📘 Phase II – Business Process Modeling

Project: Smart Legal Case Tracker

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1. Scope of the Business Process

- **Process Name:** Legal Case Tracking and Billing

- **MIS Focus:** Case management, billing automation, and client communication

- **Objective:**

    - Track legal case deadlines

    - Improve communication with clients

    - Simplify billing and payment tracking

- **Expected Outcomes:**

    - Fewer missed deadlines

    - Efficient invoice management

    - Enhanced decision-making via automated workflows

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2. Key Entities (Swimlane Roles)

- **Client:** Requests legal services, receives updates/reminders

- **Administrative Staff:** Registers clients/cases, manages billing and scheduling

- **Lawyer:** Handles assigned cases and tasks, updates status

- **System (Oracle Database):** Automates tasks, reminders, invoicing, and stores data securely
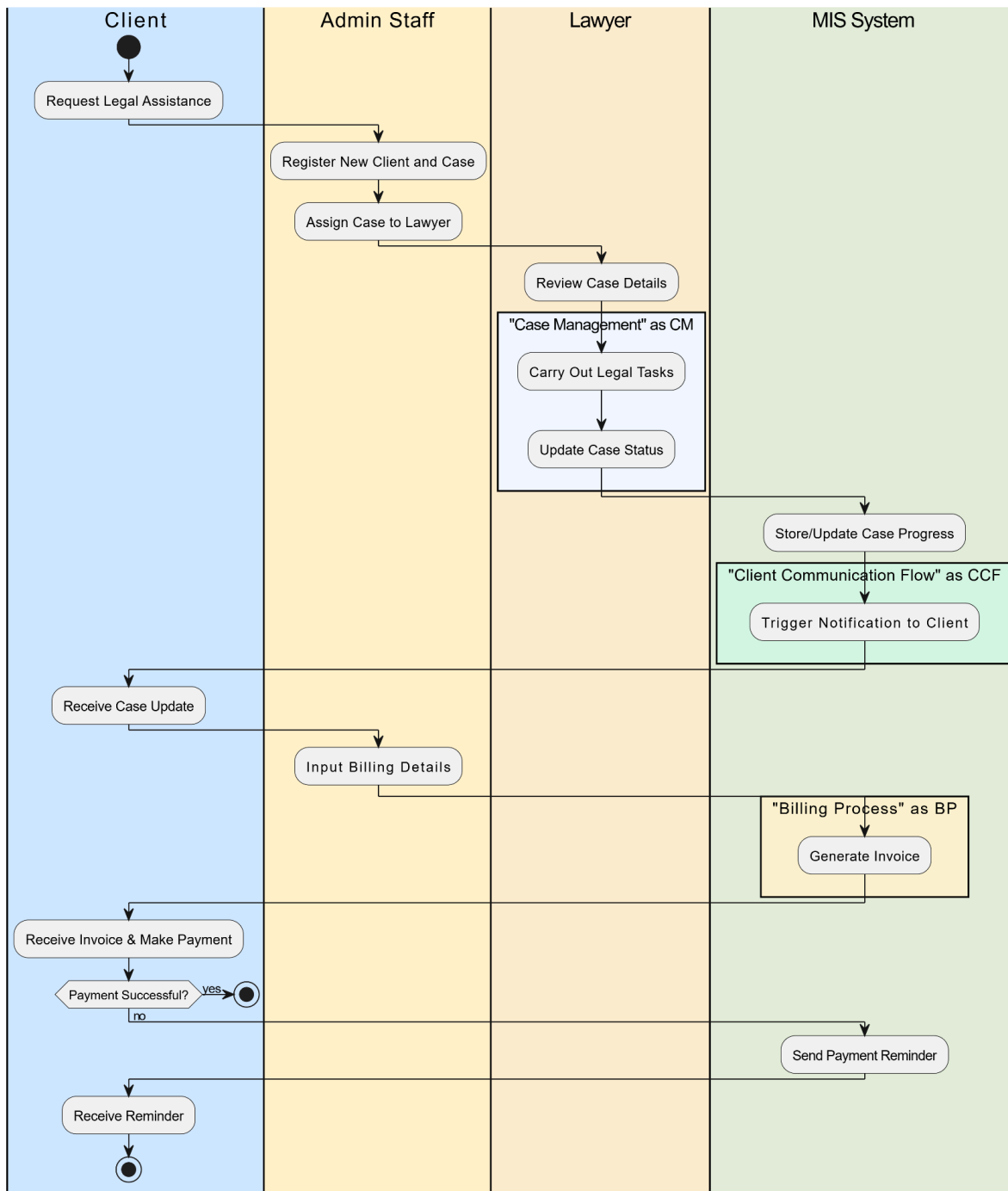
. Importance to the Organization

– Boosts productivity and communication

– Scalable and secure (Oracle)

– Reduces manual errors

– Strengthens client satisfaction and trust