UNIVERSITÄT KOBLENZ · LANDAU

Business Process Management

Exercise 1

Group 04

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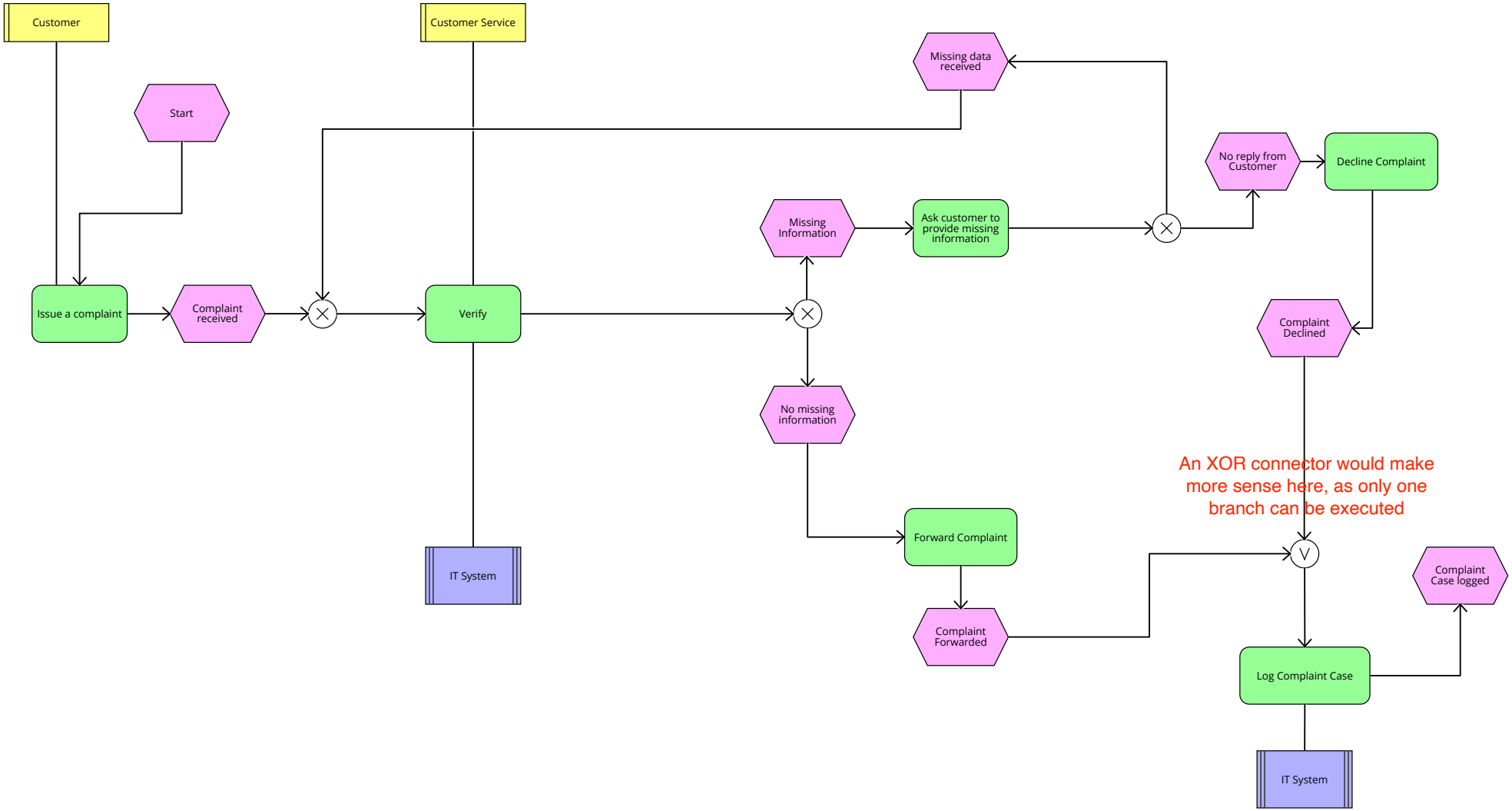
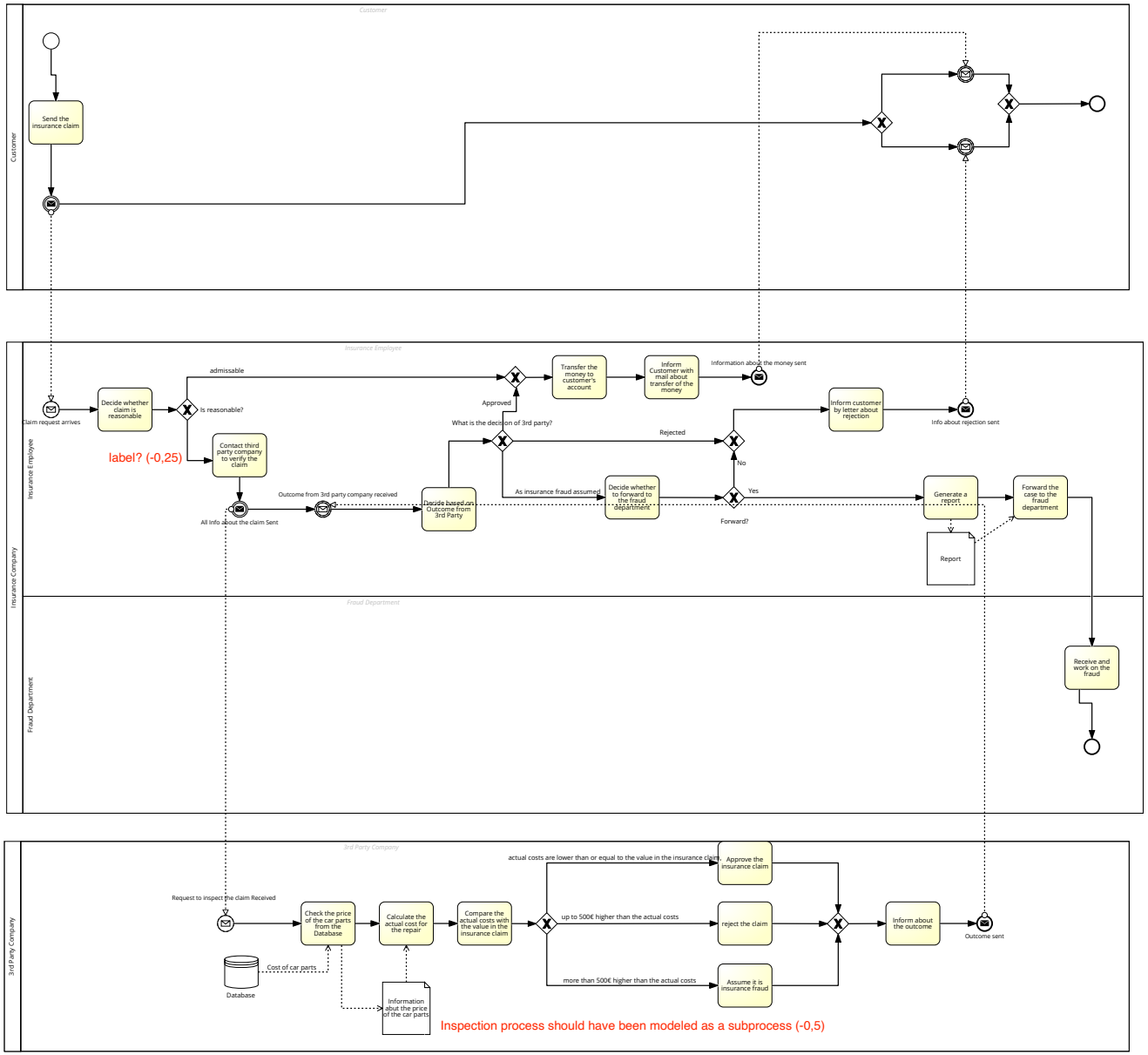
TOTAL: 9/10

