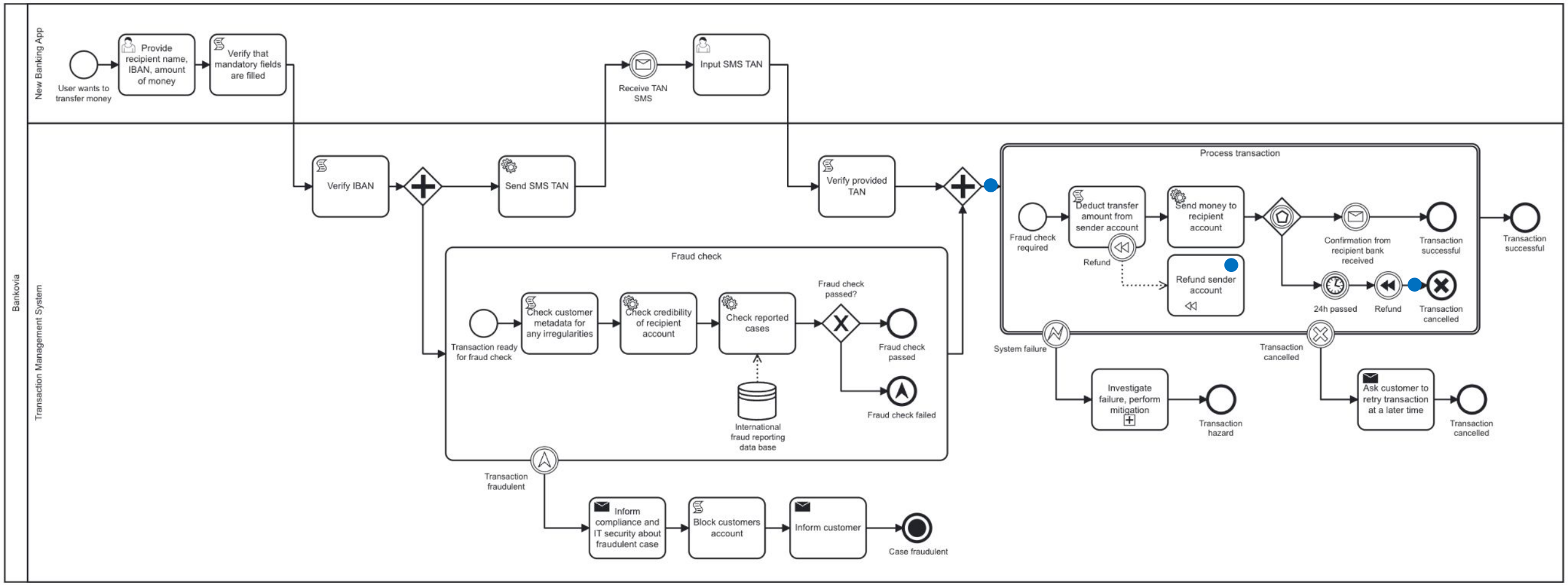

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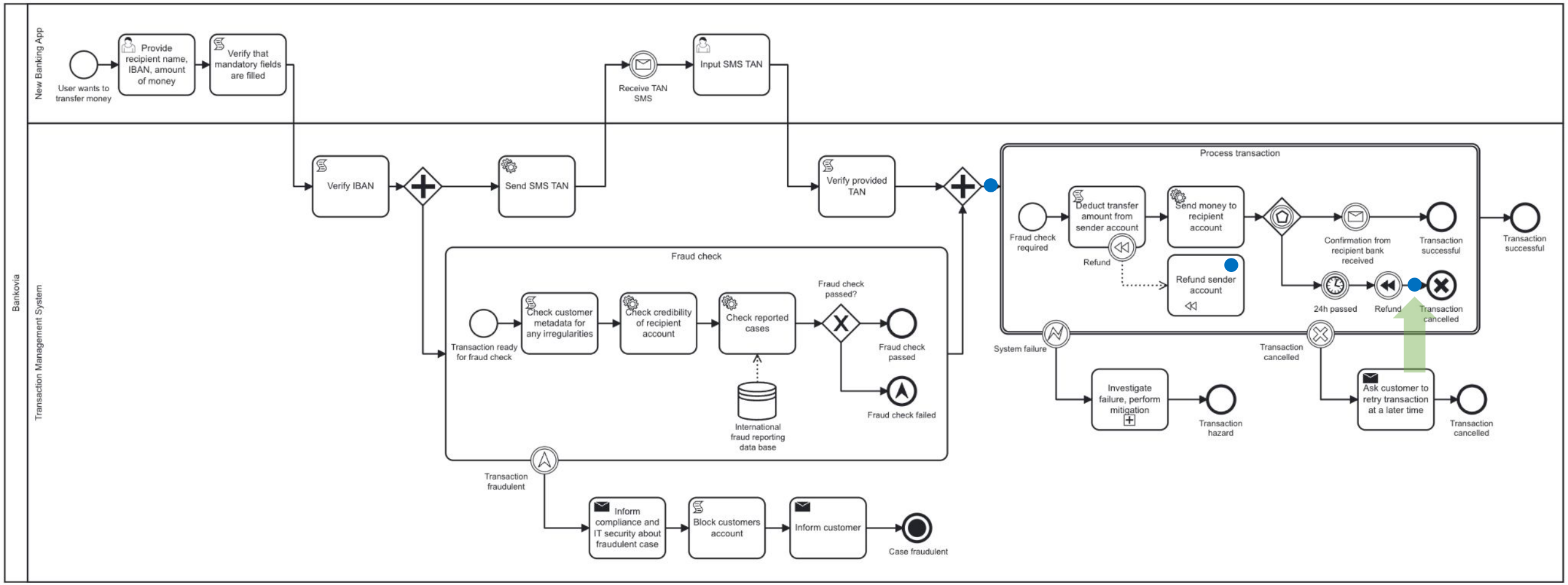

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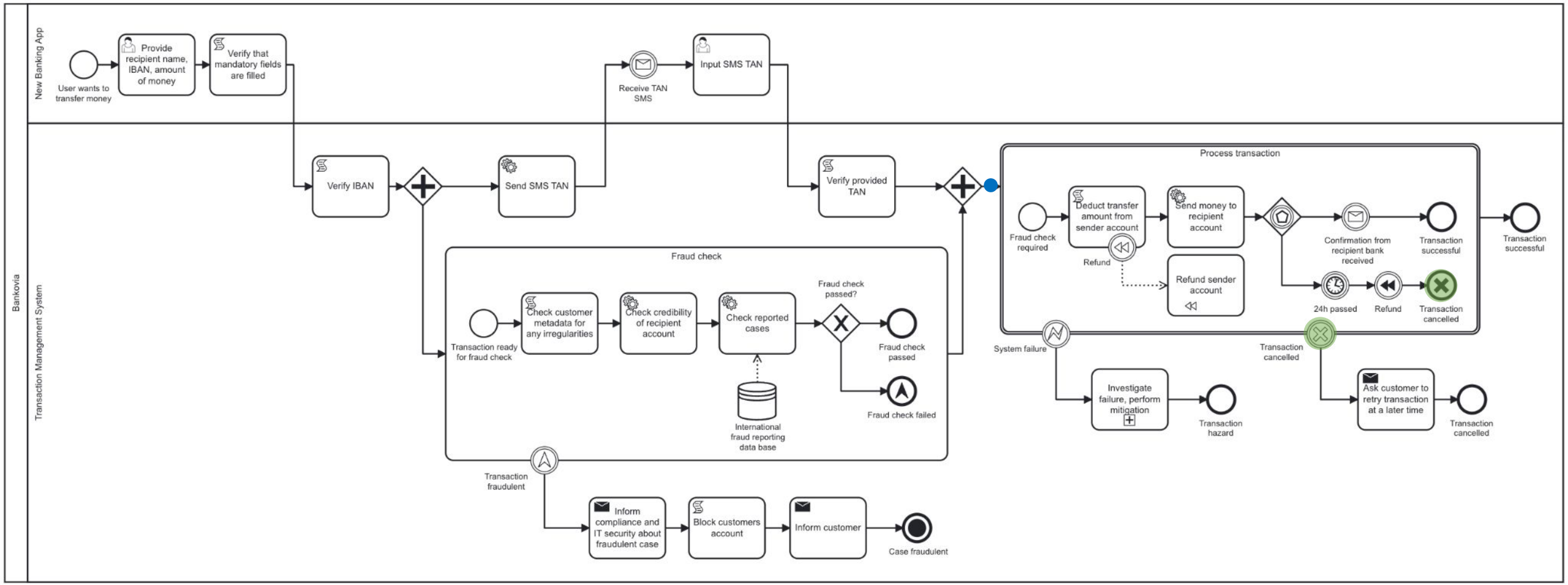

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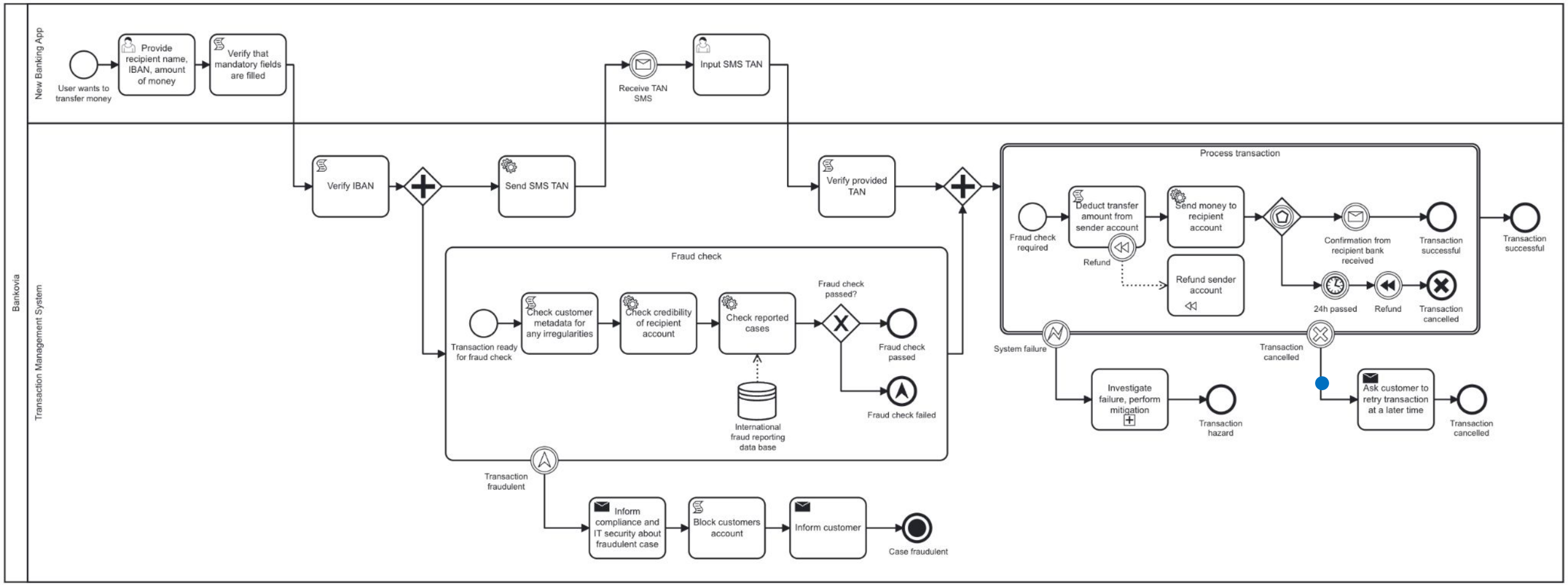

