Some Structural Patterns

(a) Transfer responsibility

(b) Retain responsibility

(c) Escalate

(d) Withdraw delegation
Building a Business Process Incrementally

(a) Pair of conditional commitments describing purchase

(b) Introducing bank and shipper via delegations of commitments

(c) Allowing buyer to skip payment or get a refund upon returning goods
A Real-Life Service Engagement
Operationally over-specified as interacting flows

(Insurance Company)
- Notify Lee C.S.
- Obtain claim form
- Check claim form
- Amend estimate
- Reconcile info
- Finalize claim

(AGFIL)

(Claim Handler)
- Obtain details
- Contact garage
- Assign adjustor
- Agree repair
- Check invoice
- Estimate < 500

(Lee CS)

(Repairer)
- Receive car
- Estimate repair cost
- Inspect car
- Repair car
- Invoice

(Gather info)
- Validate info
- Assign garage

(Call Center)
Contractual Relationships: 1

Europ Assist

C0=CC(AG, EA, reqAuth, authResponse)

C1=CC(AG, EA, claimResponse, payForResponse)

AGFIL

C2=CC(I, LC, inspectReq, inspectRes)

C3=CC(LC, I, inspectRes, payForInspection)

Lee CS

C4=CC(AG, LC, consultingService, payForService)

Inspector

John Doe

Mechanic