

Workflow Technology in Case Management



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Agenda



- What is Case Management today?
- What is a Workflow?
- When do we use Workflow?
- Benefits of using Workflow



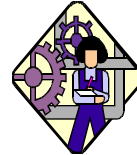
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What is Case Management?

❑ Procedural execution of business processes.



❑ Tracking and management of all information throughout the life cycle of a case.



Case Management in an Agency

Exception to normal flow of execution



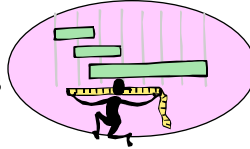
Associated,
Either, with a taxpayer
Or with a tax period
And/or with tax type for a taxpayer

Case Management sub-components:
Case flow maintenance and execution
Case assignment
Case monitoring (Query, Tracking)
Case consolidation, splitting
Appeals, audit, bankruptcy



Case Flow Definition

Assessment:
Identify Tasks



Identify Case Types:
Non-Registration
Non-Filing
Underpayment
Bankruptcy
...

Planning:
Identify activities
and its sequence



Define Case Flow:
Send Non-Registration Notice
Manual review
Audit Taxpayer's data
Send Subpoena
...

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Case Flow Execution



Implementation:
Execute Activities

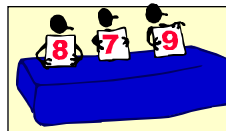
Automatically execute for
different taxpayers

Monitoring:
Administration,
Workload



Monitor case execution and
manual intervention if required,
case re-assignment, work distribution

