

BPMN

Lab 2 – Intermediate Events

Exercise 1

The Customer Service Representative sends a Mortgage offer to the customer and waits for a reply. If the customer calls or writes back declining the mortgage, the case details are updated and the work is then archived prior to cancellation. If the customer sends back the completed offer documents and attaches all prerequisite documents then the case is moved to administration for completion. If all pre-requisite documents are not provided a message is generated to the customer requesting outstanding documents. If no answer is received after 2 weeks, the case details are updated prior to archive and cancellation.

Exercise 2

After the Expense Report is received, a new account must be created if the employee does not already have one. The report is then reviewed for automatic approval. Amounts under \$200 are automatically approved, whereas amounts equal to or over \$200 require approval of the supervisor.

In case of rejection, the employee must receive a rejection notice by email. The reimbursement goes to the employee's direct deposit bank account. If the request is not completed in 7 days, then the employee must receive an "approval in progress" email

If the request is not finished within 30 days, then the process is stopped and the employee receives an email cancellation notice and must re-submit the expense report.

Exercise 3

In November of each year, the Coordination Unit at the Town Planning Authority drafts a schedule of meetings for the next calendar year and adds draft dates to all calendars. The Support Officer then checks the dates and suggests modifications. The Coordination Unit then rechecks all dates and looks for potential conflicts. The final schedule of meeting dates is sent to all the independent Committee Members by email, who then check their diaries and advise the Coordination Unit of any conflicts. Once the dates are finalized (by the Coordination Unit), the Support Officer updates all group calendars and creates meeting folders for each meeting and ensures all appropriate documents are uploaded to system. Committee Members are advised a week before each meeting to read all related documents. The Committee Members hold their meeting, and the Support Office then produces minutes including any Action Points for each Committee Member. Within 5 working days, the Coordination Unit must conduct a QA check on the minutes, which are then sent to all Committee Members. The Support Officer then updates all departmental records.