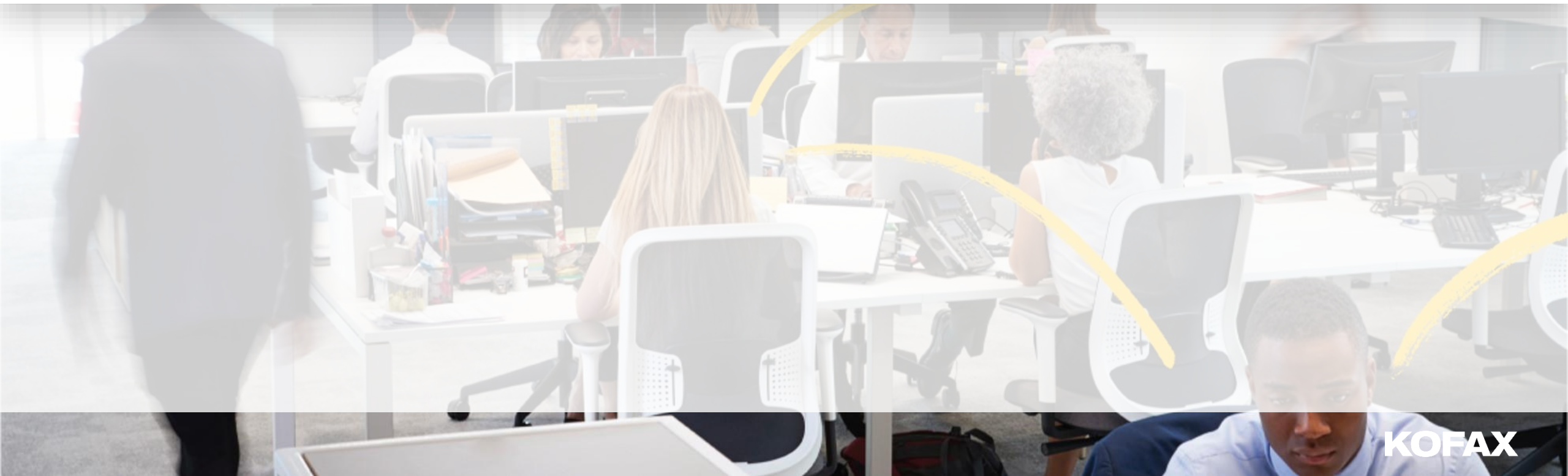# Case and Process Design

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Training Scenario

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Training Scenario – Create a Downstream Case Process

- The **XYZ Bank** offers **Personal Loans** to customers

- Loan applications can be by post, online, or at a branch

- In the process the following steps occur:
  - A Welcome Letter is generated (we do not cover this in KTA Essentials)
  - A **Credit Check** is carried out by **Admin** staff
  - A loan is **Approved** or **Rejected** by an **Approving Officer** using information about the customer and the customer credit check
  - A **Confirmation Letter** is generated
  - The Confirmation Letter is sent by **Post** and **Email** to an approved applicant
  - The process must **Wait** for both Post and Email to be completed before moving on

Training Scenario – Personal Loan Case Process

- Bank Resources
  - Admin (group)
    - Jane Pike
  - Approving Officers
    - Sharon Smyth
- Credit scores and Customer information for each customer are held in a SQL database called Customer
- The loan application process and forms to execute the process will be developed in the training labs

Process Types (Recap)

- **Business Process**
  - When the flow of your processes can be completely defined at design time i.e. the order and sequence of each activity and process is clearly definable.

- **Case Processes**
  - If there is an inability to determine the flow of the process at design time, and whether knowledge workers may be responsible for determining the flow.
  - Case Definition and Case Fragments

- **Business Rule**
  - Special type of re-usable process that can only contain automated activities

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Simple Business Process Management (BPM) Scenario

- **Business Process Definition**
  - Business Processes describe how organizations do business – the sequence of human and system activities

- **Business Process Management Definition**
  - Business Process Management (BPM) is a disciplined approach to identify, design, execute, document, monitor, control, and measure both automated and non-automated business processes to achieve consistent, targeted results consistent with an organization's strategic goals.

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Simple Case Management Scenario

- **Case Management Definition**
  - Case Management is the management of long-lived collaborative processes that coordinate knowledge, content, correspondence and resources to progress a case to achieve a particular goal
  - The path of execution cannot be predetermined in advance of execution
  - Human judgment is required to determine how the end goal can be achieved
  - The state of a case can be altered by external out-of-band events

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Choosing a Project Type

- Before you embark on a project you should consider:
  - Whether the flow of your processes can be completely defined at design time i.e. the order and sequence of each activity and process is clearly definable.
  - If there is an inability to determine the flow of the process at design time, and whether knowledge workers may be responsible for determining the flow.

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Choosing a Project Type (cont.)

- **Business Process Management (BPM)**
  - Highly predictable and repeatable business processes
  - E.g. signing up for a phone service: it happens thousands of times a day, and the process is essentially fixed.

- **Case Management**
  - Unpredictable and unrepeatable business processes
  - E.g. automobile accident insurance claim
  - 2 cars collide, new case, photos, reports. But could also spawn other linked processes e.g. whiplash, property damages etc

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Saving and Releasing Processes

- Once you complete the design of your process, you can save or release it from the ribbon:
  - Saving the process saves changes and creates a minor version of the process, for example, Get Customer Details v0.01
  - Releasing the process saves and releases the process, and creates a major version of the process, for example, Get Customer Details v1.0

- To save a process, on the ribbon, click Save

- To release a process, on the ribbon, click Release

Personal Loan Application