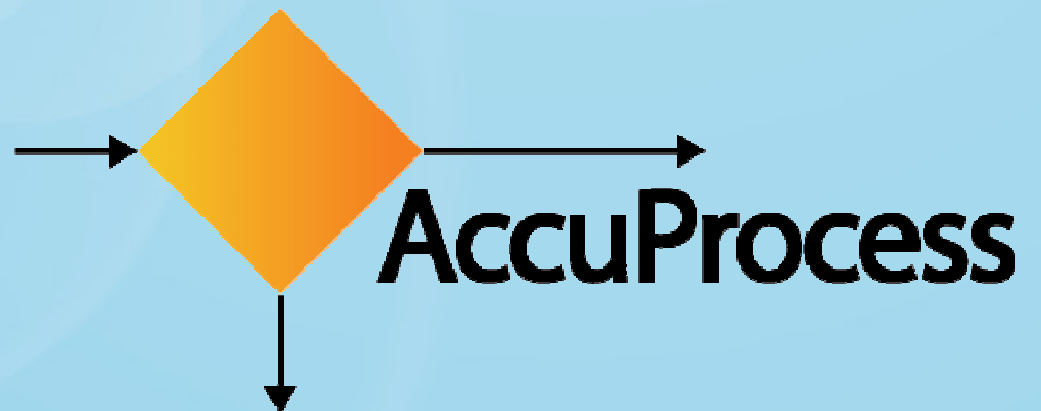


***Tutorial:***

***Analyzing and Simulating  
a Process Model***



# Creating a Process Model

- ◆ Step 1: Design Process Map (or Diagram)
- ◆ Step 2: Document the Process Model
- ◆ Step 3: Analyze by running simulations



## In This Tutorial:

- ◆ Step 1: Design Process Map (or Diagram)
- ◆ Step 2: Document the Process Model
- ◆ Step 3: Analyze by running simulations



# Steps for Simulating a Process Model

- ◆ Open AccuProcess Modeler
- ◆ Create a process map or process diagram
- ◆ Click on Simulator tab
- ◆ Create a RESOURCE SET
  - Specify People, Direct and Indirect resources used to actually work the process
- ◆ Create a SCENARIO
  - Select Resource set and Specify Number of Runs, Process Trigger, Included activities
  - Specify simulation scenario parameters for each activity
  - Specify routing probabilities out of each gateway
- ◆ Run the simulation
  - View Simulation Report and print if needed
- ◆ Save your work
  - Tip: Save frequently while simulating the process model



# Creating a Resource Set

## ◆ General

- Name
- Description
- Currency

## ◆ Resource Types

- People
  - How many?
  - At what cost?
- Direct
  - Unit cost?
- Indirect
  - Cost defined in Scenario for each activity

Name	Description	Type	Unit Cost	Count	Cost per ...	Usage Unit
Call Center Rep	Validate Claims and Notify Customer	People	0.0	2	30.0	Hours
Claims Handler	Review Claim	People	0.0	2	50.0	Hours
Claims Specialist	Process Claim	People	0.0	2	75.0	Hours
Subrogation Expert	Run Subrogation sub-process	People	0.0	1	100.0	Hours
Office Supplies	Printer, Copier, Paper, Faxes etc.	Indirect	0.0	0	0.0	Year
Legal Counsel	Average Attorney fees for Subrogation	Direct	100.0	0	0.0	Year

# Creating a Scenario

- ◆ General
  - Name
  - Description
  - Resource Set
- ◆ Process Model Properties
  - Number of Runs
  - Flow Trigger info
  - Select Included Activities
- ◆ Activity Properties
  - Specify Direct, Indirect and People resources
  - Specify Execution Time
  - Specify Queue Type
- ◆ Assign Gateway Probabilities

**Define Scenario**

**Standard Properties**

Name: Typical\_Case  
Description: Typical Case Scenario  
Resources: ClaimsProcess\_Resources

**Runs**

Number of Runs: 100  
Interval between runs: Normal (Standard Deviation=5, Mean=) Time Unit = Minutes

**Define Calendar**

Year: 12.0 months  
Month: 4.0 weeks  
Week: 5.0 days  
Day: 8.0 hours

**Participating Activities**

**Excluded Activities**

- Start Event
- End Event
- Enter in Claims System - First Notice of Loss
- Claim OK?
- OK to Process?
- Set Reserve
- Need Subrogation?
- Update Claims System

**Included Activities**

- Initial Validation of Claim
- Review Claim
- Process Claim
- Subrogation Sub-Process
- Notify Customer

**Scenario Properties**

Name	Value
Assign Direct Items	Assign
Assign Indirect Items	Assign
Execution Time	Assign
People	Claims Handler
Queue Type	FIFO
Queue Unlimited Capacity	true

# Recap: Steps for Simulating a Process Model

- ◆ Open AccuProcess Modeler
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  - View Simulation Report and print if needed
- ◆ Save your work
  - Tip: Save frequently while simulating the process model



## View other videos and tutorials

*Thank You!*

If you need any help email us at:

[support@accuprocess.com](mailto:support@accuprocess.com)