Evaluation:
Case Reports
and Results

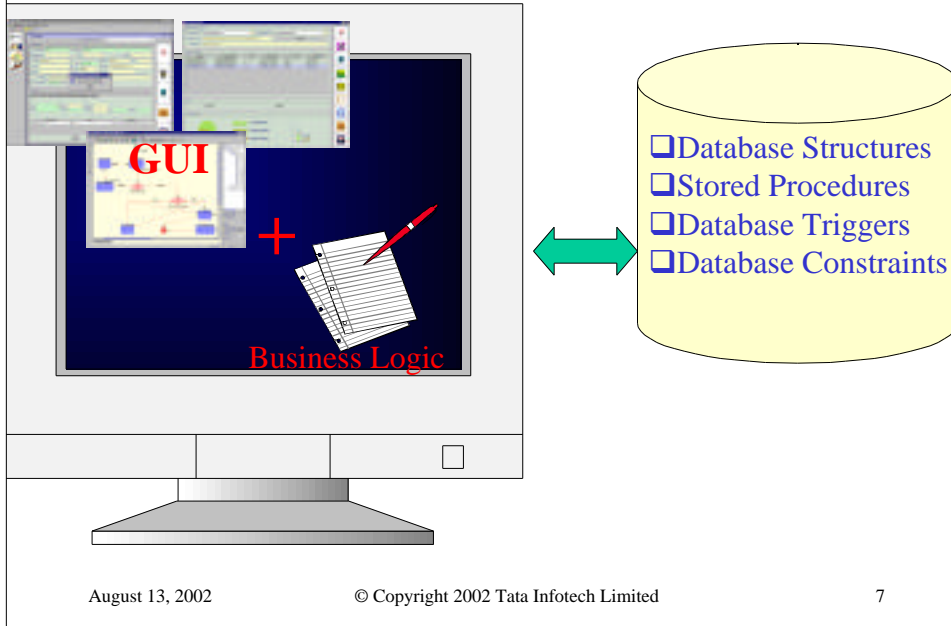


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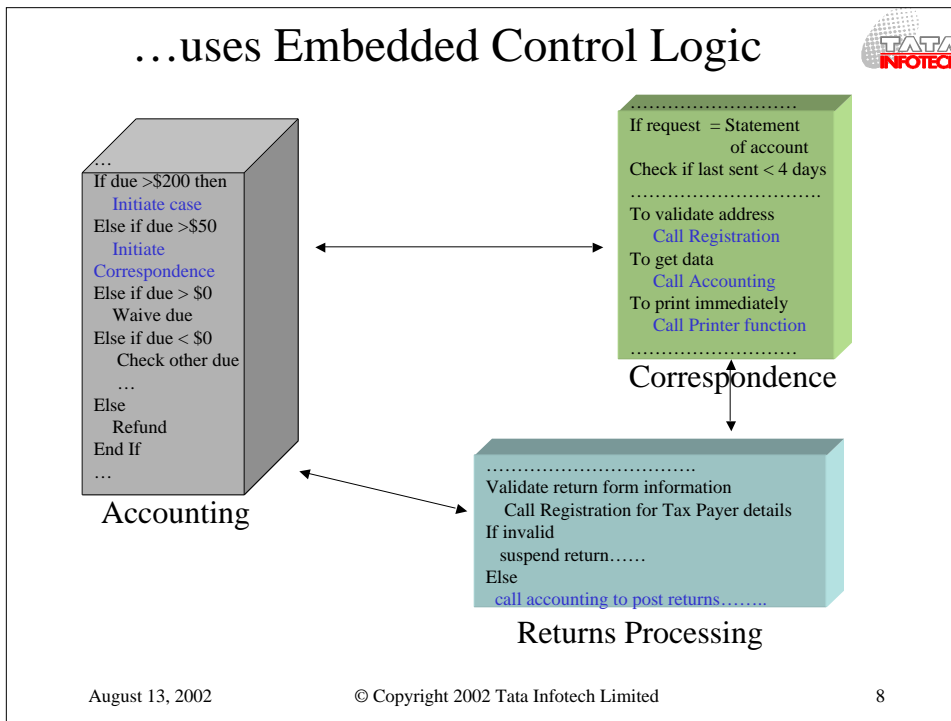
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Traditional Implementation...



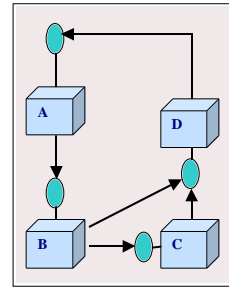
...uses Embedded Control Logic



Limitations of traditional approach



- ❑ Control logic embedded in the components
- ❑ Complex implementation of parallel flows, consolidation and splitting for cases
- ❑ Tight coupling between components need lot of rework for minor modifications
- ❑ Continuous change in business processes or rules needs re-work

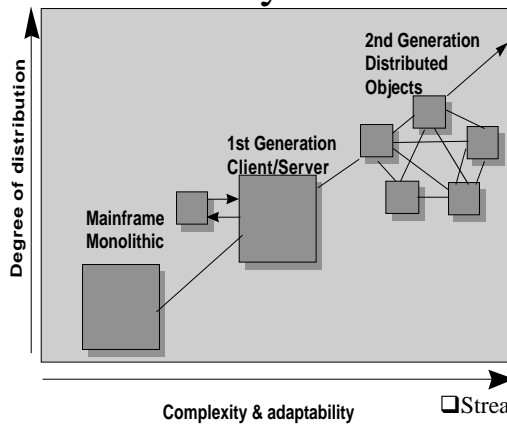


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Why do we need a change?



- ❑ Streamline Business Process
- ❑ Efficient maintainability of case flows and case transactions for taxpayers
- ❑ Reliability and Modularity of the application
- ❑ Configurability and flexibility

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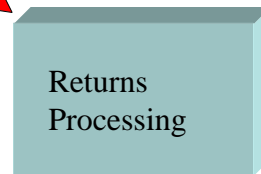
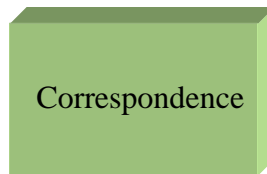
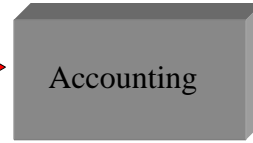
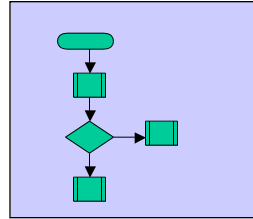
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... what changes do we need?



```
If due >$200 then
  Initiate case
Else if due >$50
  Initiate
Correspondence
Else if due > $0
  Waive due
Else if due < $0
  Check other due
.....
Else
  Initiate Refund
End If
```



What is Workflow?