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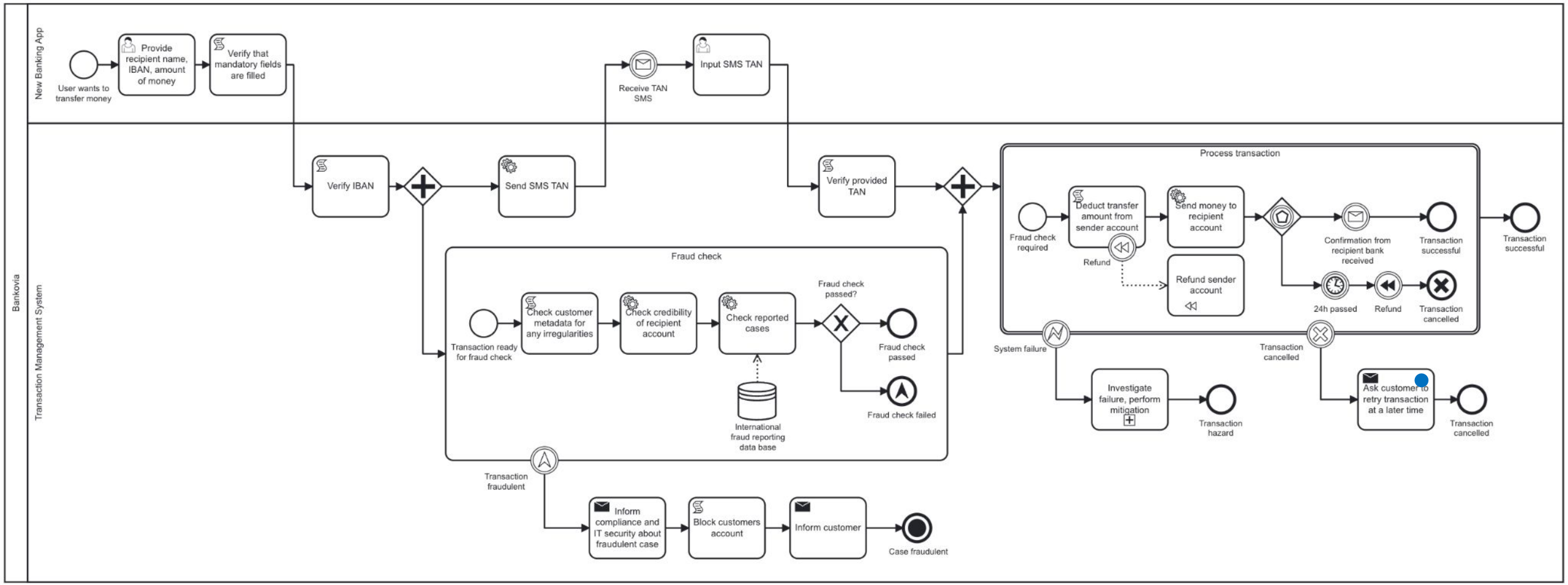

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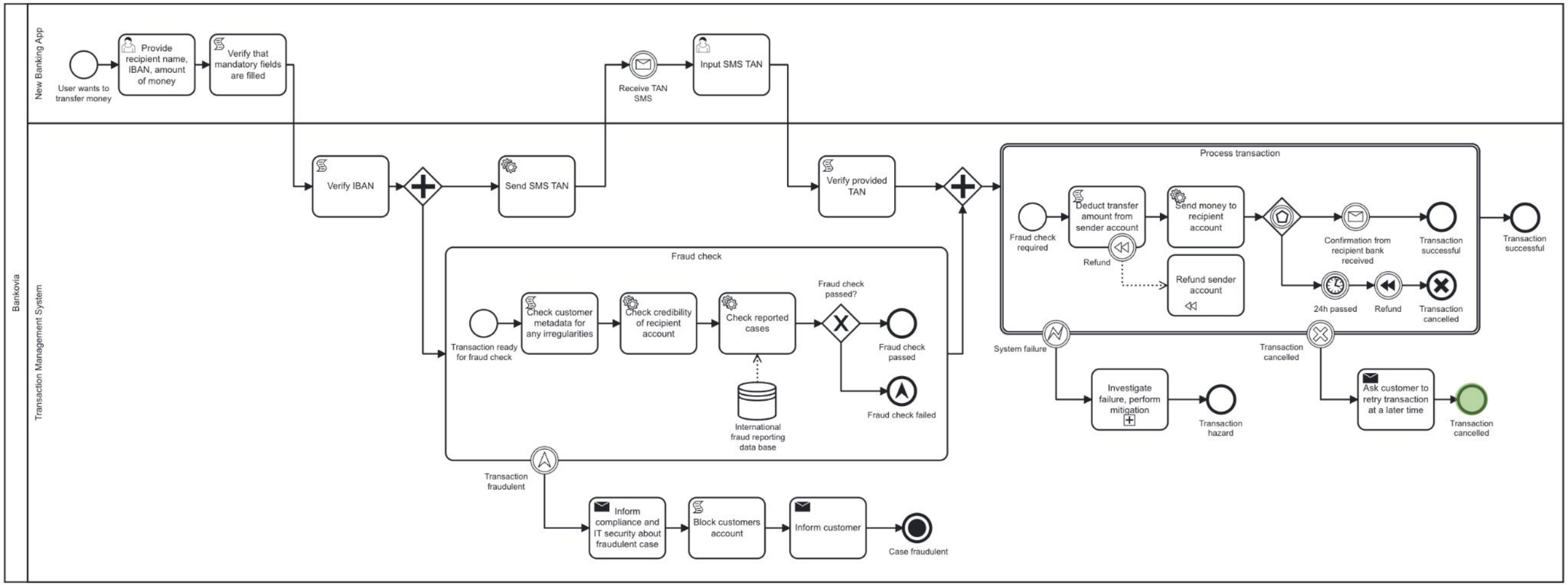

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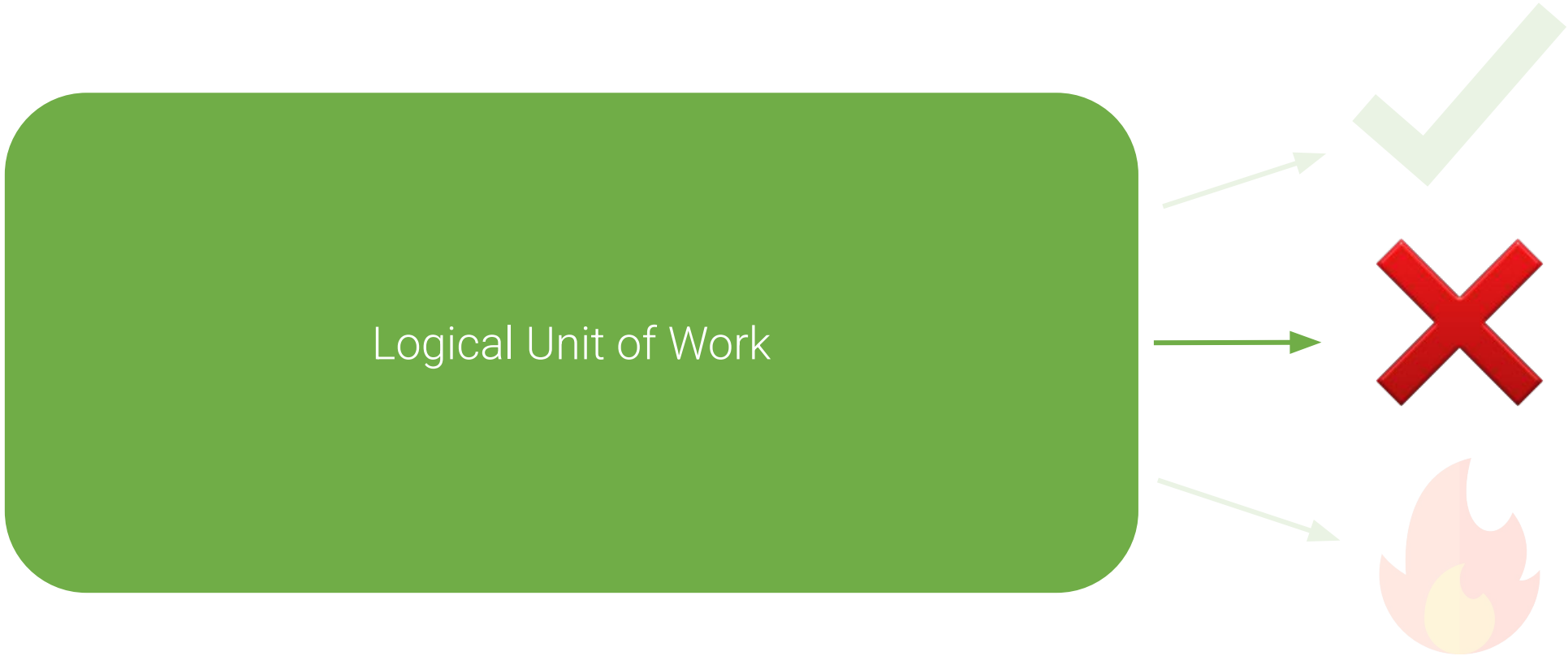
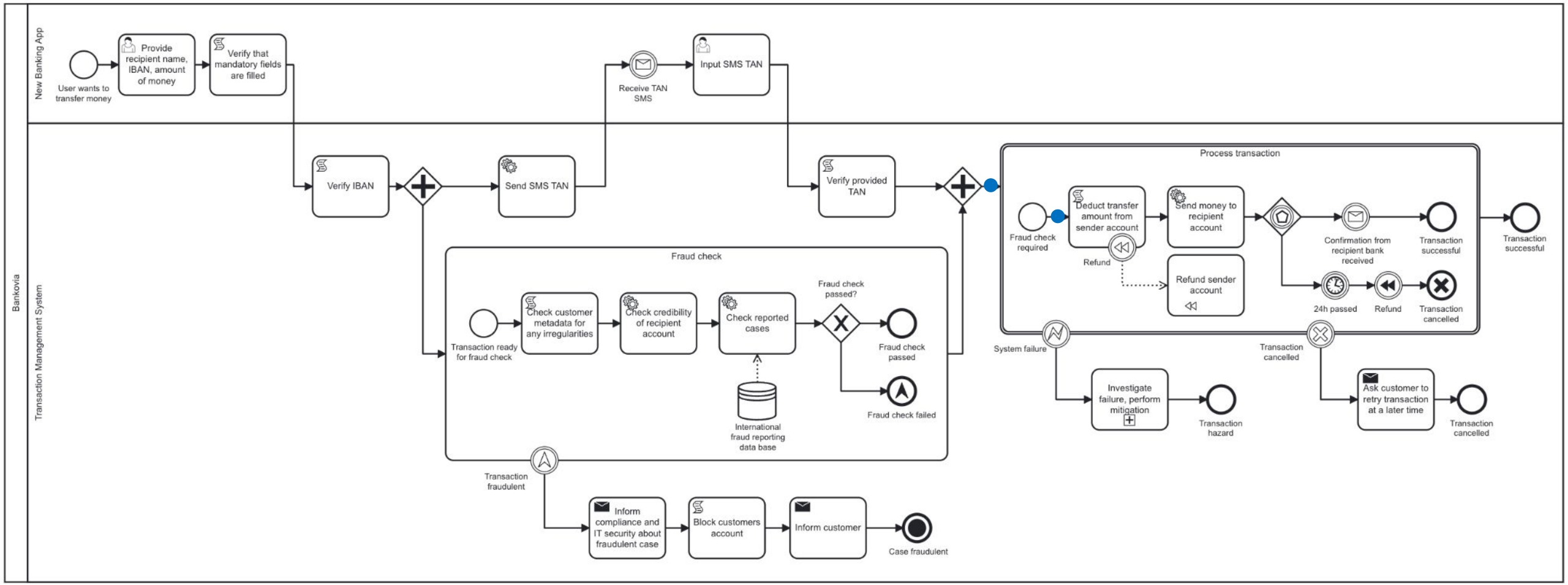
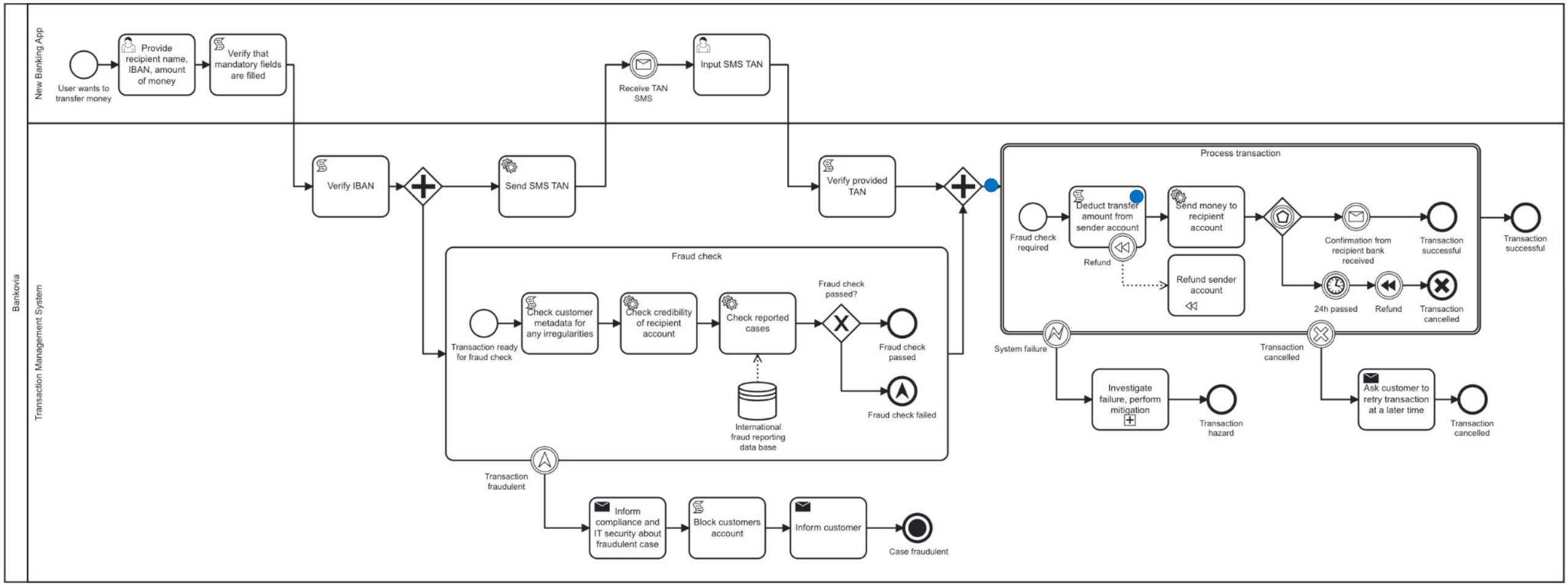

