Create Processes

Process Types

- **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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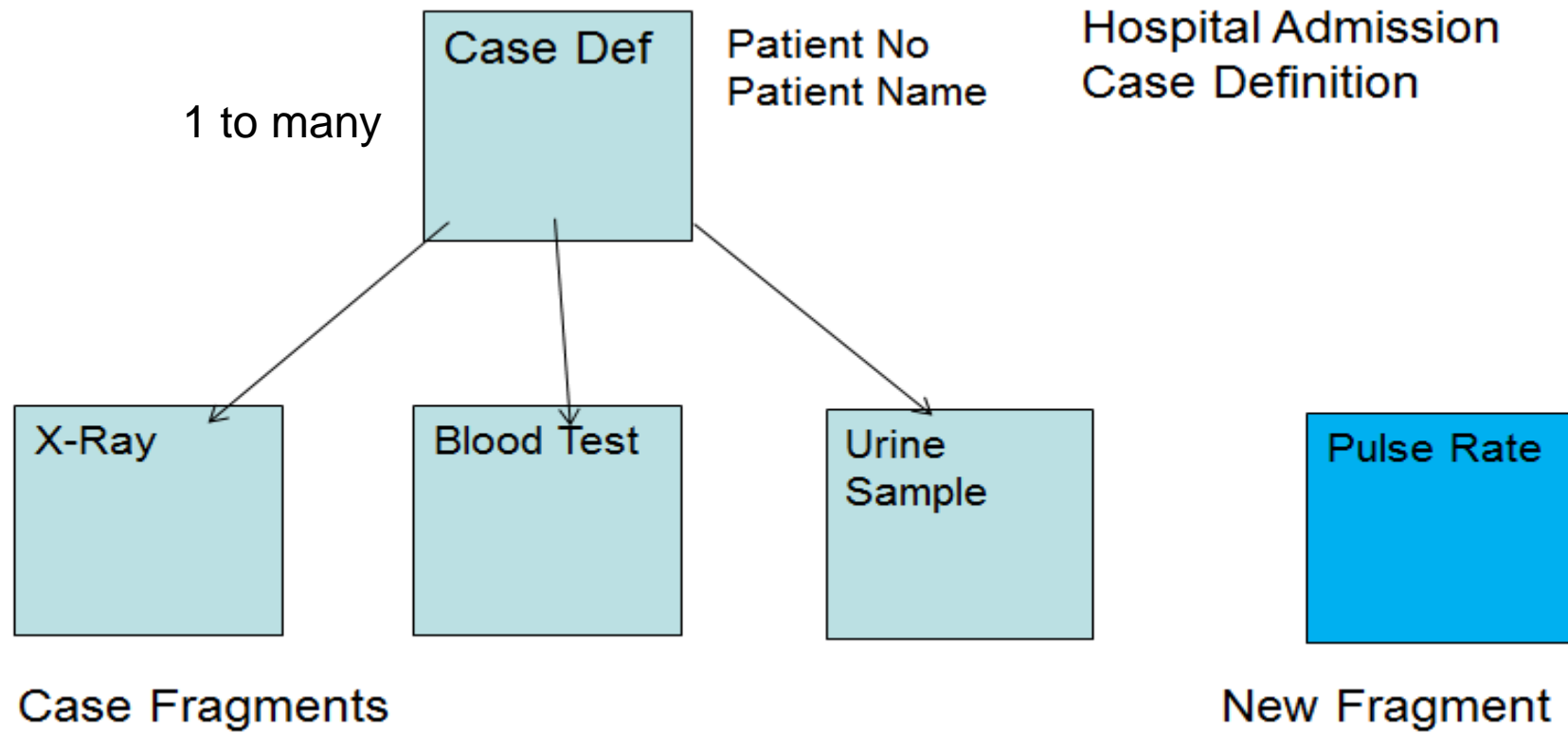
Process Terminology

- **Job**
  - Run time instance of a process

- **Embedded Process**
  - One process embedded inside another
  - Organizational tool used to break a large process into smaller processes

- **Sub Process**
  - Business process that can be re-used in other processes

- **Create New Job (Process)**
  - Initiate an instance of another process

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Cases and Business Processes

- Two models in TotalAgility
  - Simple **Business processes** where the path of execution can be clearly defined e.g. capture a folder of documents, expenses or holiday request
  - Complex **Case** processes where there are optional processes that may or may not get executed as part of the case and where knowledge workers may drive the process

- BPM is highly repeatable, while CM is unpredictable

- BPM focusses on transactions, while CM focusses on knowledge

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Case Example

1 to many

Case Def — Patient No / Patient Name — Hospital Admission Case Definition

X-Ray   Blood Test   Urine Sample   Pulse Rate

Case Fragments   New Fragment
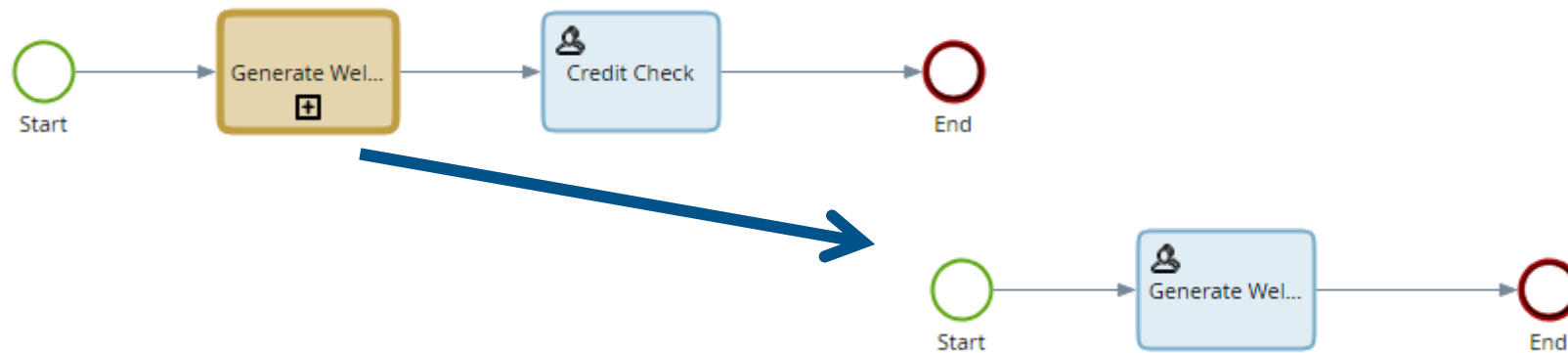
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Create a Case definition and Case fragment

- Characteristics of Case
  - No clear path of execution
  - Knowledge workers drive the process
  - Typically last longer than standard business processes
  - Typically document centric
- Case definition is the main process
- Each case has a Case Reference (unique identifier)
- Fragments are mandatory or optional processes associated with the main case
- Fragments are tied to a definition i.e. not re-usable
- Case fragments can automatically access case level data

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Embedded Processes

- Organisational tool to reduce size of a large/complex process
- Break process into chunks and embed
- If process goes beyond 2 A4 or Letter size pages
- Can embed case fragments i.e. they become mandatory part of the flow

Capture Applications Process

- In this class you will develop the Capture Applications process as an ordinary business process

- Later in the class you will develop the Loan Applications downstream process using a case process

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Create Job

Create Job

Process is initialized with Folder

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