

Tutorial 8: Workflow Modelling

Semester 1, 2003

Question 1: Using the constructs of the introduced workflow modelling language, draw a workflow model to represent the following processes.

a) Car Rental

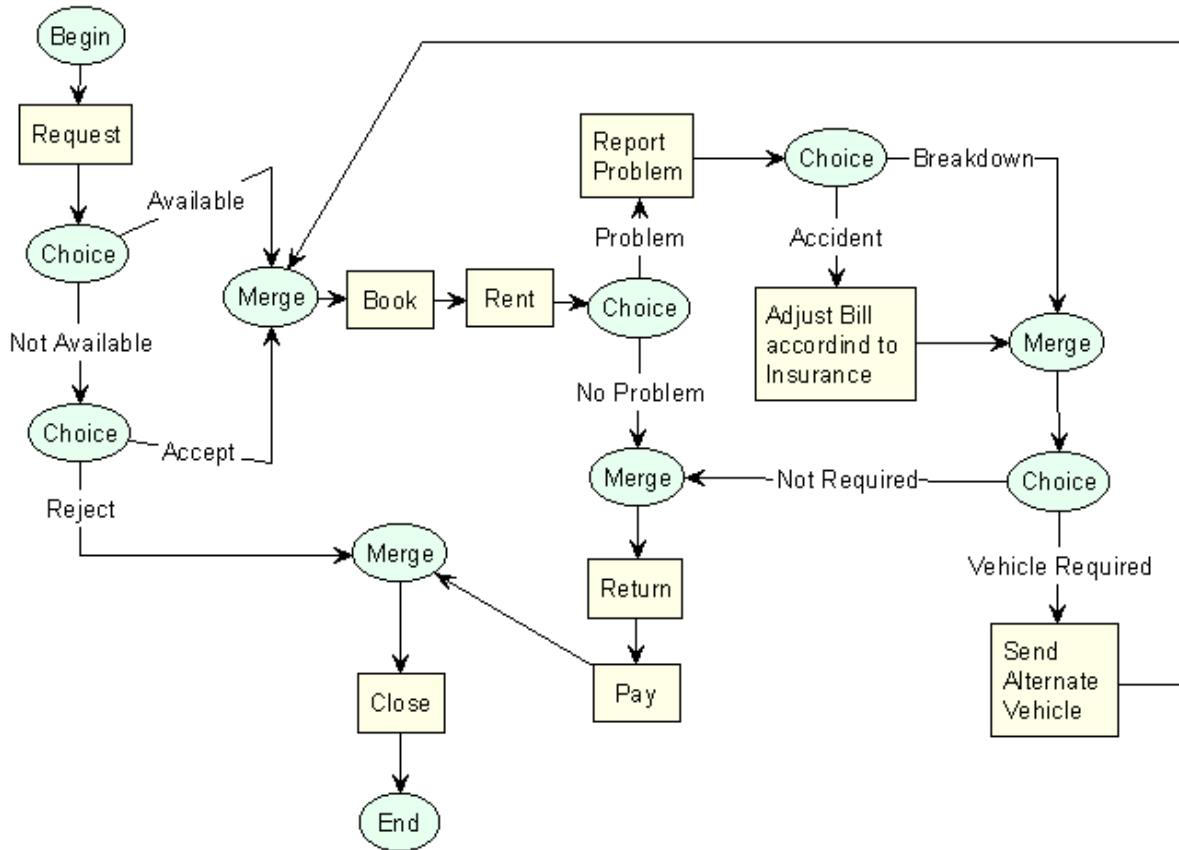
The car rental process begins with a request by the customer for a particular vehicle, location and duration. If the customer's request cannot be fully met, alternative arrangements are offered, which the customer may reject and go elsewhere, or decide to accept.

When the customer's requests can be met, the vehicle is booked for the customer. At that time, or a later time, the customer will take possession of the booked vehicle and the status of the vehicle thus changes from available, to booked, to rented.

The rental period may end in one of two ways, when a problem occurs, or when the customer returns the vehicle and makes the payment. In case of a problem, a report is made regarding the nature of the problem. There are further two cases in this regard, breakdown or accident. In case of an accident, the customer may be charged, depending upon the insurance taken, and the bill would be adjusted accordingly.

The rental company may send an alternative vehicle and start a new transaction with the customer, if requested.

Solution:



b) Funds Approval

The employees of a company are entitled to attend certain business conferences on company expense. The request for travel and expenses is made by the employees to the division heads.

Each employee holds some entitlement depending upon his/her position and years of service. The division head will approve the funds only if the employee is eligible. Approved request forms are then sent to the director, who makes the final decision to accept or reject the request. Copies of the accepted requests are then sent to the accounts officer, and the administration officer.

The accounts officer makes the required payments to the conference and the administration officer makes the required hotel, airline, and other bookings, and passes the data to the accounts officer, who then makes the remaining necessary payments. The employee then collects all tickets, vouchers etc. from the accounts officer.

On return from travel, the employee reimburses other expenses giving the receipts to the accounts officer. The transaction is closed, however, a record of all payments is retained.

Solution:

