

Group Discussion

Project Steps

Scenario

A car insurance provides financial protection against physical damage and/or theft of a car. During claim processing an incoming claim is investigated and it is determined if coverage is available under the terms of the insurance contract. If so, the reasonable monetary value of the claim is determined and payment is authorized.

Group 1: Project Steps for Business Process Management

Clients often complain that the claims processing takes too long. Furthermore there are many complaints against decisions and cases have to be reconsidered, which is expensive and again time-consuming.

You are a consultant specialized in managing business processes. The manager of the company wants you as an external expert to help improve claims processing process.

What steps would you take?

Group 2: Steps for IT Project

The company wants to replace its information system for the claims processing. All contract and claims data should be held in the information systems. An application should be implemented that supports fraud detection.

You are working in the IT department of the car insurance company and you are responsible for the project.

What steps would you take?

