

BPMN Seminar Day 2

Solutions to Exercises

13 May 2010



Queensland University of Technology

CRICOS No. 00213J



Homework Exercise: Modelling the “MC - Finalise SCT Warrant Possession” Process

The party sends a warrant possession request asking a warrant to be released. The Client Service Back Office as part of the Small Claims Registry Operations receives the request and retrieves the SCT file. Then, the SCT Warrant Possession is forwarded to Queensland Police. The SCT physical file is stored by the Back Office awaiting a report to be sent by the Police. When the report is received, the respective SCT file is retrieved. Then, Back Office attaches the new SCT document, and stores the expanded SCT physical file. After that, some other MC internal staff receives the physical SCT file (out of scope).

Objectives:

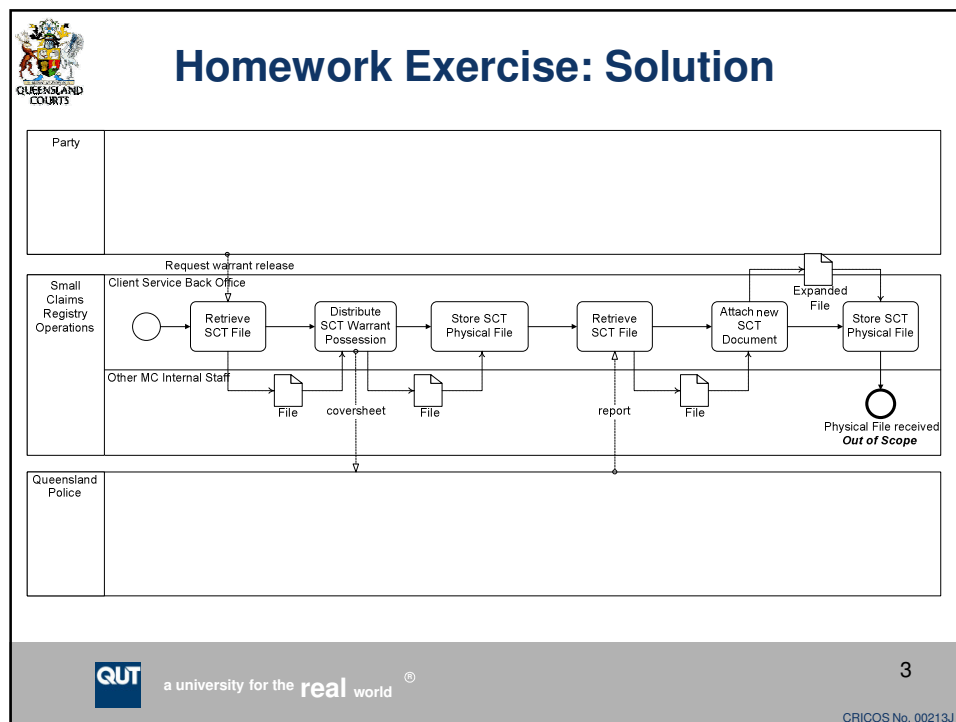
- Process modelling using BPMN
- Conceptual thinking
- Modelling skills
- Teamwork



a university for the **real** world[®]

