INFO-H420
Management of Data Science and
Business Workflows
Practice Session – Solutions
## *Process Modeling*

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Exercise 1

Equipment Rental Process

- The clerk at the depot receives the request and, after consulting the catalogues of the equipment suppliers, selects the most cost-effective equipment that complies with the request.

- Next, the clerk checks the availability of the selected equipment with the supplier via phone or e-mail. Sometimes the selected option is not available, and the clerk has to select an alternative piece of equipment and check its availability with the corresponding supplier.

- Once the clerk has found a suitable piece of equipment available for rental, they add the details of the selected equipment to the rental request.

What's Wrong? Fix it

Work Engineer Evaluation
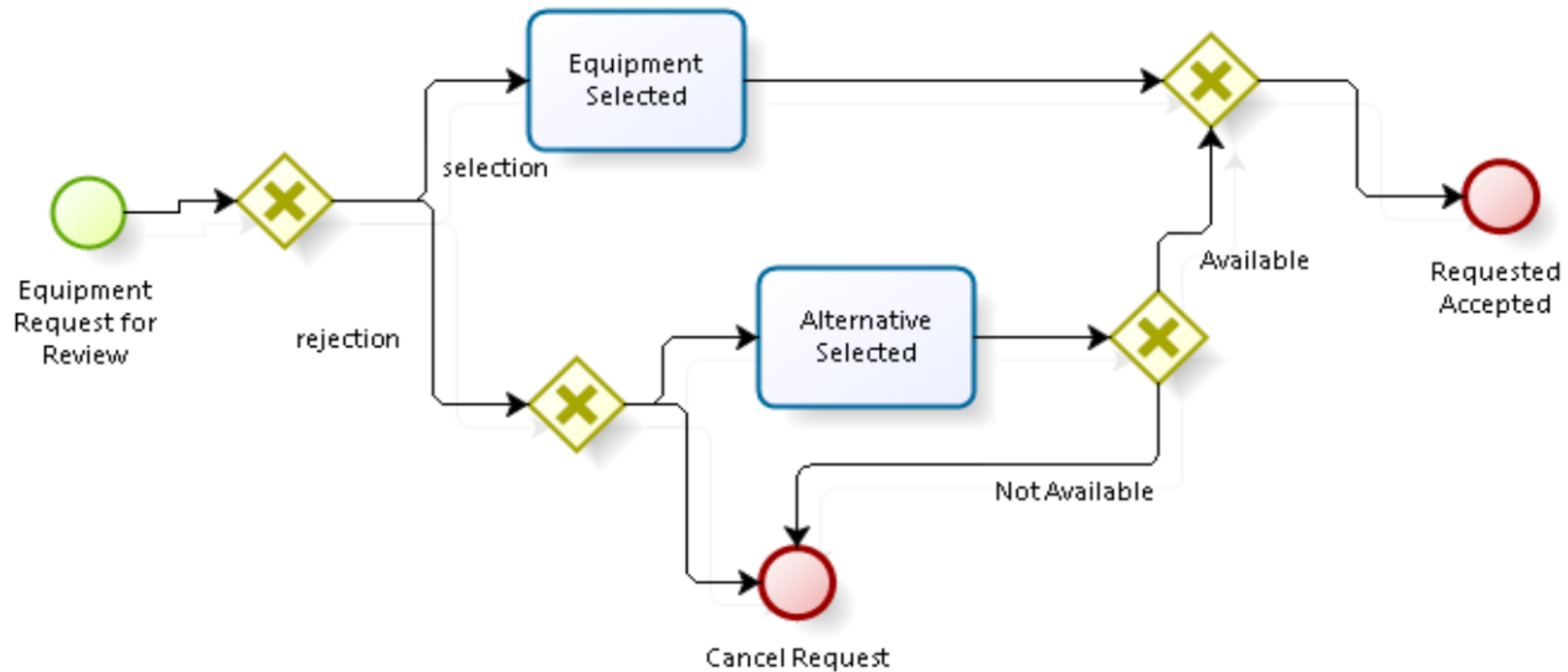
SOLUTION - Problems With the Model

- There should be two tasks at the start of the process: one for selecting the equipment, and one for checking if the equipment is available

- "Equipment selected" is not a task. Should be deleted.