Logical Unit of Work

Let’s see what happens if the transaction management systems **fails**



process camp



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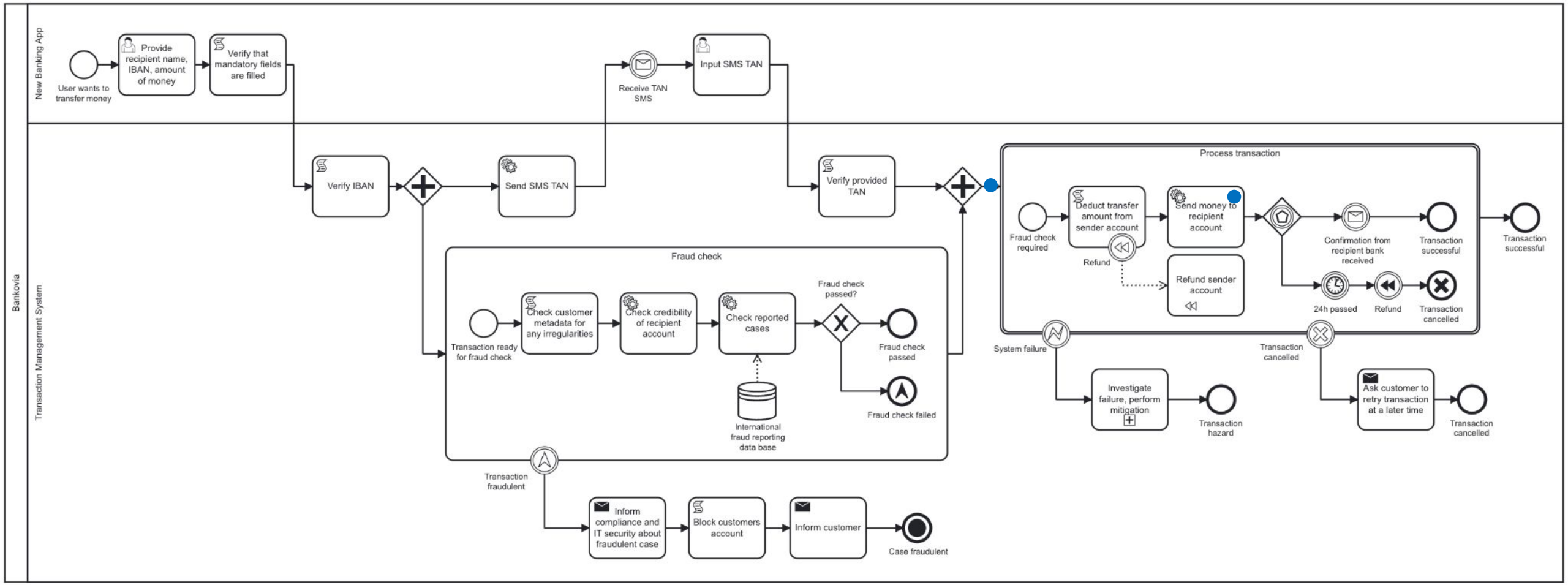
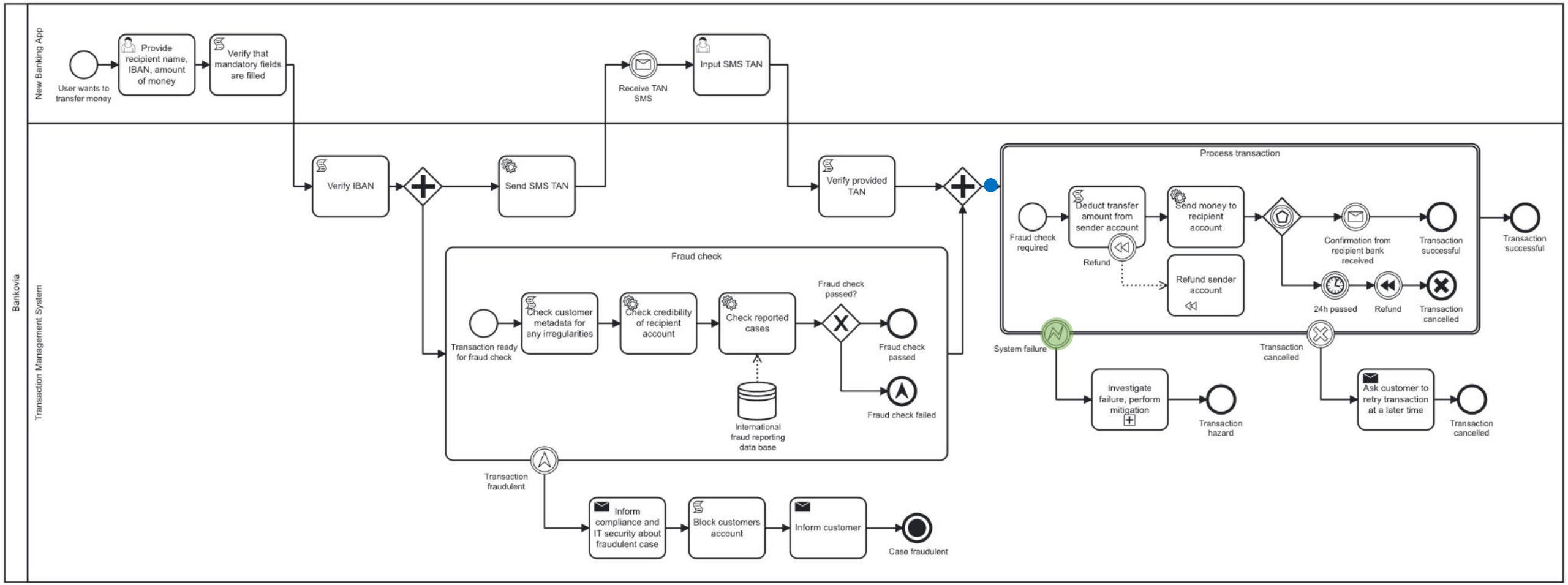


process camp



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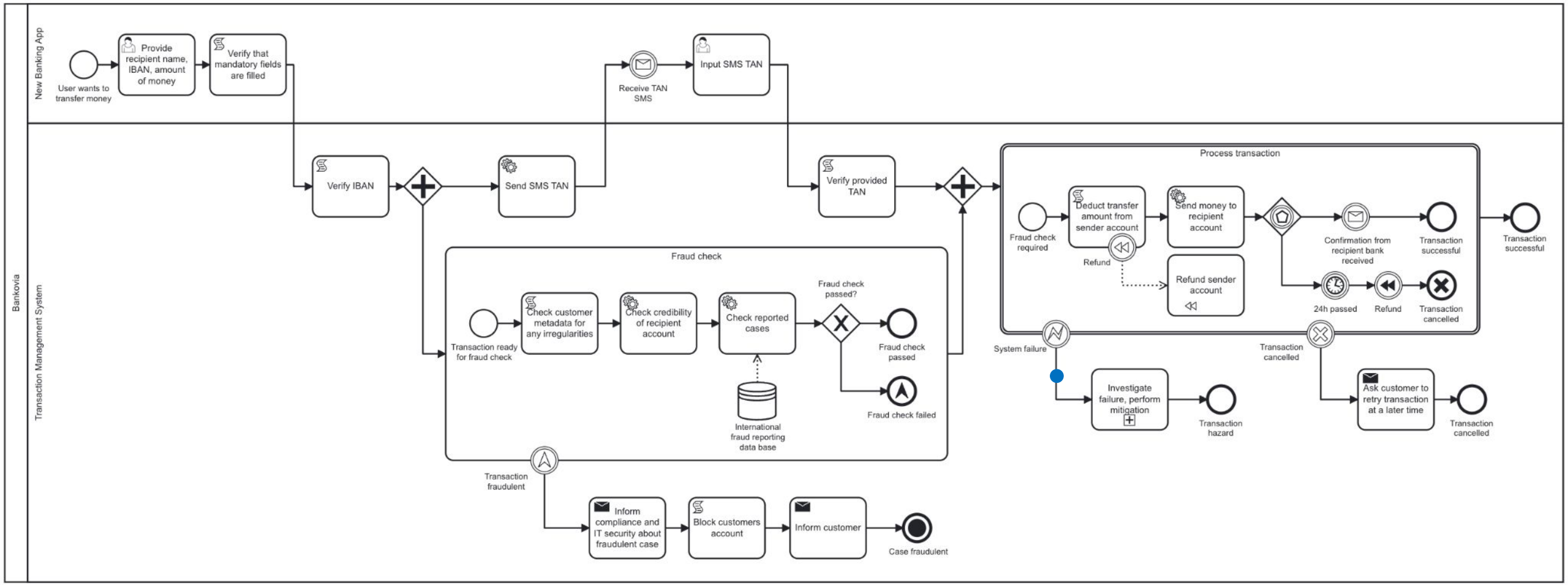

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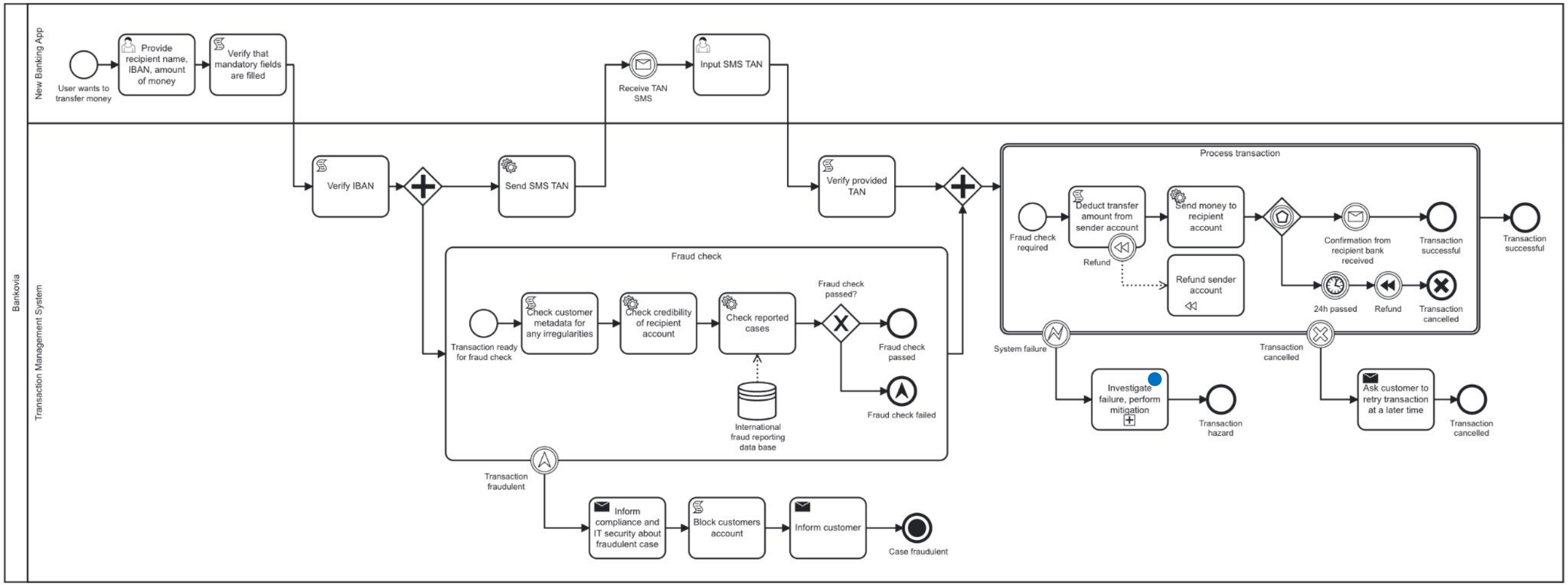