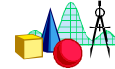
The computerized facilitation or automation of a business process, in whole or part.

- *Workflow Management Coalition*

What is a Workflow?



❑ Actions to be performed



❑ Control and data flow among actions



❑ Agents allowed to execute these actions



❑ Policies describing organizational environment

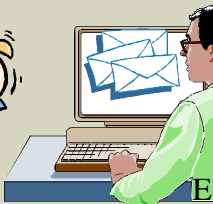


Components of a Workflow System



Workflow Definition

- Define control flow
- Define Case Flow



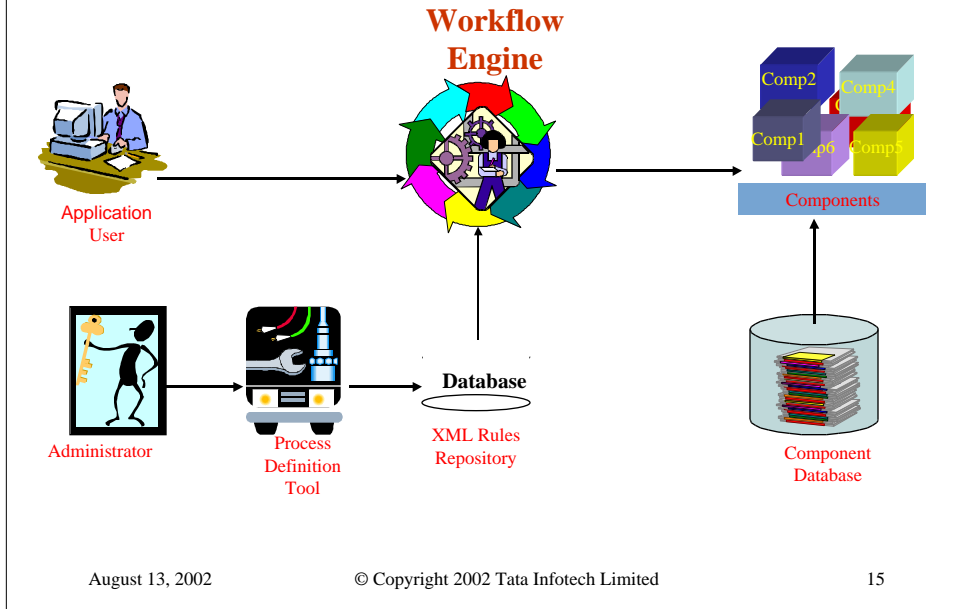
Application Components

Workflow Engine

- Executes the flow
- Administration and Monitoring



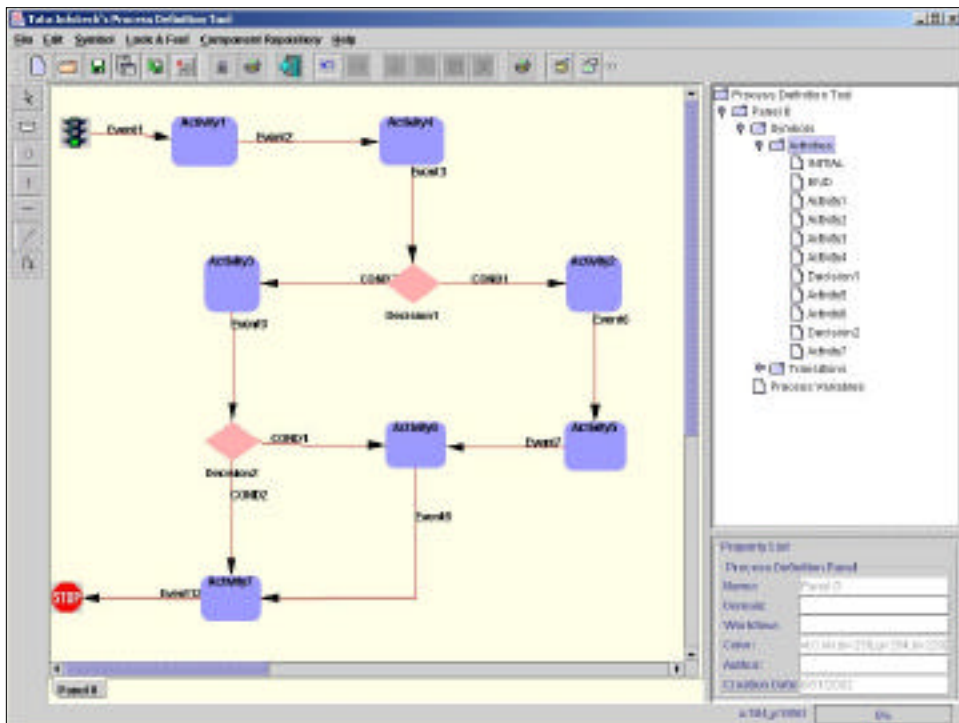
Workflow Architecture



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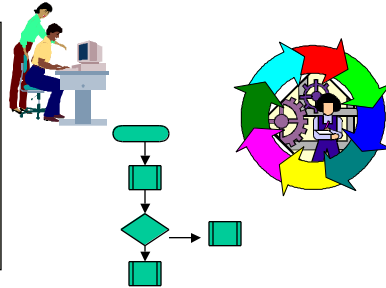


Workflow :When and Where?



WHEN:

- Processes having life cycle
- Combinations of human and machine based activities
- Procedural implementation of activities based on rules
- User defined- Machine implemented rules



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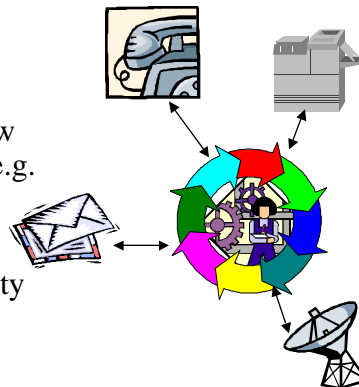
WHERE:

- Staff intensive operations
 - Tax Administration
 - Banking & Insurance
 - Legal
 - Commercial Applications

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Why Workflow Standards?

- To avoid incompatible 'islands' of process automation
- To improve integration of workflow application with other IT services e.g. e-mail and document management
- To achieve a level of interoperability



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Workflow Management Coalition Specification