- "Alternative selected" is not a task. There could be a task called "Select alternative equipment" instead. However, we can use a loop-back instead

SOLUTION
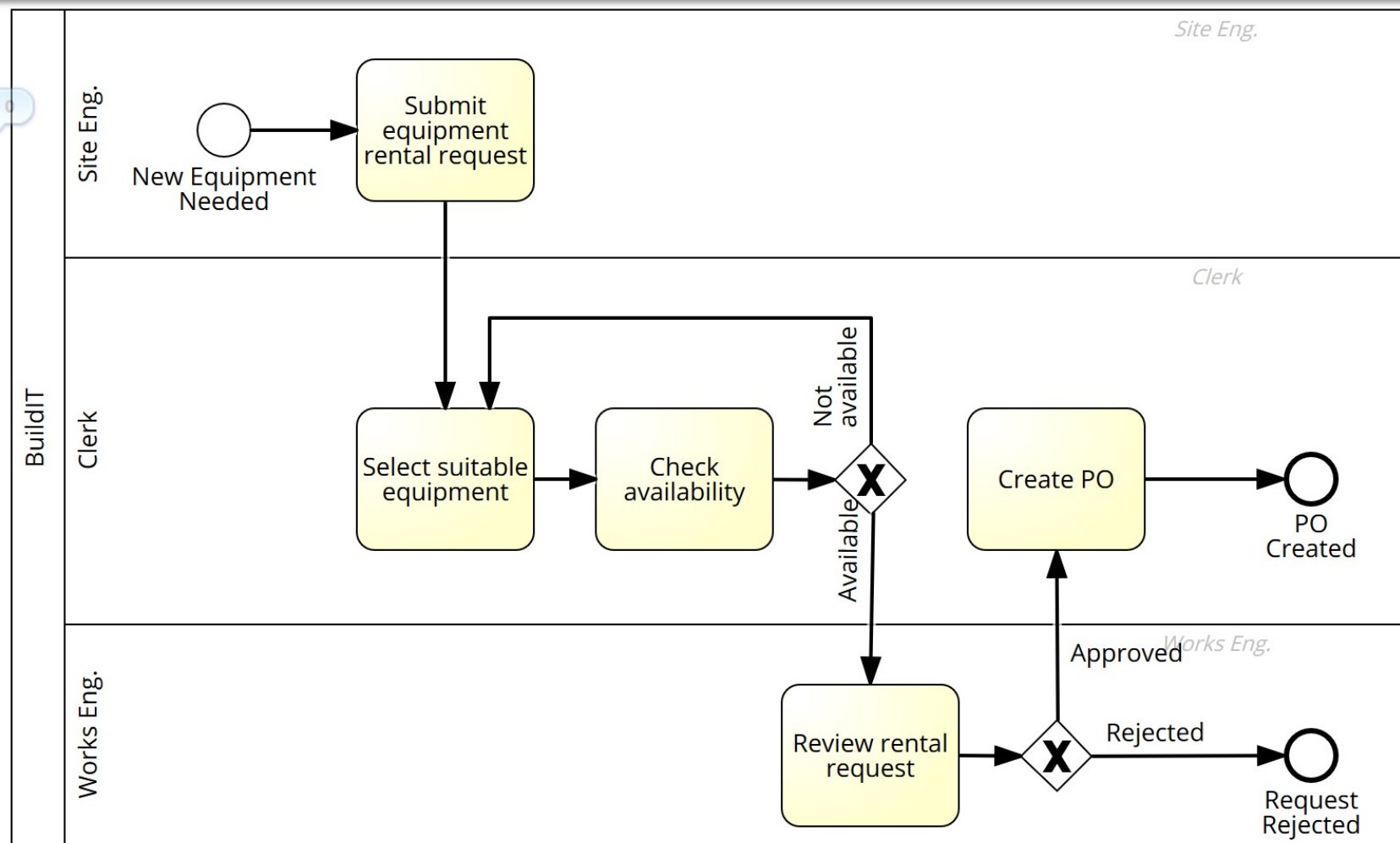
Exercise 2

Insurance Claim Registration

- When a claim is received, we first check if the claimant has a valid insurance policy. If not, the claim is rejected and the claimant is informed.

- Otherwise, we assess the severity of the claim. Based on the outcome (simple or complex claim), we send the corresponding form to the claimant.

- Once the form is returned, we check it for completeness.

- If the form is complete, we register the claim in the Claims Management system and the evaluation of the claim may start.