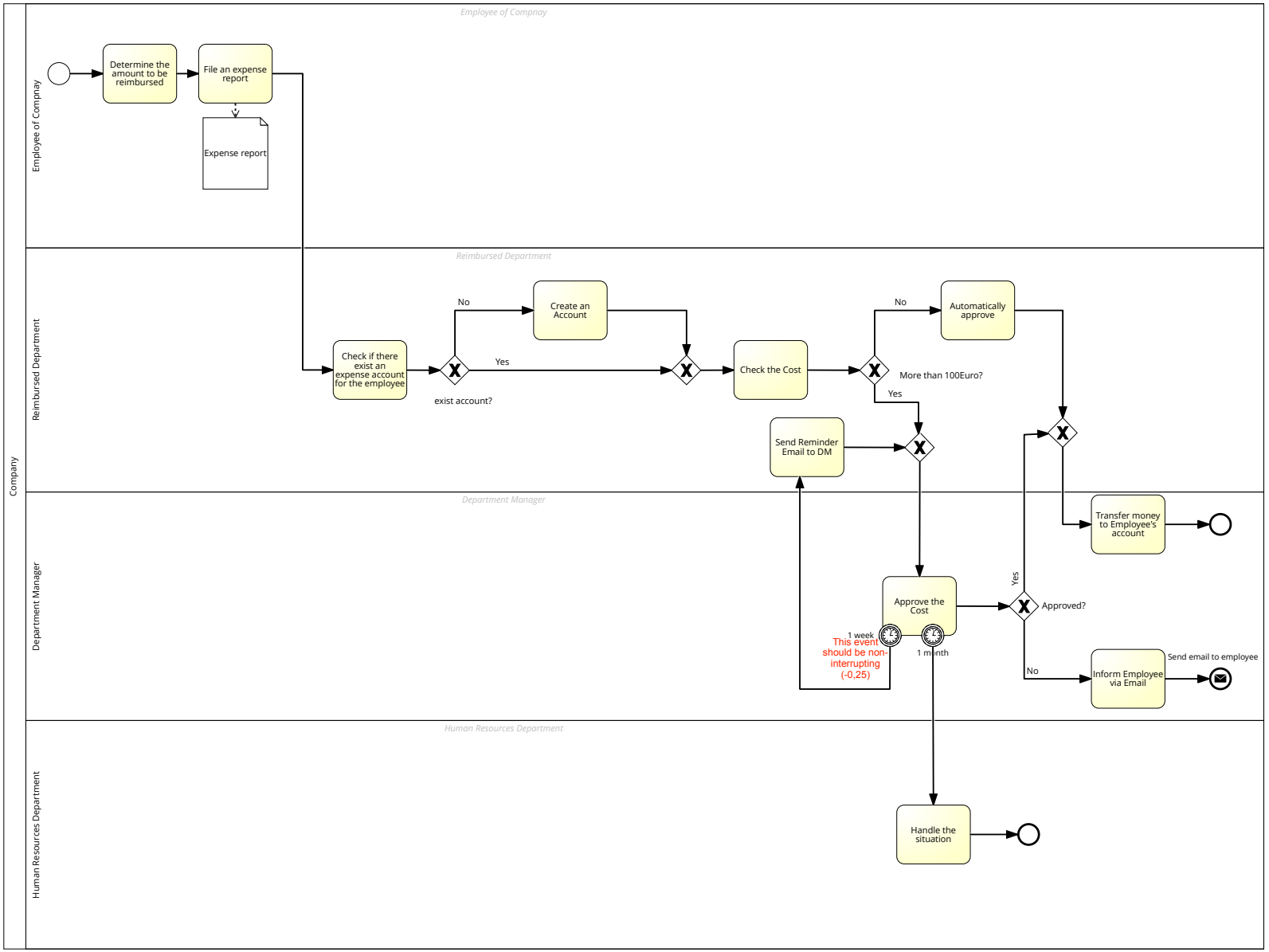
BPM_EX1_TASK1 3/3



HW1_EX2 3,25/4


Customer
Send the insurance claim
Insurance Company
Insurance Employee
Claim request arrives
Decide whether claim is reasonable
Is reasonable?
admissable
Contact third party company to verify the claim
label? (-0,25)
All Info about the claim Sent
Outcome from 3rd party company received
Decide based on Outcome from 3rd Party
What is the decision of 3rd party?
Approved
Transfer the money to customer's account
Inform Customer with mail about transfer of the money
Information about the money sent
Rejected
Inform customer by letter about rejection
Info about rejection sent
As insurance fraud assumed
Decide whether to forward to the fraud department
No
Yes
Forward?
Generate a report
Report
Forward the case to the fraud department
Fraud Department
Receive and work on the fraud
3rd Party Company
Request to inspect the claim Received
Check the price of the car parts from the Database
Calculate the actual cost for the repair
Compare the actual costs with the value in the insurance claim
actual costs are lower than or equal to the value in the insurance claim
Approve the insurance claim
up to 500€ higher than the actual costs
reject the claim
more than 500€ higher than the actual costs
Assume it is insurance fraud
Inform about the outcome
Outcome sent
Database
Cost of car parts
Information about the price of the car parts
Inspection process should have been modeled as a subprocess (-0,5)

HW1_EX3 2,75/3


Company
Employee of Compnay
Employee of Compnay
Determine the amount to be reimbursed
File an expense report
Expense report
Reimbursed Department
Reimbursed Department
Check if there exist an expense account for the employee
No
Create an Account
Yes
exist account?
Check the Cost
No
Automatically approve
More than 100Euro?
Yes
Send Reminder Email to DM
Department Manager
Department Manager
Transfer money to Employee's account
Approve the Cost
1 week
This event should be non-interrupting (-0,25)
1 month
Yes
Approved?
No
Inform Employee via Email
Send email to employee
Human Resources Department
Human Resources Department
Handle the situation