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Erasmus+

NEXT GENERATION ENTERPRISE MODELLING IN THE AGE OF INTERNET OF THINGS

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University of Vienna - Austria

Knowledge Work Designer

Exercise

Model the following claims handling process as decision aware business process in BPCMN using the Knowledge Work Designer tool[1]

> When a claim notification has arrived, the claims manager checks if the claim is covered by the insurance policy. During this task the claims manager can ask for an expert's opinion. If the claim is covered, the accounting department pays the claim. If not, the claims manager rejects the claim.

> The insurance covers damages over CHF 500 and theft. If the claim is about a damage, the payment depends on the amount of the damage. Only if the amount is higher than CHF 500, the claim is covered. Claims about theft are covered independent of the amount.
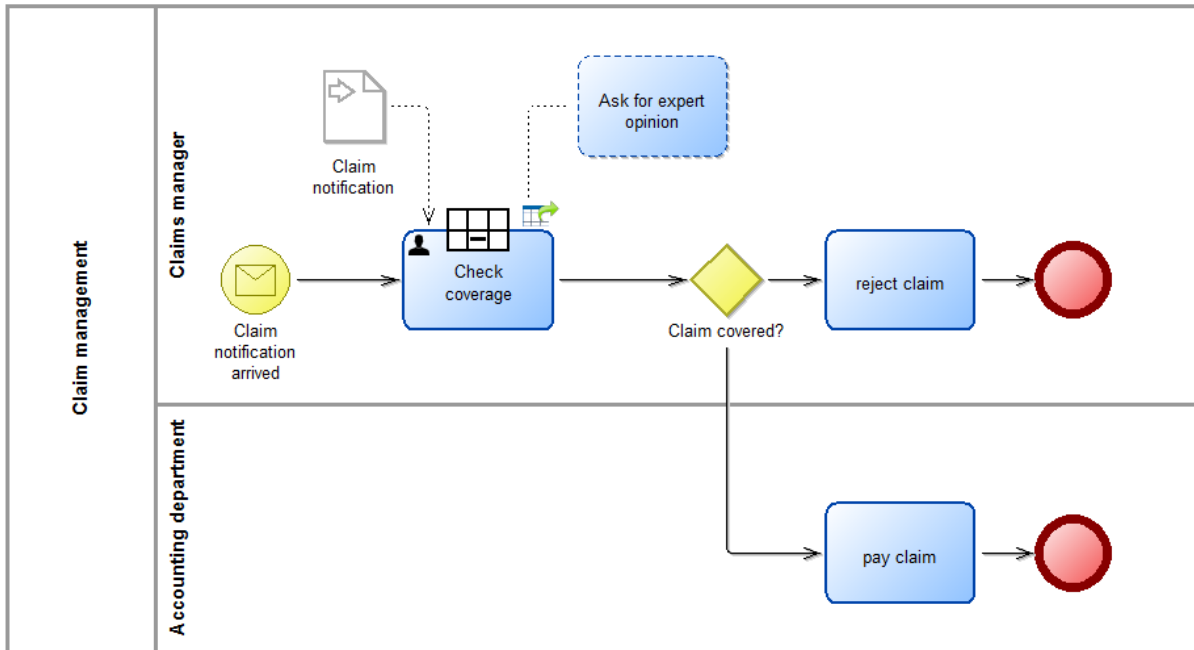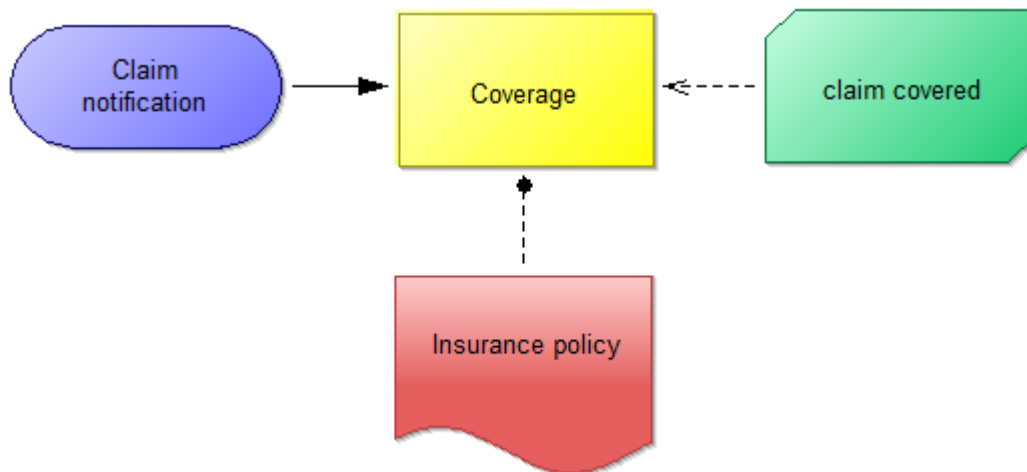
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[1] The tool can be downloaded from http://knut.hinkelmann.ch/download/kwd.zip

Solution

BPCMN model:

Decision Requirements Diagram:

Decision Table

claim coverage			
U	claim type	amount	claim covered
	damage, theft	*number*	*yes, no*
1	theft	-	yes
2	damage	>500	yes
3	damage	<=500	no