

## ABSTRACT

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### **BUSINESS PROCESS MODEL AND NOTATION OF BINDCOVER APPLICATION FOR PT WAVE CONSULTING INDONESIA**

(xiv + 58 pages; 15 figures; 7 tables; 3 attachments)

PT Wave Consulting Indonesia is a software development company that develops and provides business and digital solutions for its clients. This internship focuses on Phase 1 of a project for an online insurance client, Bindcover. The goal of development Phase 1 of Bindcover application is to create a platform which accommodates Claim process between customer, analyst, admin, and insurance agent. Bindcover application encountered a state of ambiguity when entering development process. Efforts were wasted because it did not reach client expectations. After having a discussion between executives and project team, the intern concluded that the problem occurred because business process of Bindcover did not mapped clearly.

The intern was given the opportunity as a Project Manager Intern and responsible to manage Bindcover project. To solve the ambiguity problem, the intern conducted analysis of predefined requirements of Bindcover application. While analysis was being conducted, discussions with client and executives were held to comprehend the expectations and requirements of the application. After fully grasped the project, the intern did literature studies of standardized format to map a business process. In this report the intern mapped business process of Bindcover application with Business Process Model and Notation diagram version 2.0.

The business process of Bindcover has been mapped with three Pools (each represents business Participant) and several Activities that support the whole process of Claim, such as “Request Claim”, “Complete Claim Form”, and “Notify Claim Approval”. There is one challenge found when the diagram was tested using Check Diagram feature of Microsoft Visio Professional 2016 regarding the positioning of an attached *Intermediate Error Event* element to an Activity, but no solution was found to answer the challenge.

References: 25 (2004-2018)