2

CRICOS No. 00213J



Exercise

P&E - Conduct Directions Hearing

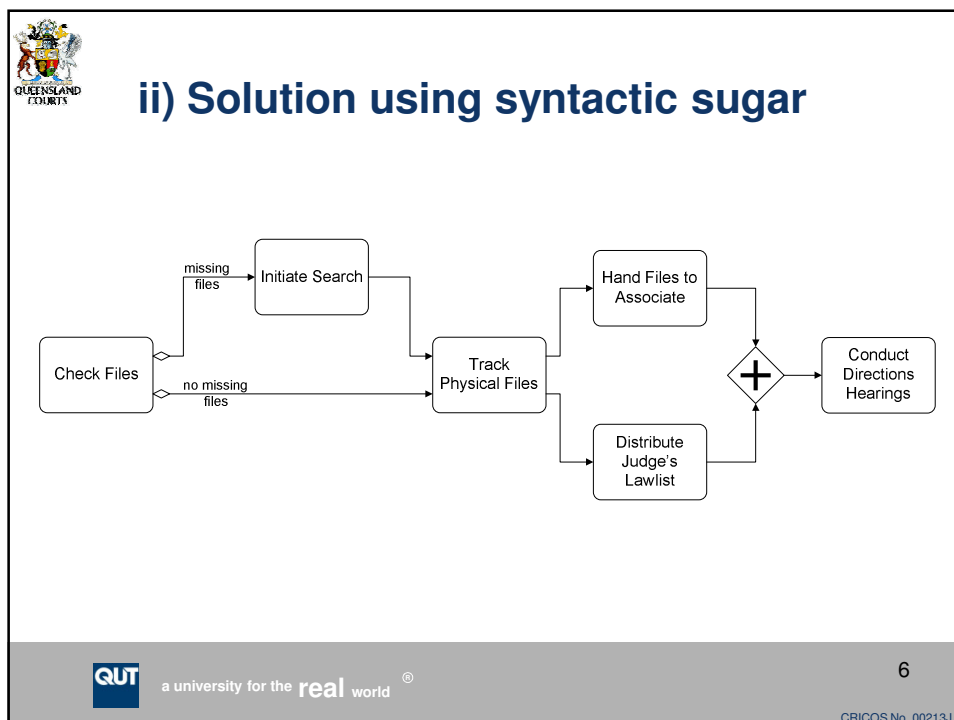
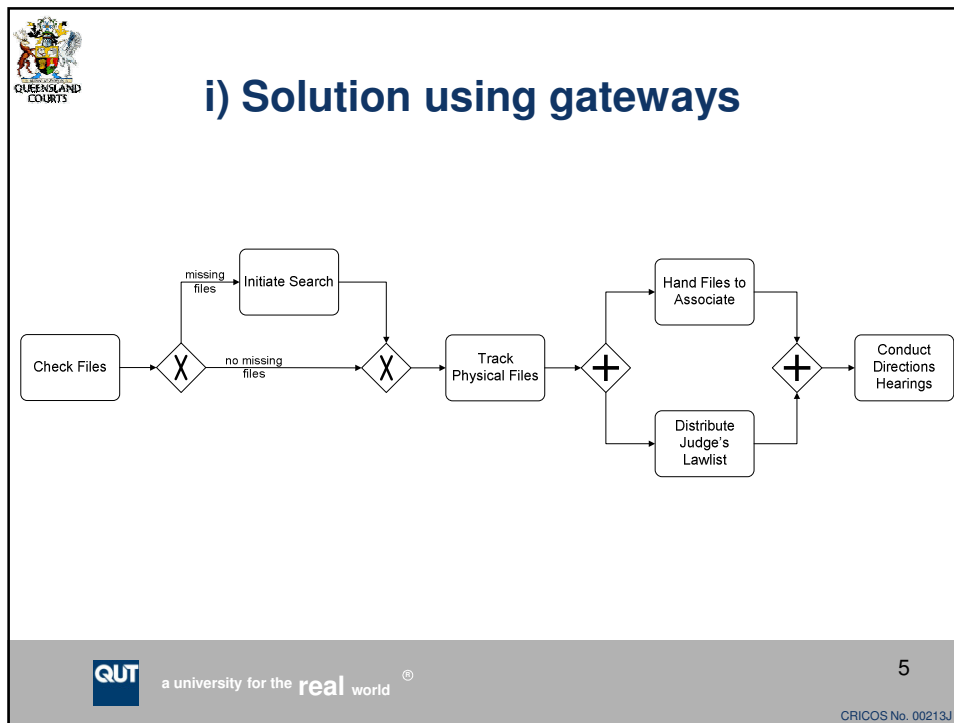
Map the following process fragment using
i) gateways, ii) syntactic sugar:

Each morning, the files which have yet to be processed need to be checked, to make sure they are in order for the court hearing that day. If some files are missing, a search is initiated, otherwise the files can be physically tracked to the intended location. Once all the files are ready, these are handed to the Associate, and meantime the Judge's Lawlist is distributed to the relevant people. Afterwards, the directions hearings are conducted.

QUT a university for the real world[®]

4

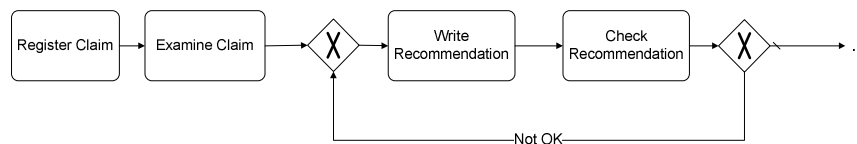
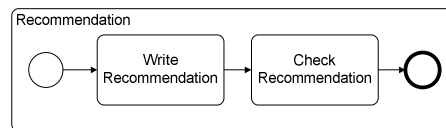
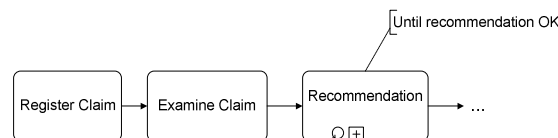
CRICOS No. 00213J