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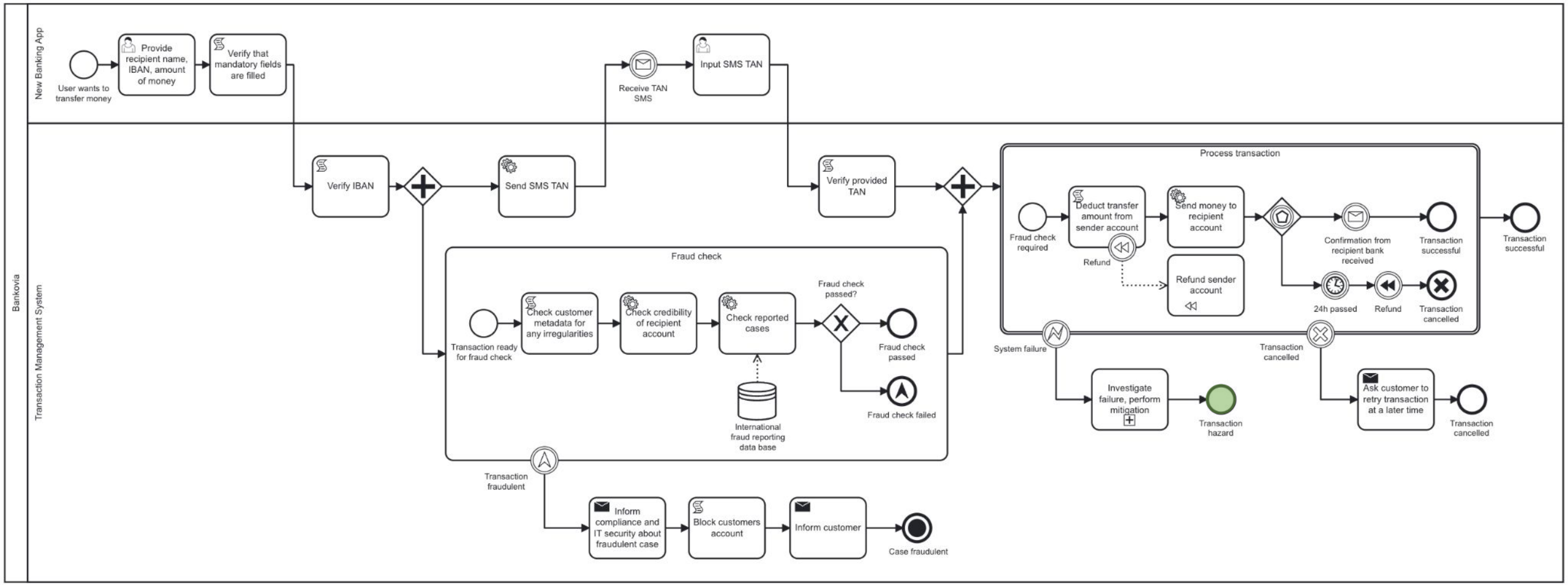
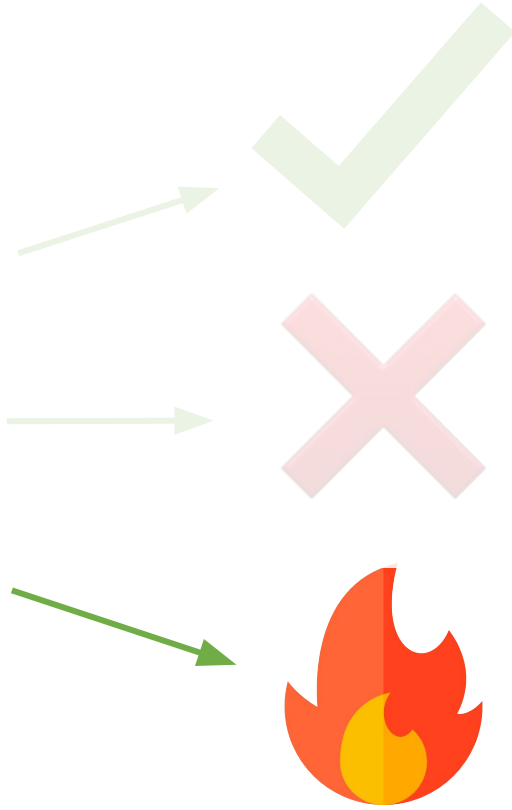
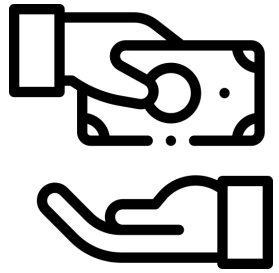


