

## **The Teller Machine Game – Facilitator version**

We will conduct a process modeling session that aims at developing a model of the business process “Withdrawing money from your account with the help of a teller machine,” or for short “**Teller Machine**”.

The modeling session is divided into 4 modeling rounds. The job of the facilitator is, apart from the listed tasks, to **inform the participants about what they have to do!**

### **0. Making the settings and creating an empty group model**

#### Participants:


Go to *Options* → *Settings* and enter your complete name (first and second name) under *User Name*. Then go to the *Folders* tab and enter the common folder (X:\COMA). After that, you click OK and then you exit the COMA tool and start it again (to save the settings).

#### Facilitator:

Make the same settings as the participants but also check the box *Facilitator*. Exit the COMA tool and start it again (to save the settings). Go to the menu *Facilitation* and select *Create Model* → *Activity Diagram*. Enter the name of the model to be created (Teller Machine). Ask the participants to go to their *Group Model* tabs and open *V000* → *Teller Machine.uad*. Do the same!

### **1. Activity Brainstorming**

#### Participants:

Use the *My Model* tab to draw all the activities that in your opinion have to be performed to get money from a teller machine. Include both the steps that you and the **machine** perform. Create an activity box  in the activity diagram for each activity. Inside the box you write just two words that describe the activity:

- The first word describes the activity itself, for example, Register, Check, Print, ...
- The second word describes the object of the activity, for example, Customer, Invoice, Order, ...

Examples of correctly named activities are: Register customer, Check invoice, Print order ...


Please make sure that you always follow these rules so that we get a coherent model!

You have 15 minutes to complete this round. When you are finished you can submit this model in the following way:


- Right-click on the background. From the context menu select the item *Propose model* by left-clicking.

### **2. Scoring the brainstorming output**

#### Participants:

In this round you look at the proposals made by your team mates. You do so by going to the *Proposal* tab and clicking on . Choose one file after the other and give it your personal score by comparing it with your own regarding completeness and correctness. If the model is as good as yours give it a 5, if it is worse a lower and if it is better a higher score. To do so, make a right-click on the background and select *Score proposal*. Repeat this procedure for all available proposals **except your own**.





#### Facilitator:

At the end of this round the facilitator shows the scores (*Facilitation* → *Show all scores*) and the model with the highest score will be determined as the winner (best proposal). For this you go to the *Proposal* tab, open the winning proposal, and select *Facilitation* → *Accept proposal* and answer yes to the question that pops up. After this you ask the participants to go to their *Group Model* tab and click on the update button . Do the same!

### 3. Structuring the activities

#### Participants:


In this round you go to the *Group Model* tab, and copy the complete set of activities into your *My Model* tab. You then perform the following tasks:

- Divide the activities into the ones that are performed by the customer and the ones that are done by the teller machine. Use the swim lane  for that and head the lanes with “Customer” and “Teller Machine” with the help of the text function .
- Connect the activities in the right order by using transition arrows .
- Introduce decision points where applicable . The outgoing paths should be labeled with the conditions for taking them.


You have again 15 minutes for this task. Propose your finished model in the same way as you did before.

### 4. Scoring the process models

#### Participants:

In this round you again look at the proposals made by your team mates. You do so by going to the *Proposal* tab and clicking . Choose one file after the other and give it your personal score by comparing it with your own regarding completeness and correctness. If the model is as good as yours give it a 5, if it is worse a lower and if it is better a higher score. To do so, make a right-click on the background and select *Score proposal*. Repeat this procedure for all available proposals **except your own**.

#### Facilitator:

At the end of this round the facilitator shows the scores (*Facilitation* → *Show all scores*) and the model with the highest score will be determined as the winner (best model). For this you go to the *Proposal* tab, open the winning proposal, and select *Facilitation* → *Accept proposal* and answer yes to the question that pops up. After this you ask the participants to go to their *Group Model* tab and click on the update button . Do the same!