

NEXT GENERATION ENTERPRISE MODELLING IN THE AGE OF INTERNET OF THINGS

4th Edition in the NEMO Summer School Series July 16th - July 27th, 2018
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 tool¹

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.

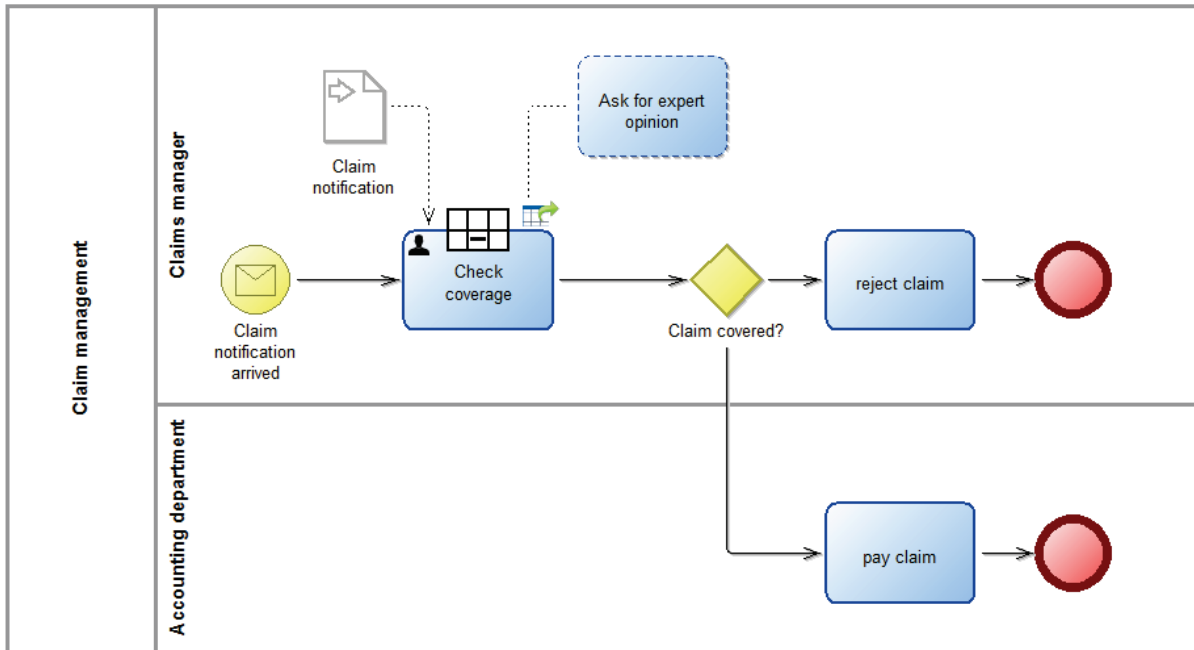
The insurance covers damages over CHF 500 and theft. If the claim is about a damage, the payment depends on the amount of the damage. Only if the amount is higher than CHF 500, the claim is covered. Claims about theft are covered independent of the amount.

¹ The tool can be downloaded from <http://knut.hinkelmann.ch/download/kwd.zip>

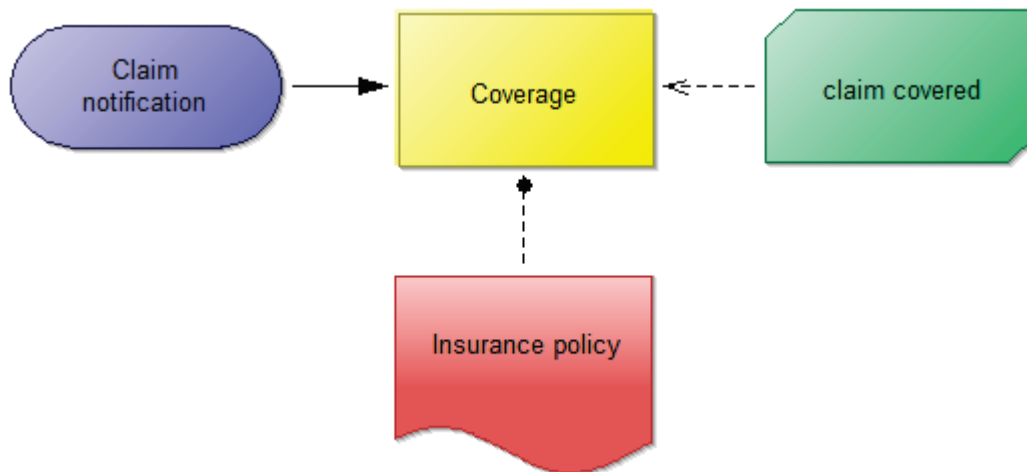


Solution

BPCMN model:



Decision Requirements Diagram:



Decision Table

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