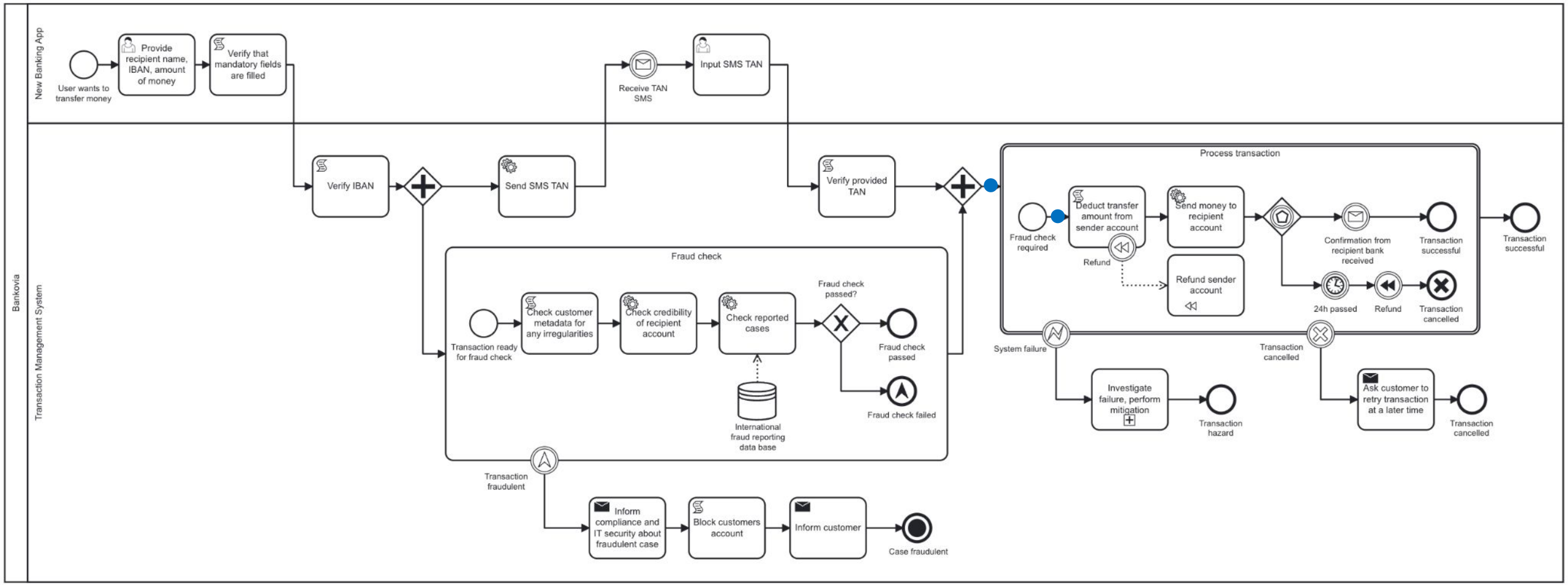
process camp

Logical Unit of Work

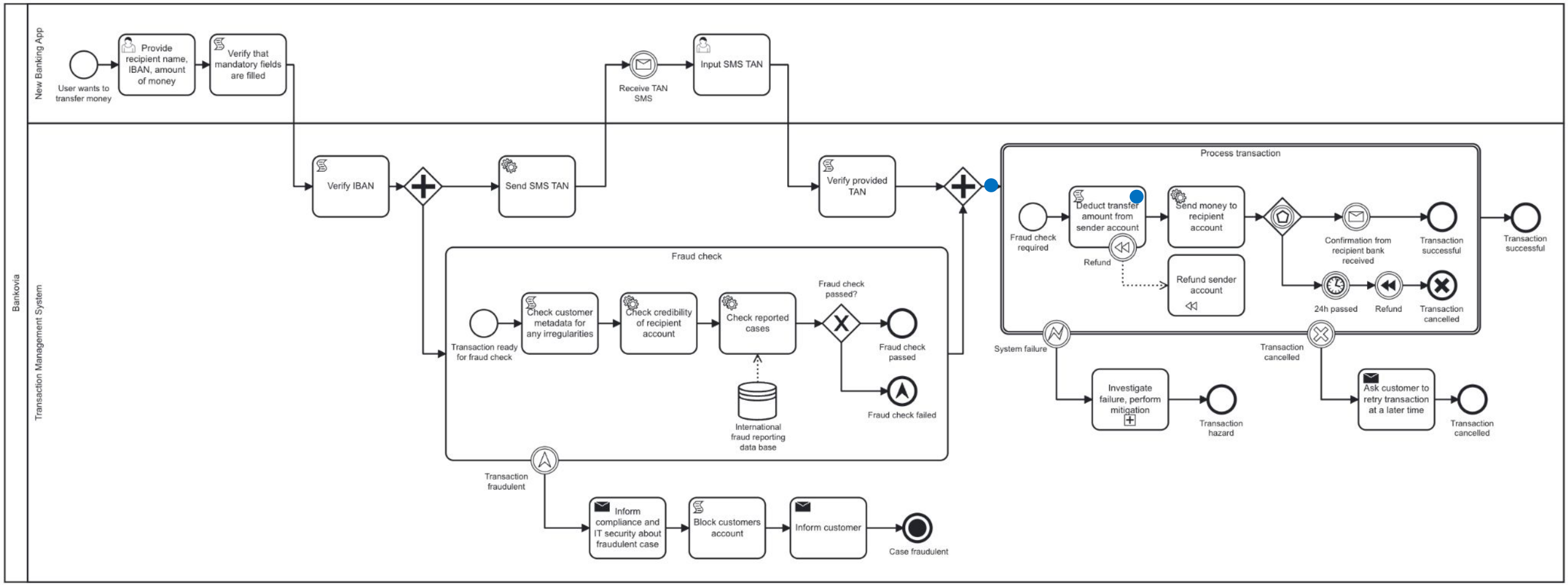




And now let’s look at the case where all goes **smooth**



process camp



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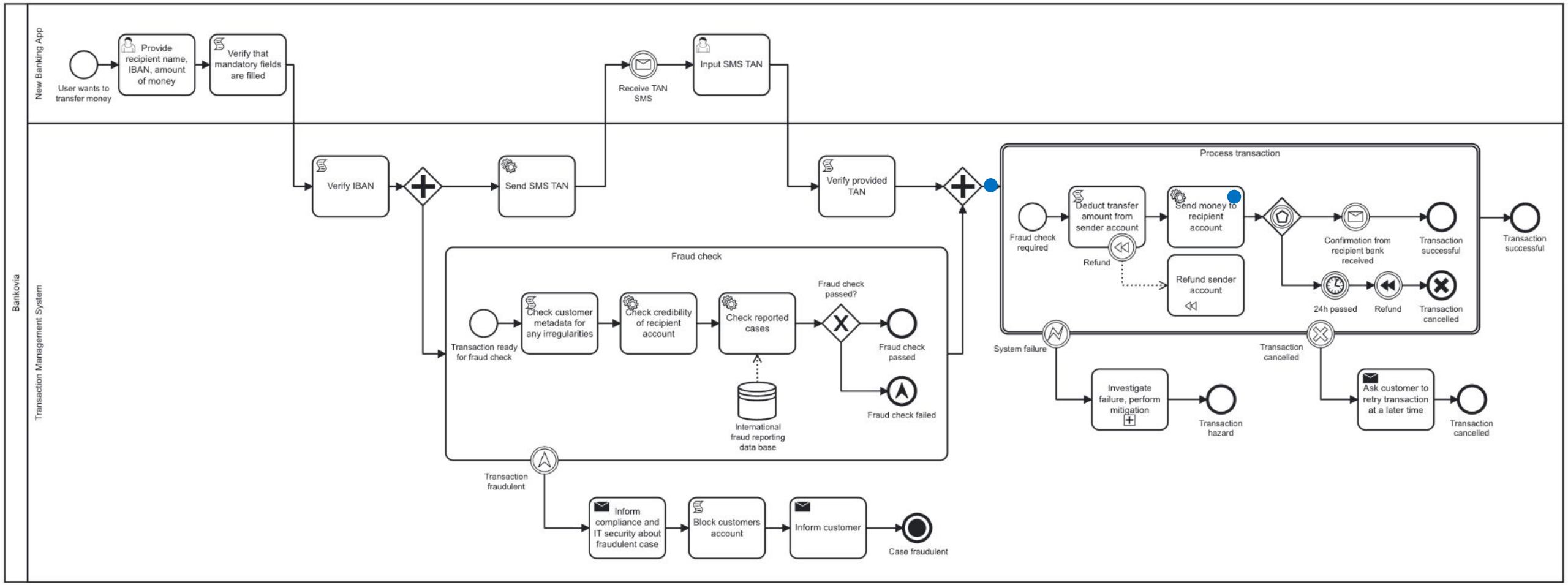

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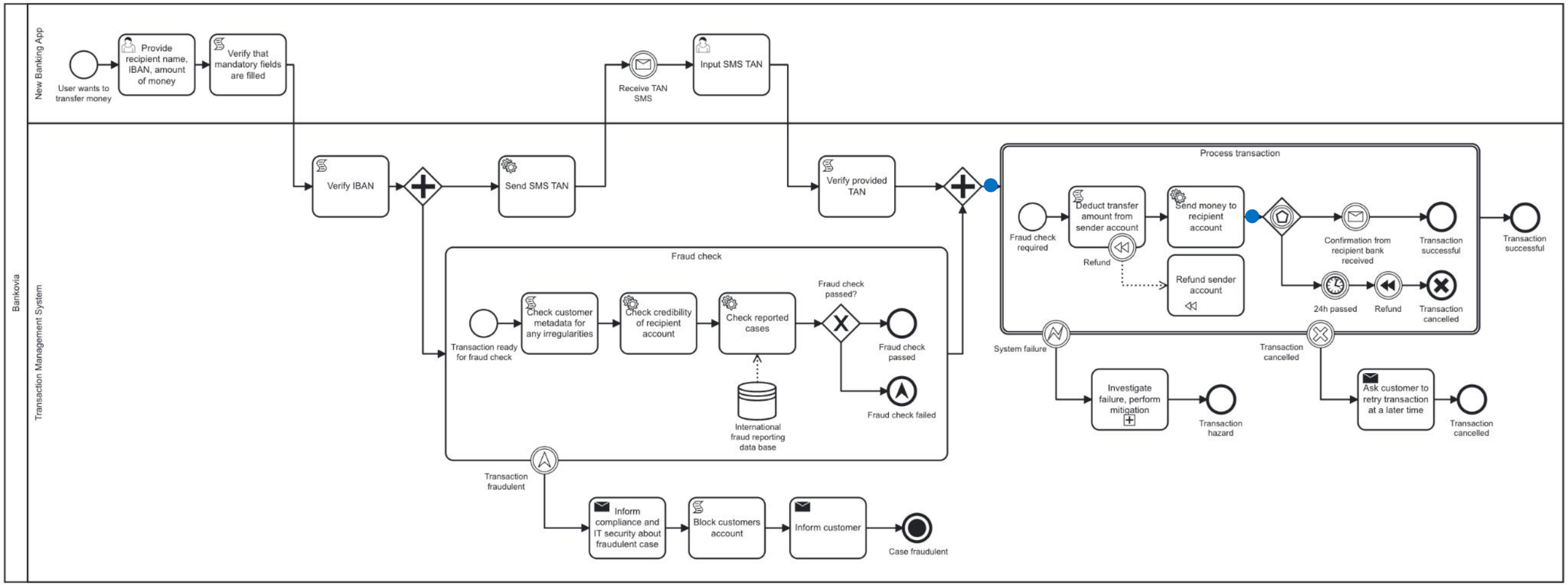

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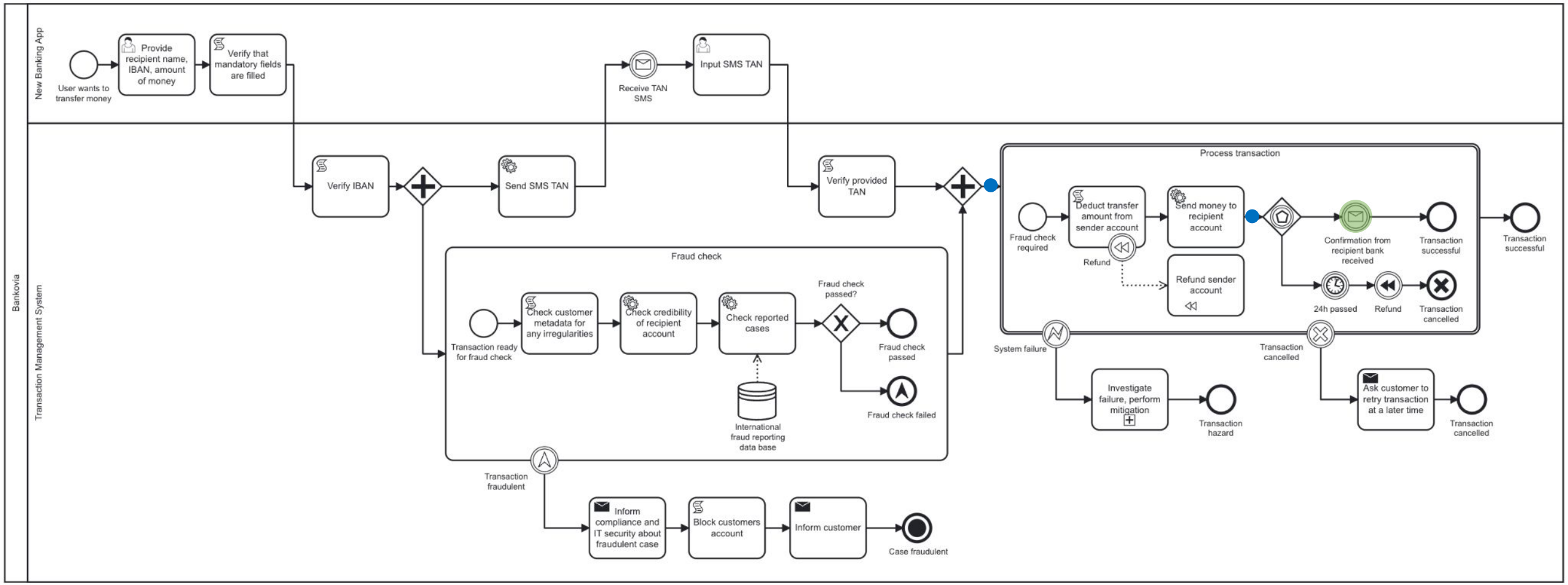

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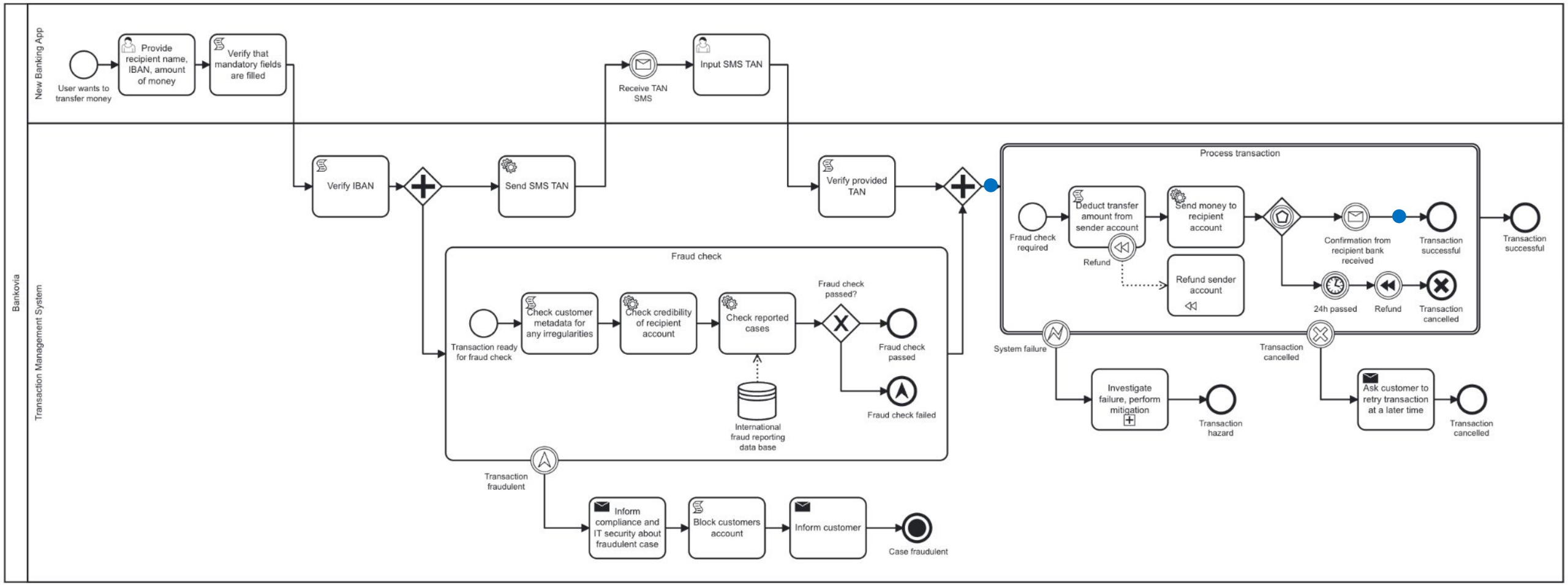