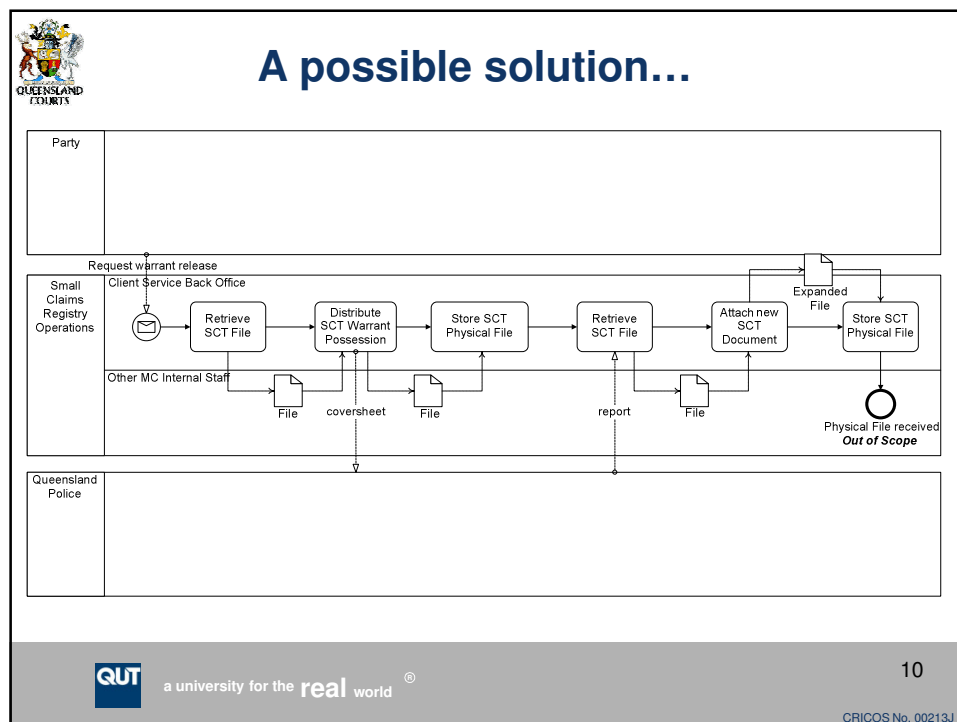
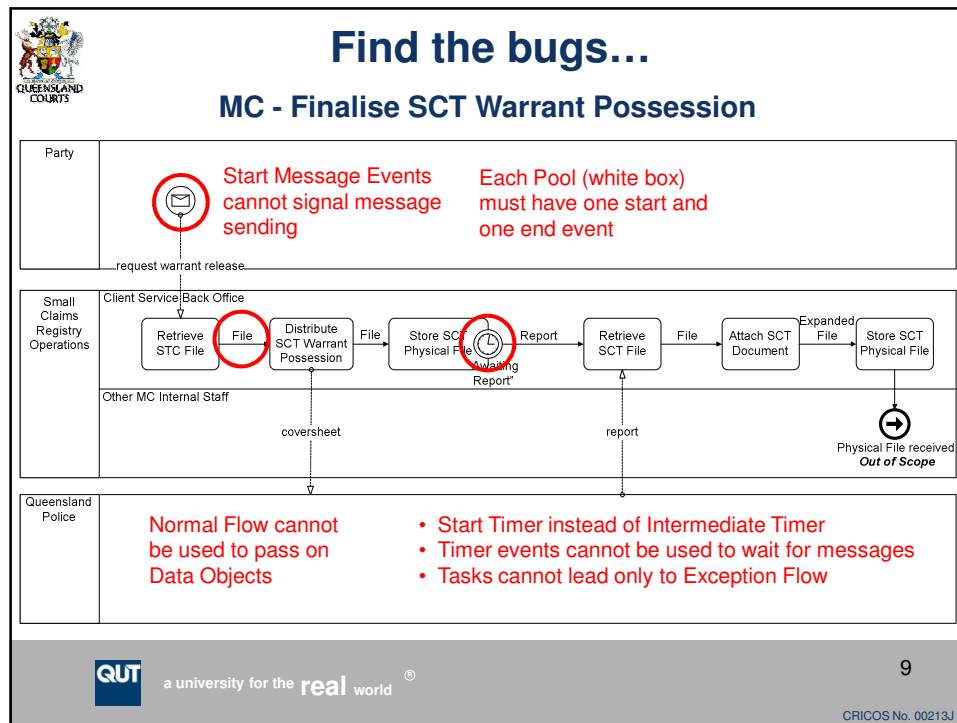