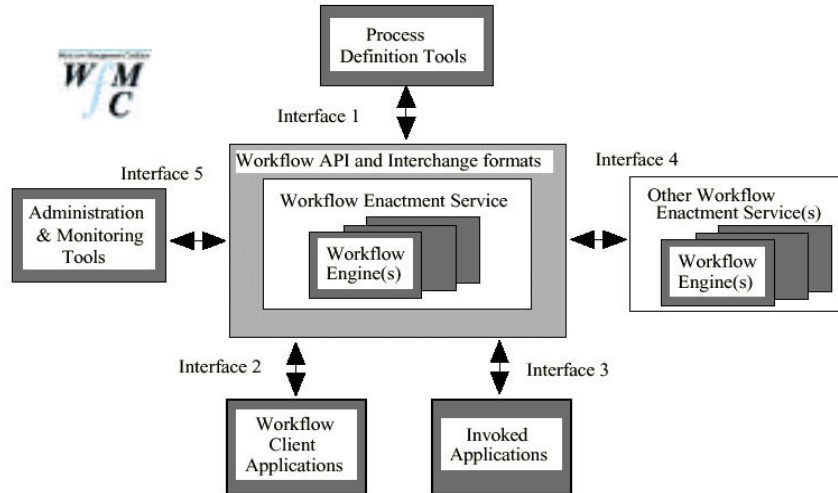


Fig 6 Workflow Reference Model - Components & Interfaces

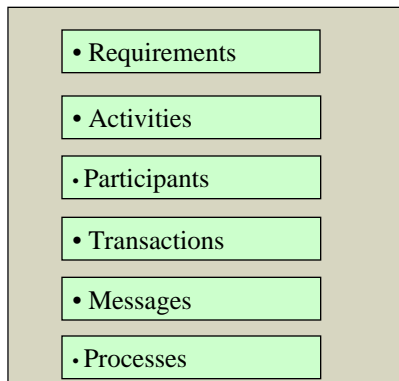
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Business Process Management

BPMI



Workflow Standard

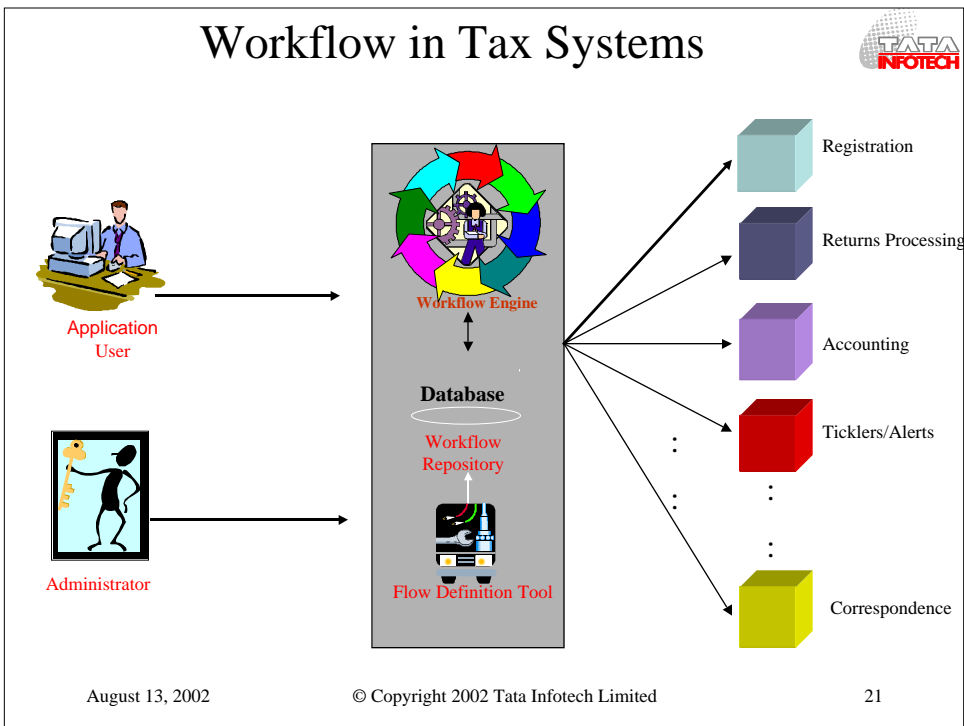
- Emphasizes use of XML
- Visual Process Modeling