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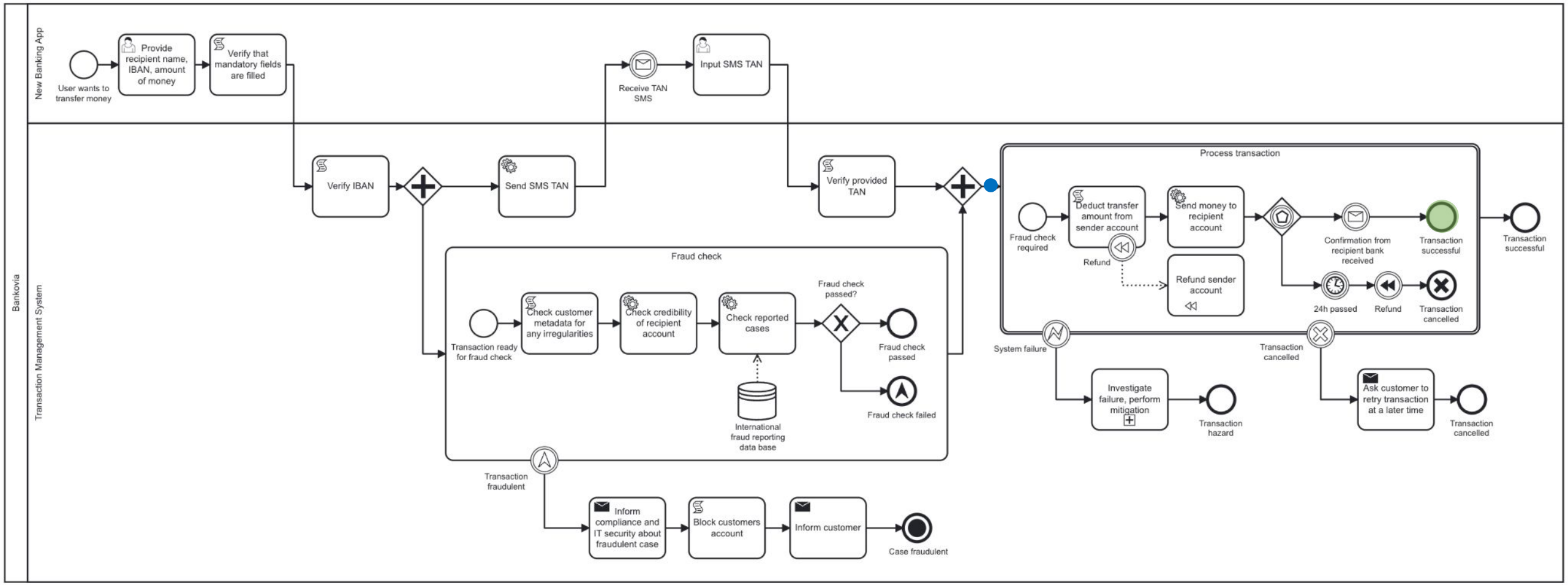

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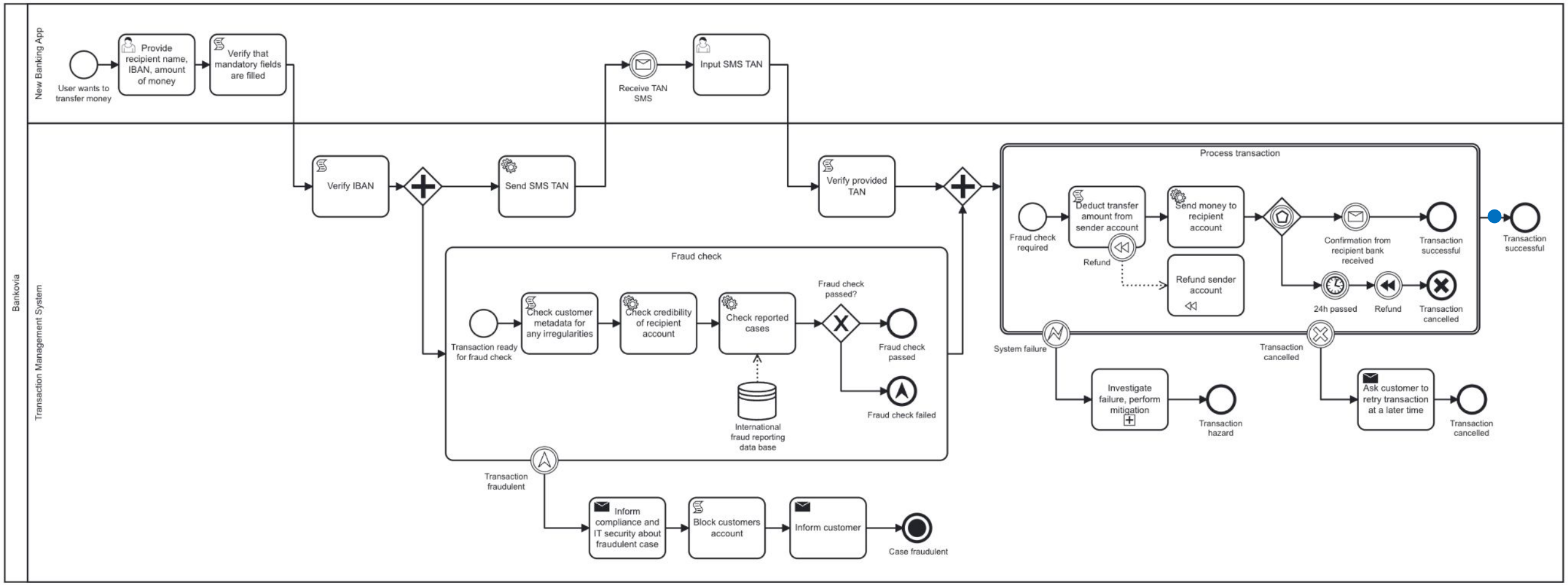

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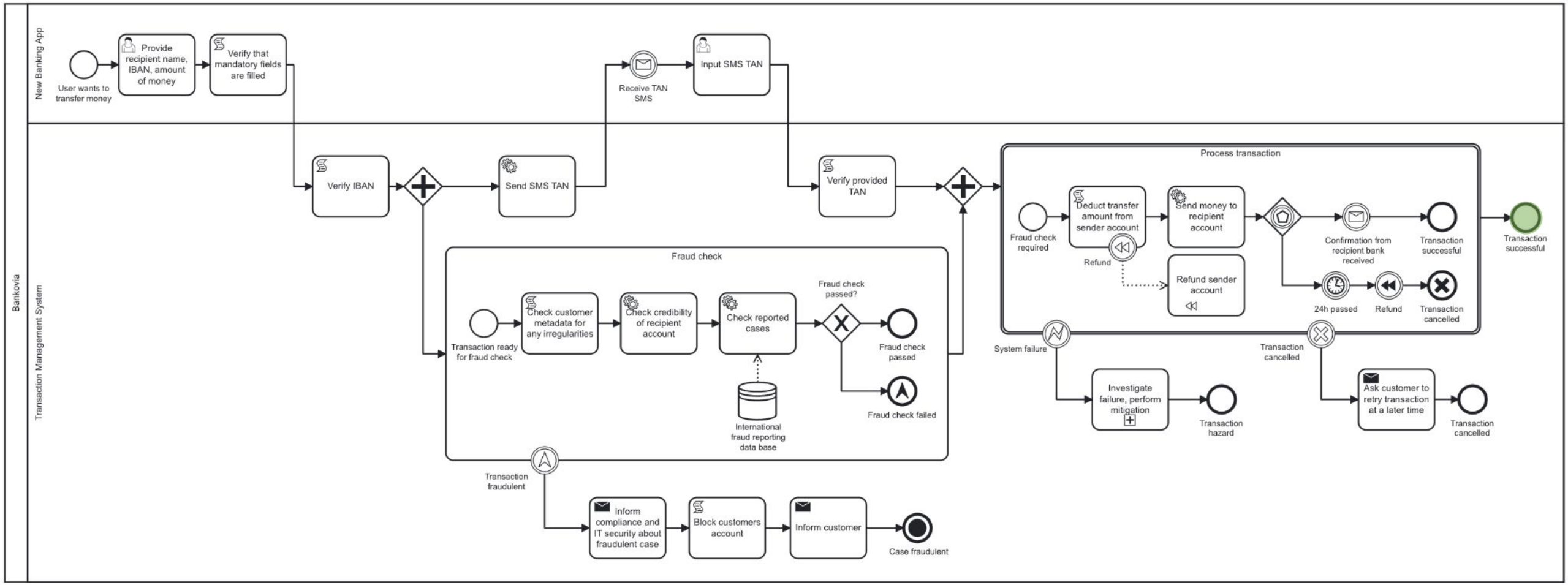

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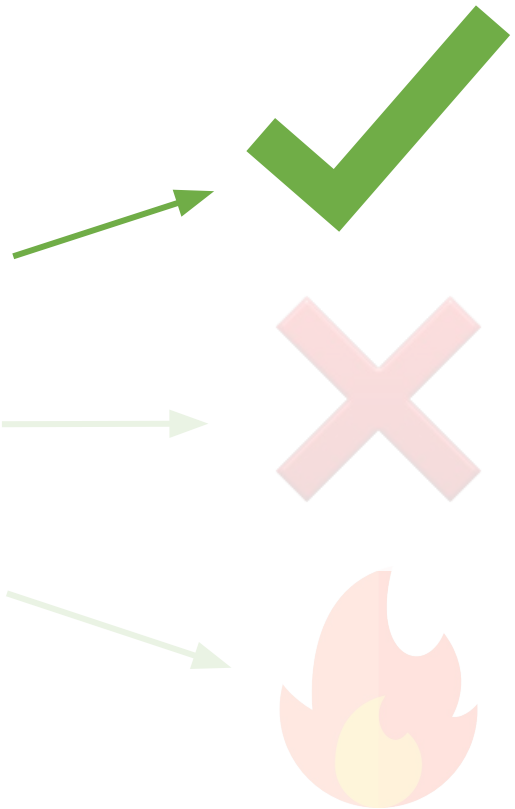
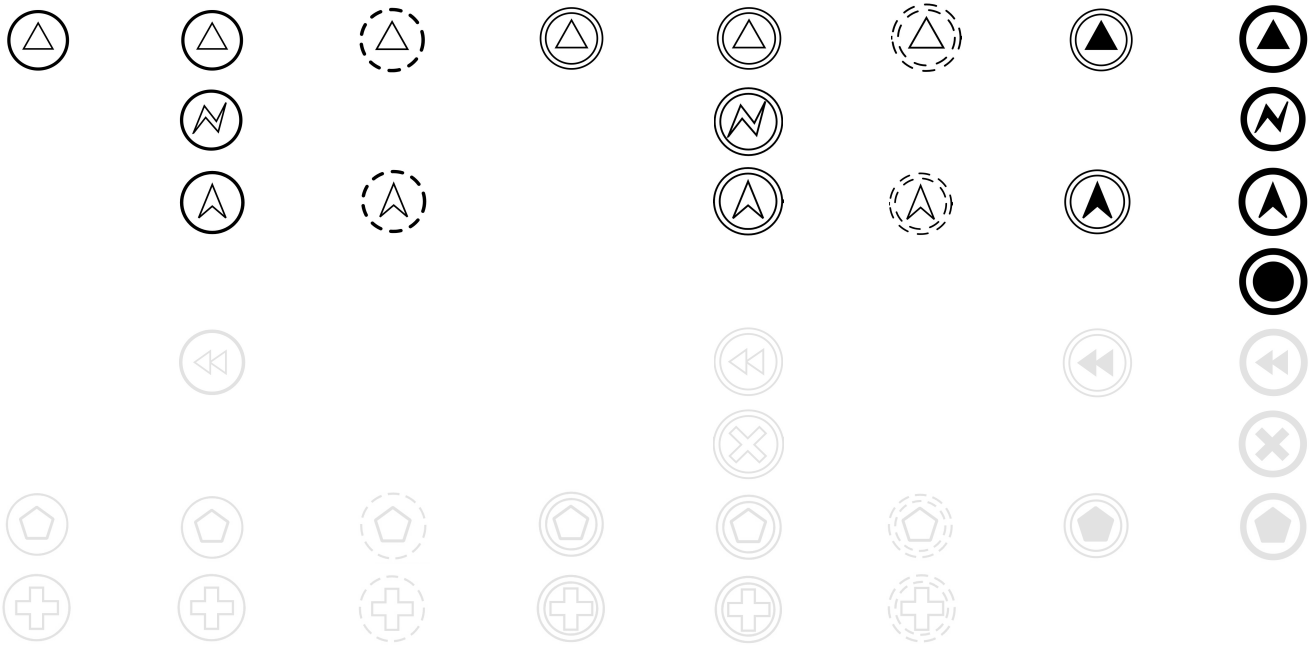
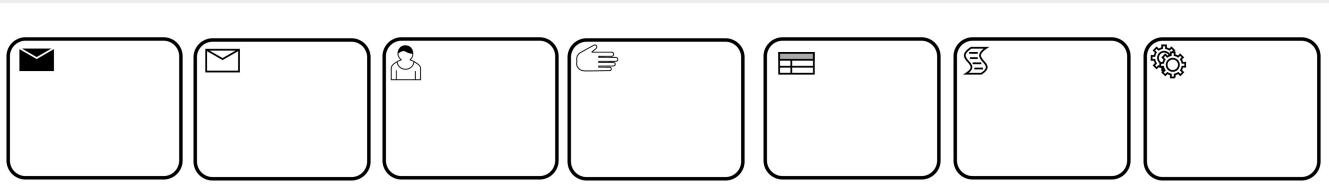
Logical Unit of Work

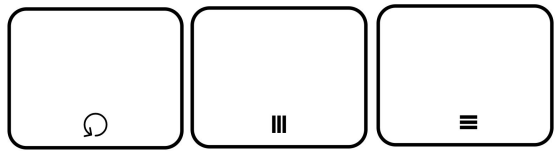


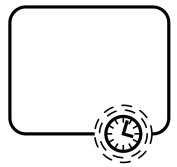
Congratulations!