Exercise: repetition/cycles

After a claim is registered, it is examined by a claims officer. The claims officer then writes a “settlement recommendation”. This recommendation is then checked by a senior claims officer who may mark the claim as “OK” or “Not OK”. If the claim is marked as “Not OK”, it is sent back to the claims officer and the recommendation is repeated. If the claim is OK, the claim handling process proceeds.

Solution: repetition/cycles

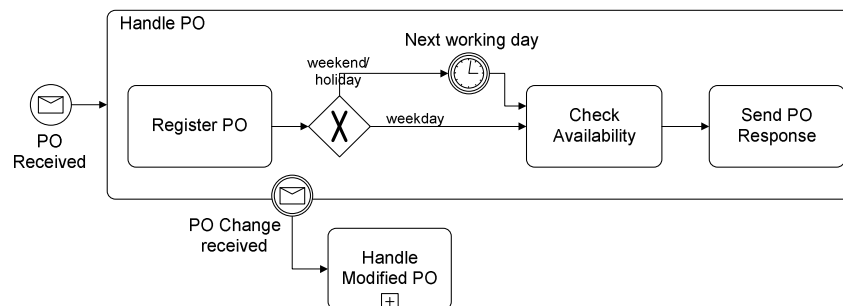




Exercise: modeling with events

Consider the previous “PO Change Request” example with the following variation: when a PO Change Request is received, any processing related to the PO must be stopped. The PO change request is then registered. Thereafter, the process proceeds as it would do after a “normal” PO is registered.

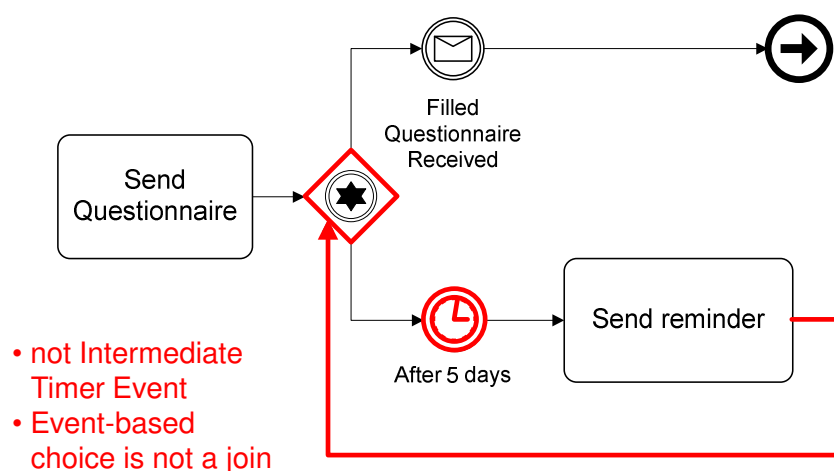
Solution: modeling with events



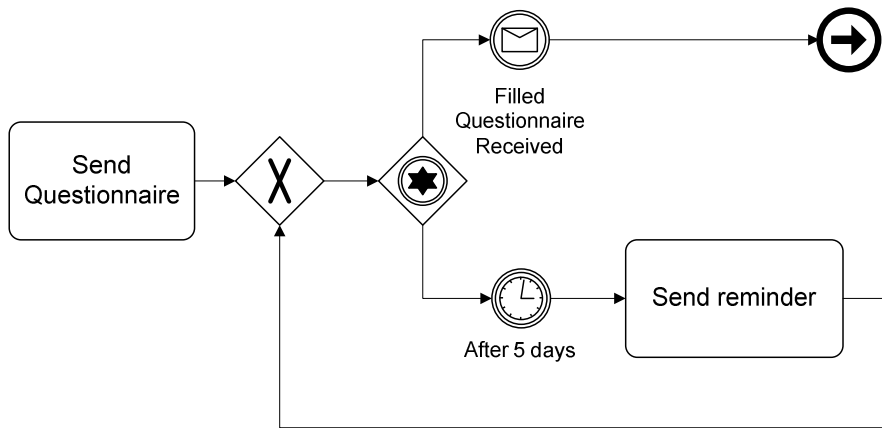
Exercise: event-based decision

In the context of a claim handling process, it is sometimes necessary to send a questionnaire to the claimant to gather additional information. The claimant is expected to return the questionnaire within five days. If no response is received after five days, a reminder is sent to the claimant. If after another five days there is still no response, another reminder is sent and so on until the completed questionnaire is received.