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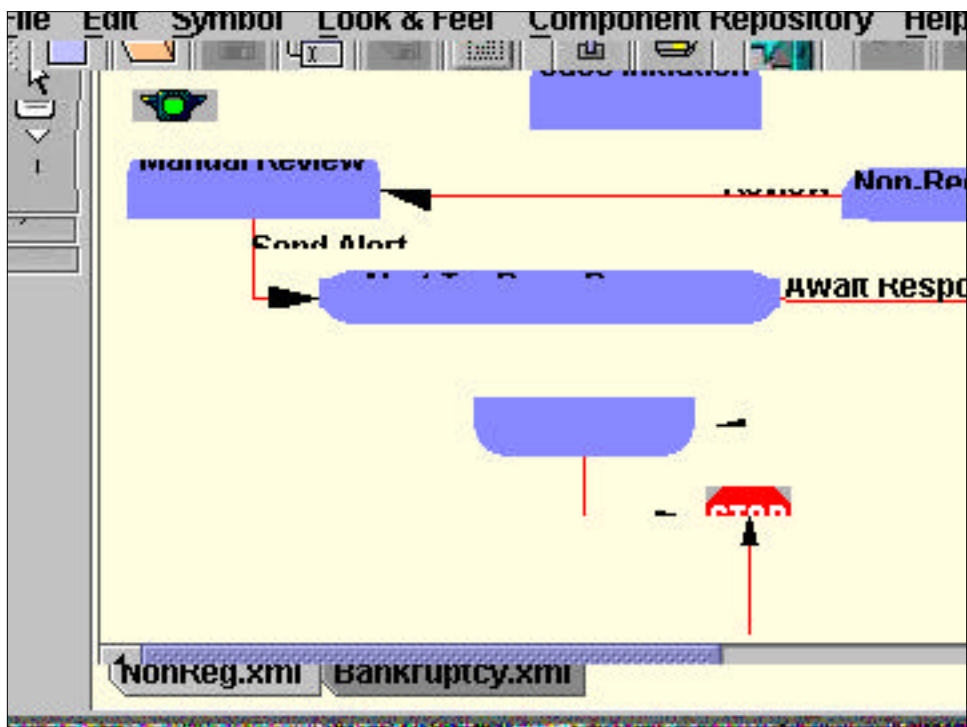
Workflow in Tax Systems

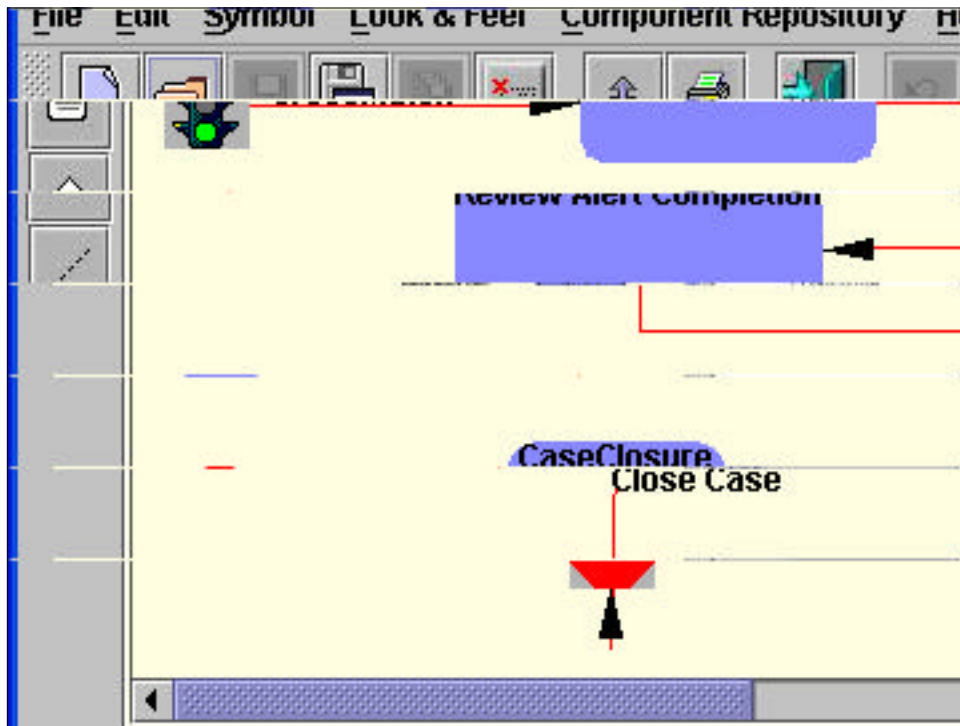


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To summarize...

Workflow is not just limited to Case Management...

...it drives the business process flow throughout the application.

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Thank You.

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