

Workflow Management – Exercises Chapter 1 – SOLUTIONS

1. Characterize the following business processes according to their repetition, structuredness and shared work factor.

	Repetition	Structuredness	Shared work (# participants)
Create weekly financial report in a banking company	rare often <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	low high <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	few many <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Find reasons for inventory mismatches in a department store	rare often <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	low high <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	few many <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Manage a very innovative research project	rare often <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	low high <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	few many <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
Introduce a company at stock exchange	rare often <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	low high <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	few many <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
Solve a previously unknown complex problem	rare often <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	low high <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	few many <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Note: Answers may need some discussion!

Workflow Management – Exercises Chapter 1 – SOLUTIONS

2. Assign the correct workflow terminology to the following business phenomena:

- Applying for a new mobile phone contract
 process *task* *case* *work item* *activity*
- Entering billing information for a new mobile phone customer
 process **task** *case* *work item* *activity*
- Agent Cindy Jones checks customer history of phone contract application of customer James D. Smith
 process *task* *case* *work item* **activity**
- James W. Smith applies online for a new mobile phone contract
 process *task* **case** *work item* *activity*
- Monthly billing of existing mobile phone contract
 process *task* *case* *work item* *activity*
- Monthly billing (June 2006) for mobile phone contract of Peter S. Walker
 process *task* **case** *work item* *activity*
- Printing invoice sheet for June 2006 mobile phone contract bill of Peter S. Walker.
 process *task* *case* **work item** *activity*
- Printing invoice sheet for mobile phone contract bill of Peter S. Walker on laser printer "LPC003"
 process *task* *case* *work item* **activity**