Solution: event-based decision



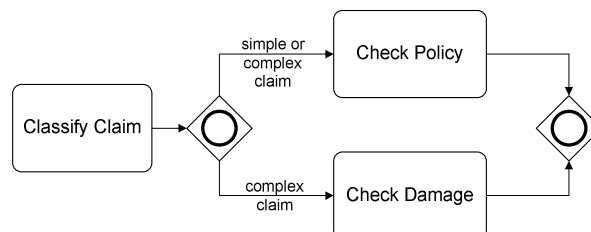
Solution: event-based decision (correct)

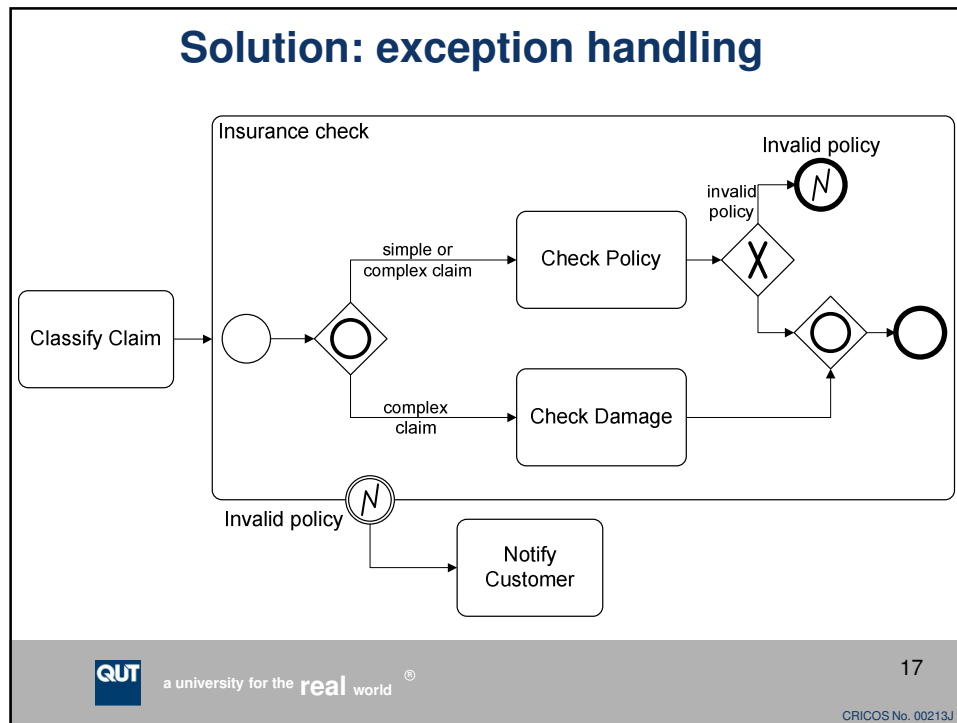



Exercise: exception handling

Extend the claim handling process shown below as follows:

After checking the insurance policy, a possible outcome is that the insurance is invalid. In this case, any processing is cancelled and a letter is sent to the customer. In the case of a complex claim, this implies that the damage checking is cancelled if it has not yet been completed.







Wrap-up Modelling Exercise

P&E – Lodge Originating Document by Post

Mail from the party is collected on a daily basis by the Mail Processing Unit. Within this unit, the Mail Clerk sorts the unopened mail into the various business areas. The mail is then distributed. When the mail is received by the Registry, it is opened and sorted into groups for distribution, and thus registered in a manual incoming Mail Register. Afterwards, the Assistant Registry Manager within the Registry performs a quality check. If the mail is not compliant, a list of requisition explaining the reason for rejection is compiled and sent back to the party. Otherwise, the matter details (types of action) are captured and provided to the Cashier, who takes the applicable fees attached to the mail. At this point, the Assistant Registry Manager puts the receipt and copied documents into an envelope and posts it to the party. Meantime, the Cashier captures the Party Details and prints the Physical Court File.

QUT a university for the **real** world[®]

18

CRICOS No. 00213J