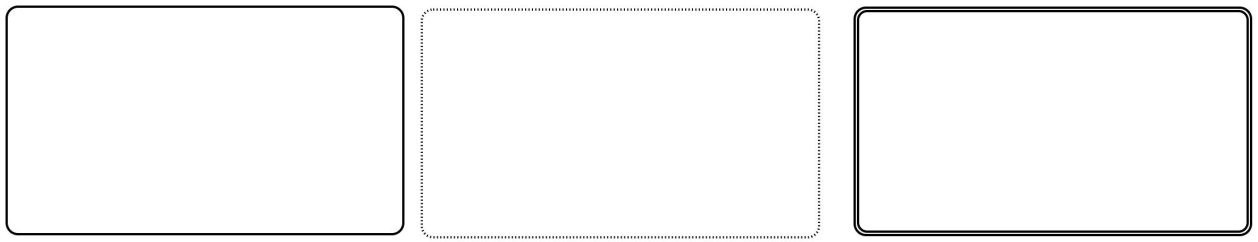
process camp

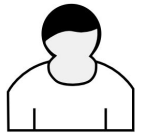


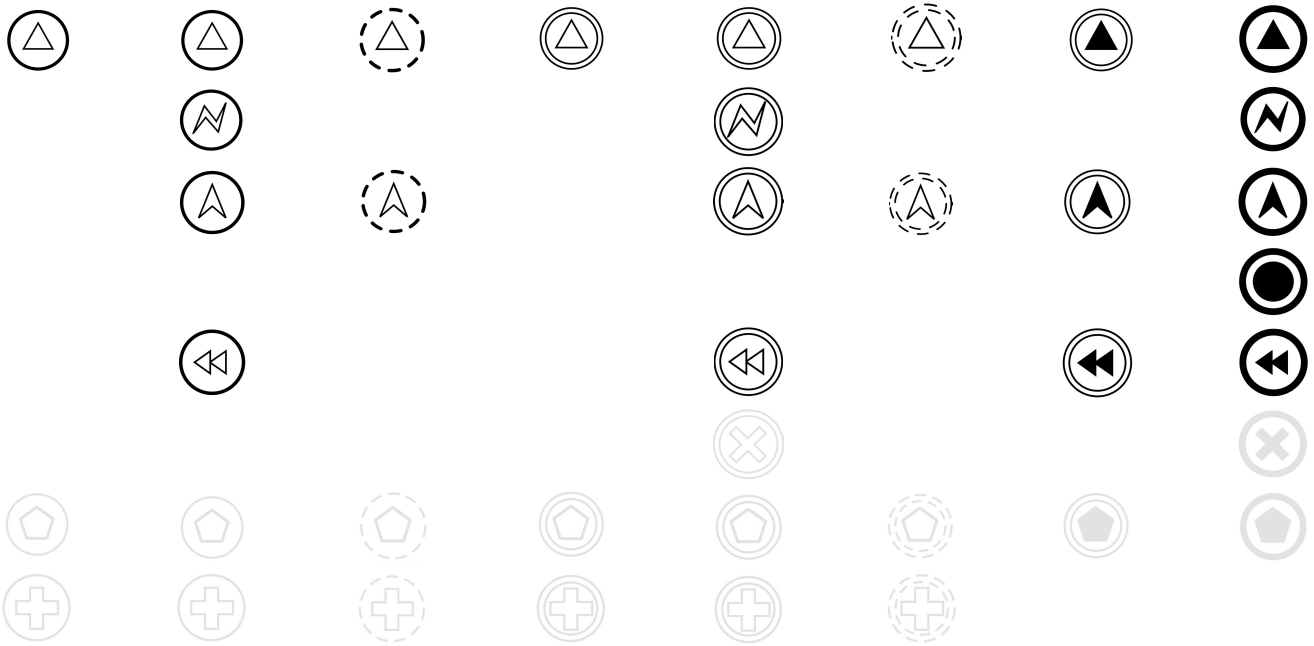




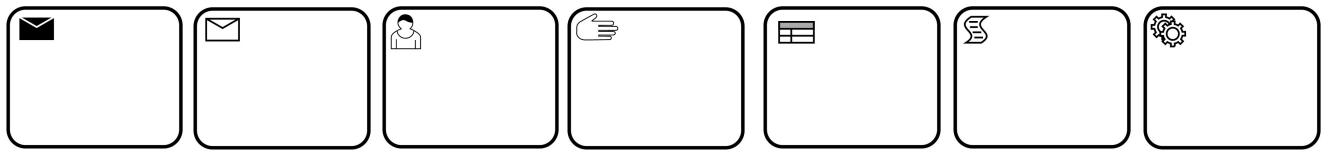


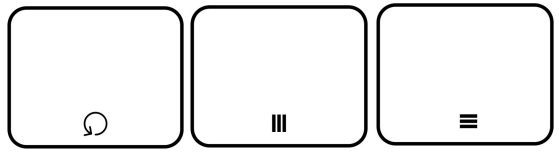


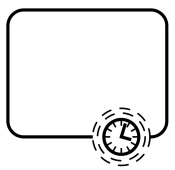


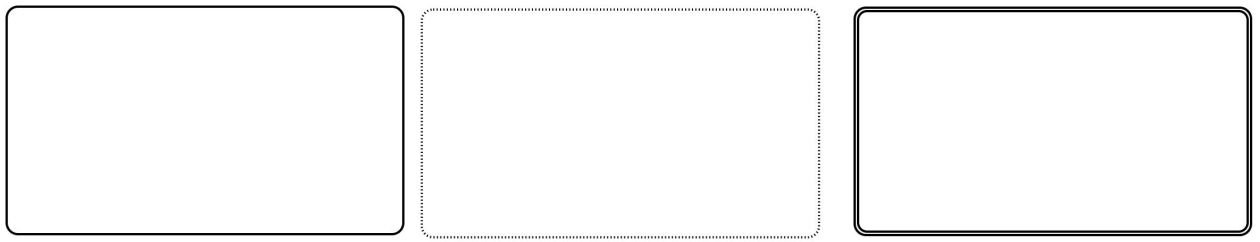


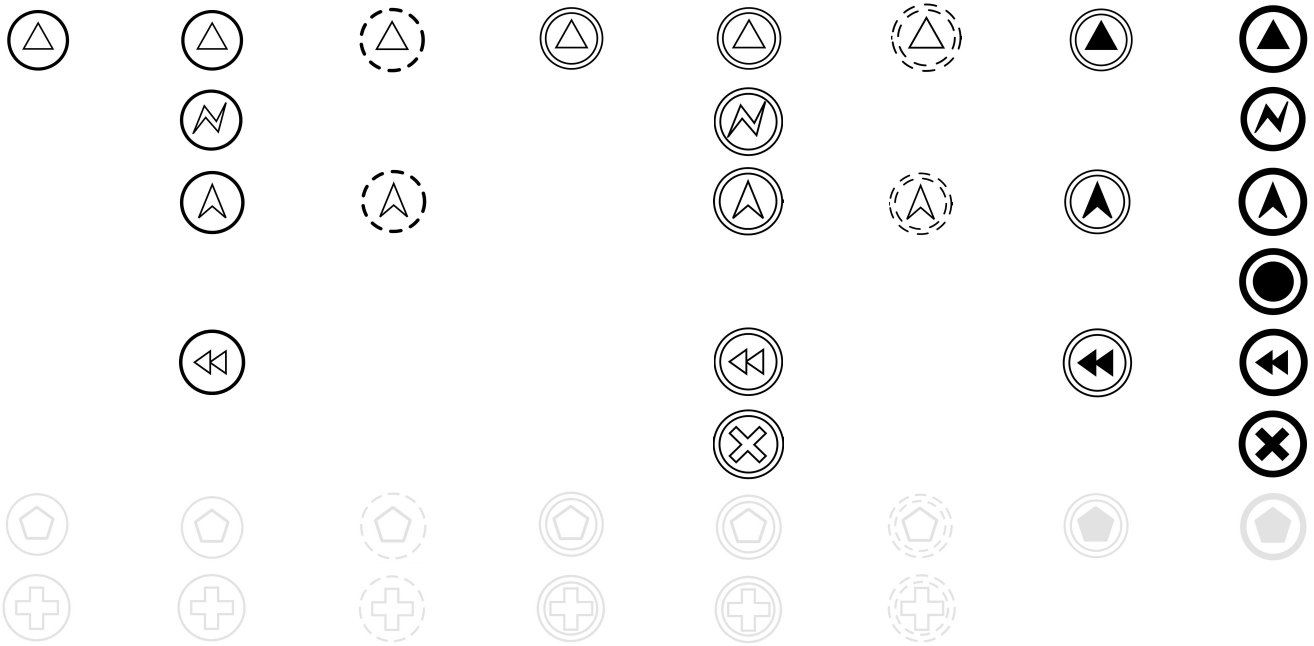
Compensation Event











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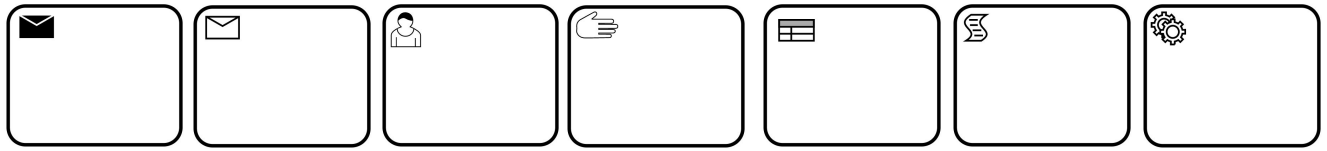
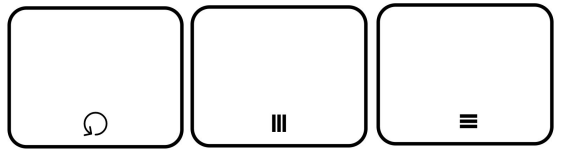
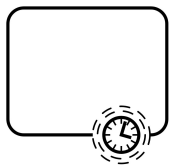
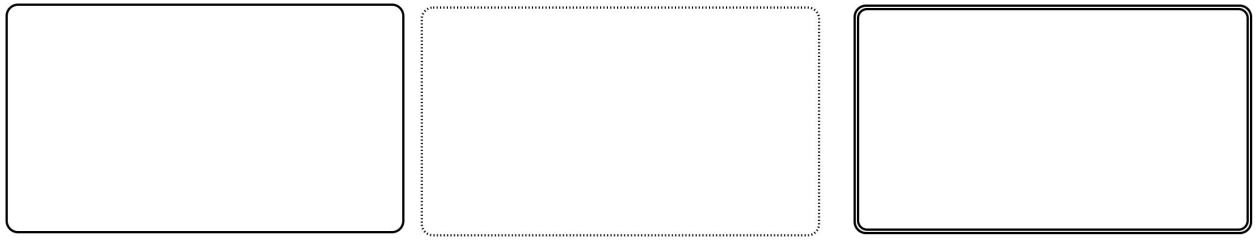
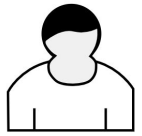
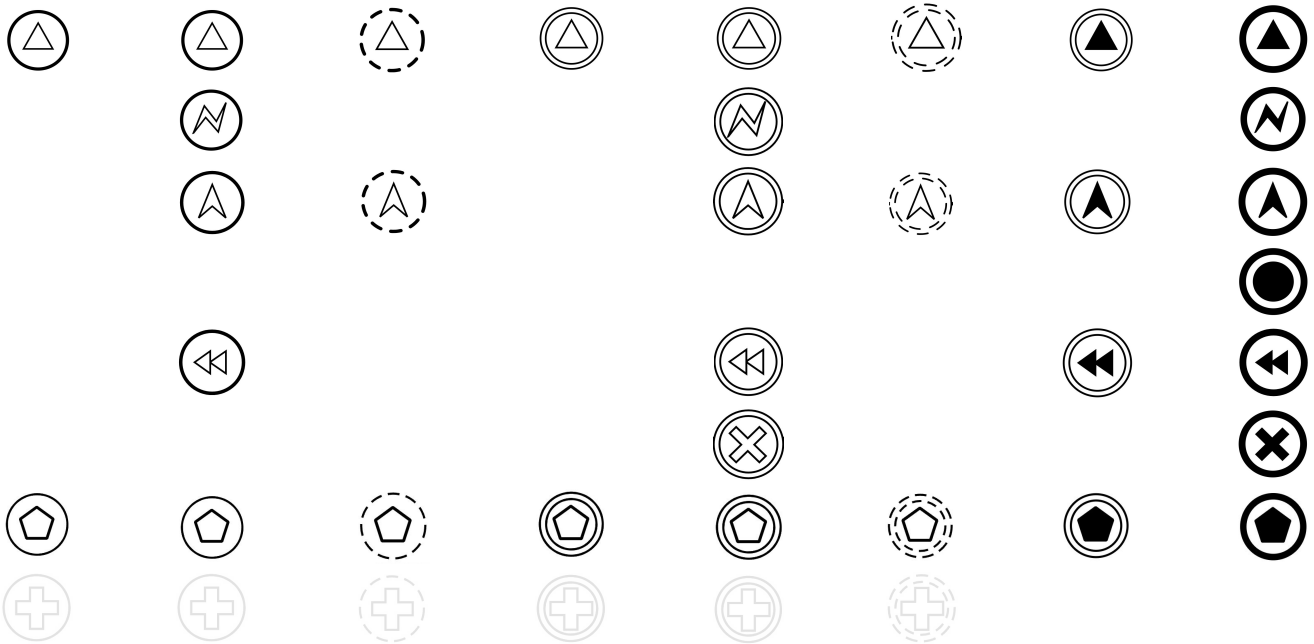