- Otherwise, we ask the claimant to update the form. When we receive the updated forms, we check them again and continue.

Create a BPMN

Solution
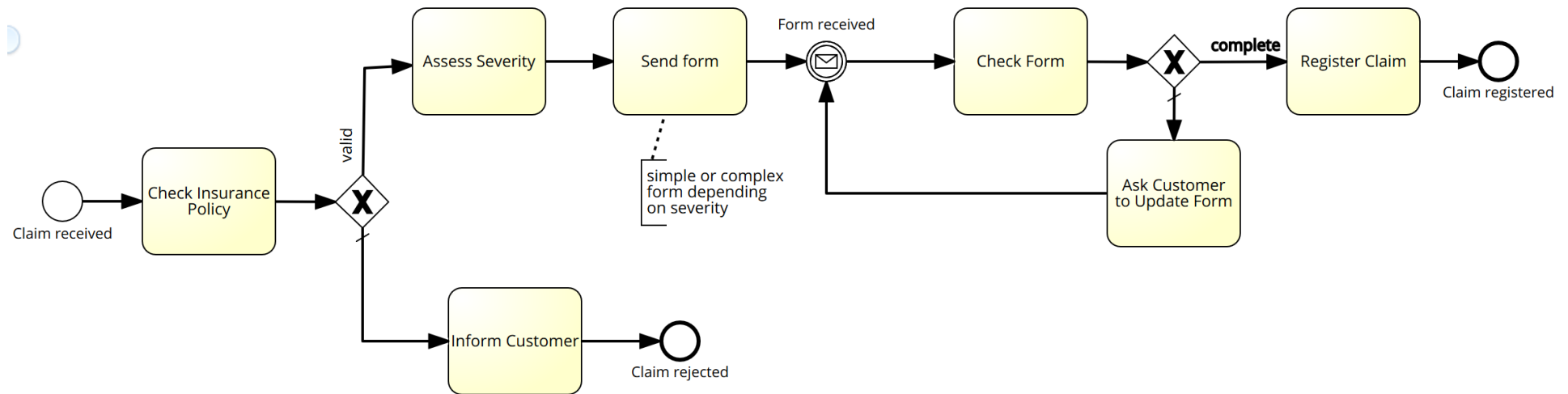
Exercise 3

Claims Handling Process at a car insurer

A customer submits a claim by sending in relevant documentation. The Customer Service department checks the documents for completeness and registers the claim. The Claims Handling department picks up the claim and first checks the insurance policy. Then, an assessment is performed. If the assessment is positive, a garage is phoned to authorise the repairs and the payment is scheduled (in this order). In any case (whether the outcome is positive or negative), an e-mail is sent to the customer to notify the outcome.

