Computing Framework

Role Activity Diagrams (RADs) Exercise

Taken from Martin Ould's IOPT Presentation of RADs

"One of the most important presentations I've ever seen"

The Process Scenario

The main steps from receipt of proposal to dispatch of policy papers.

In the Mail Room the Mail Room Clerk opens incoming mail and enters basic details into the computer, such as customer name, agency reference number, type of business.

The system automatically allocates a reference number and creates a work-item record for the application. The work-item is automatically routed to one of several Supervisors, depending on the agency reference number.

A supervisor allocates a work-item to one of their Clerks. They can also allocate the work to themselves if all of their clerks are busy.

The Supervisor may check the workload of the clerk at any time.

The Clerk enters details from the application (address, age, health-checks,…).

The Clerk continues processing an application. They check a database to see if there has been any previous business with the Customer. If not, a credit check is requested from an external agency. When the reply is received, the Clerk accepts or rejects the application. The Clerk may also ask the system to remind them when a reply is overdue.

The underwriter also assesses the application, either working from a different site or from home. They decide whether a medical examination is needed, and if so, send a letter requesting one. The Underwriter may also ask the system to remind them when a reply is overdue.

If both the Clerk and the Underwriter accept the application, the Mail Room Clerk dispatches policy documents to the Customer. Otherwise, a rejection is sent.