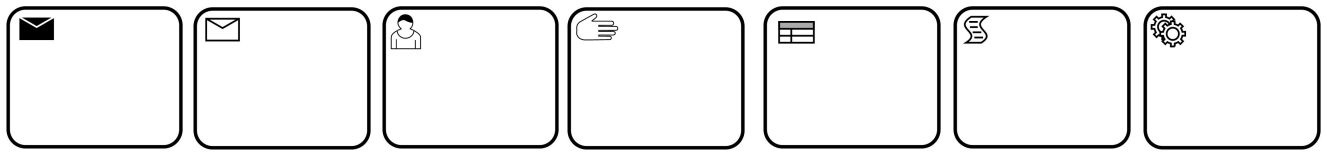


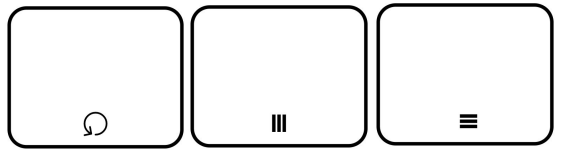


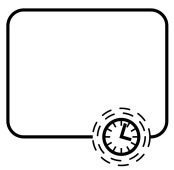


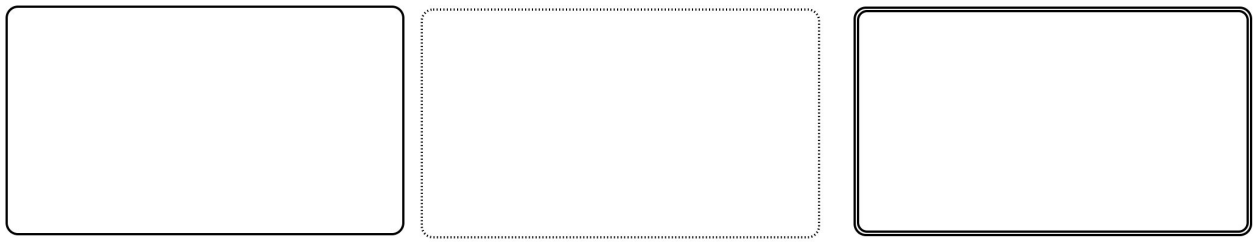


Multiple Event









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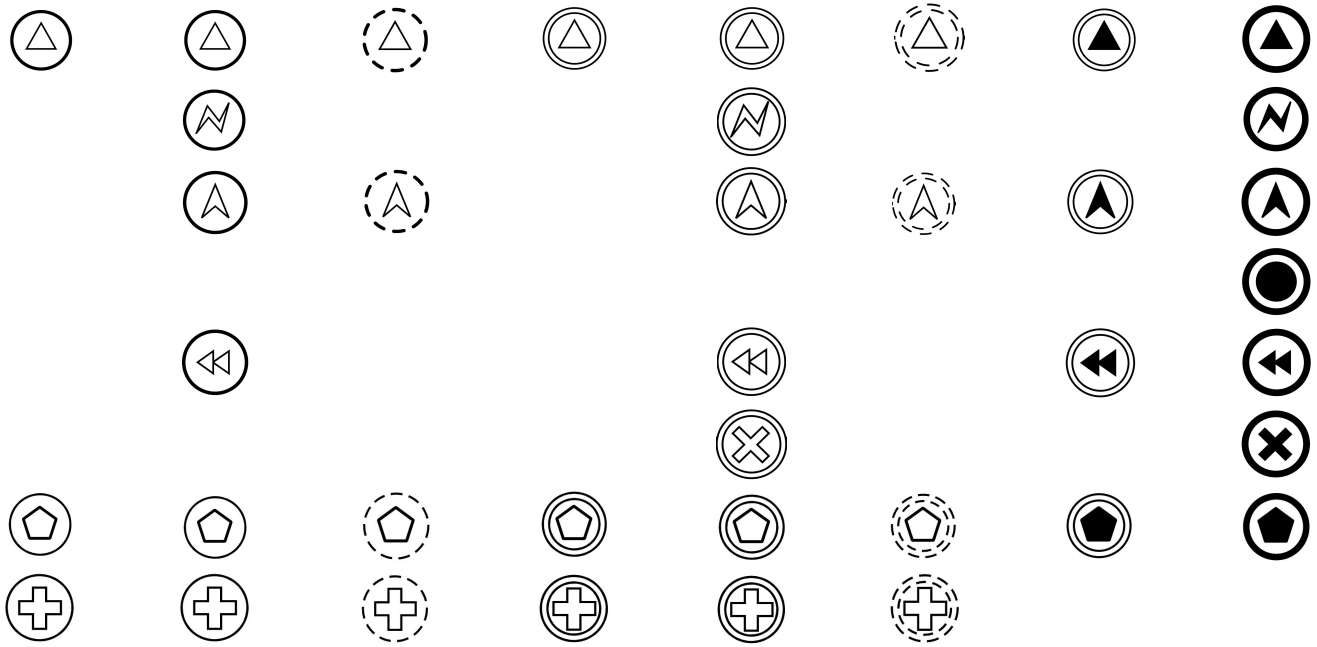
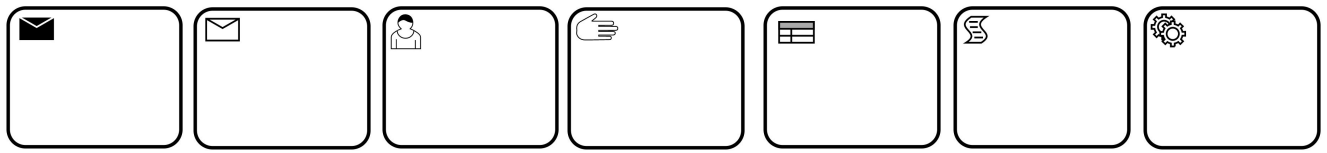
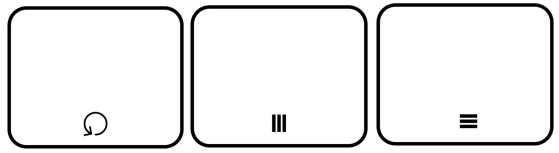
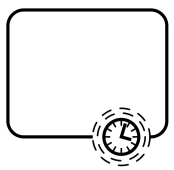
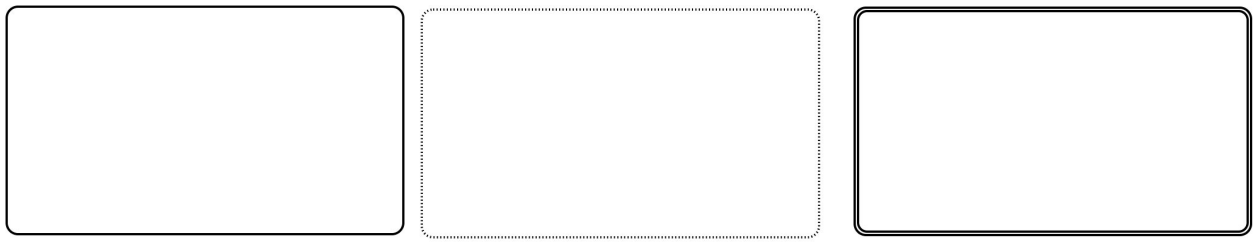


Multiple Parallel Event









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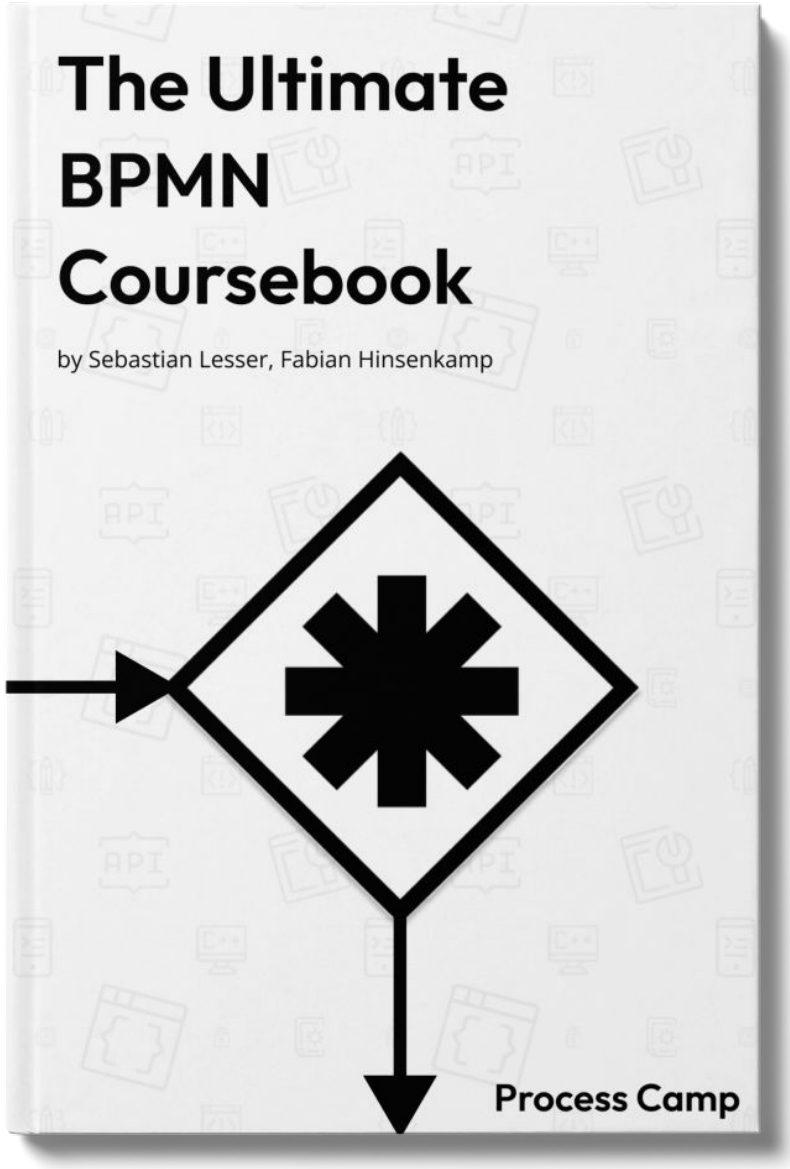

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