Create a BPMN with pools and lanes
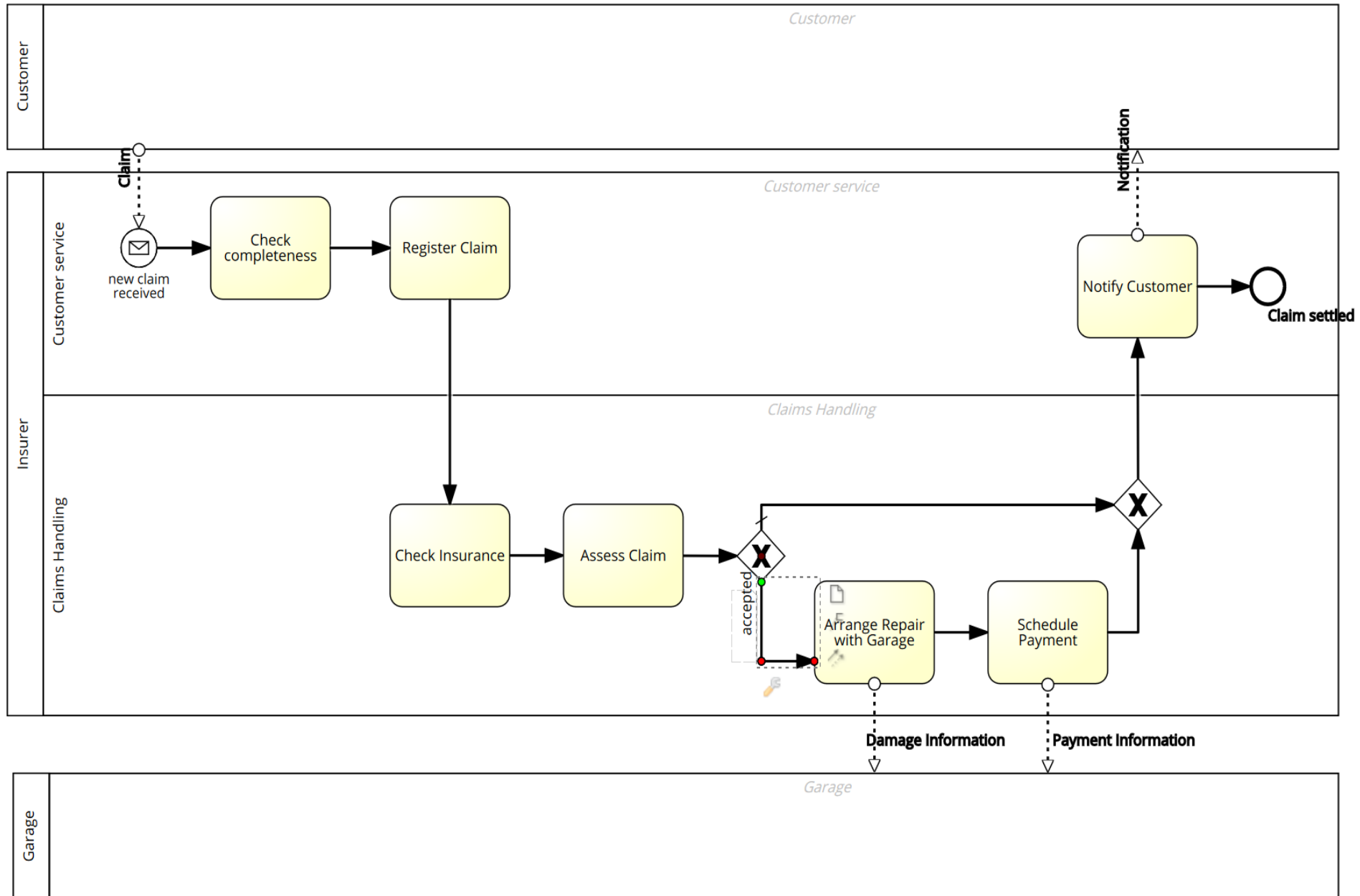
Exercise 4

Claims Handling Process

When a claim is received, it is registered. After registration, the claim is classified leading to two possible outcomes: simple or complex. If the claim is simple, the policy is checked. For complex claims, both the policy and the damage are checked independently.

Model the fragment using OR gateways

SOLUTION