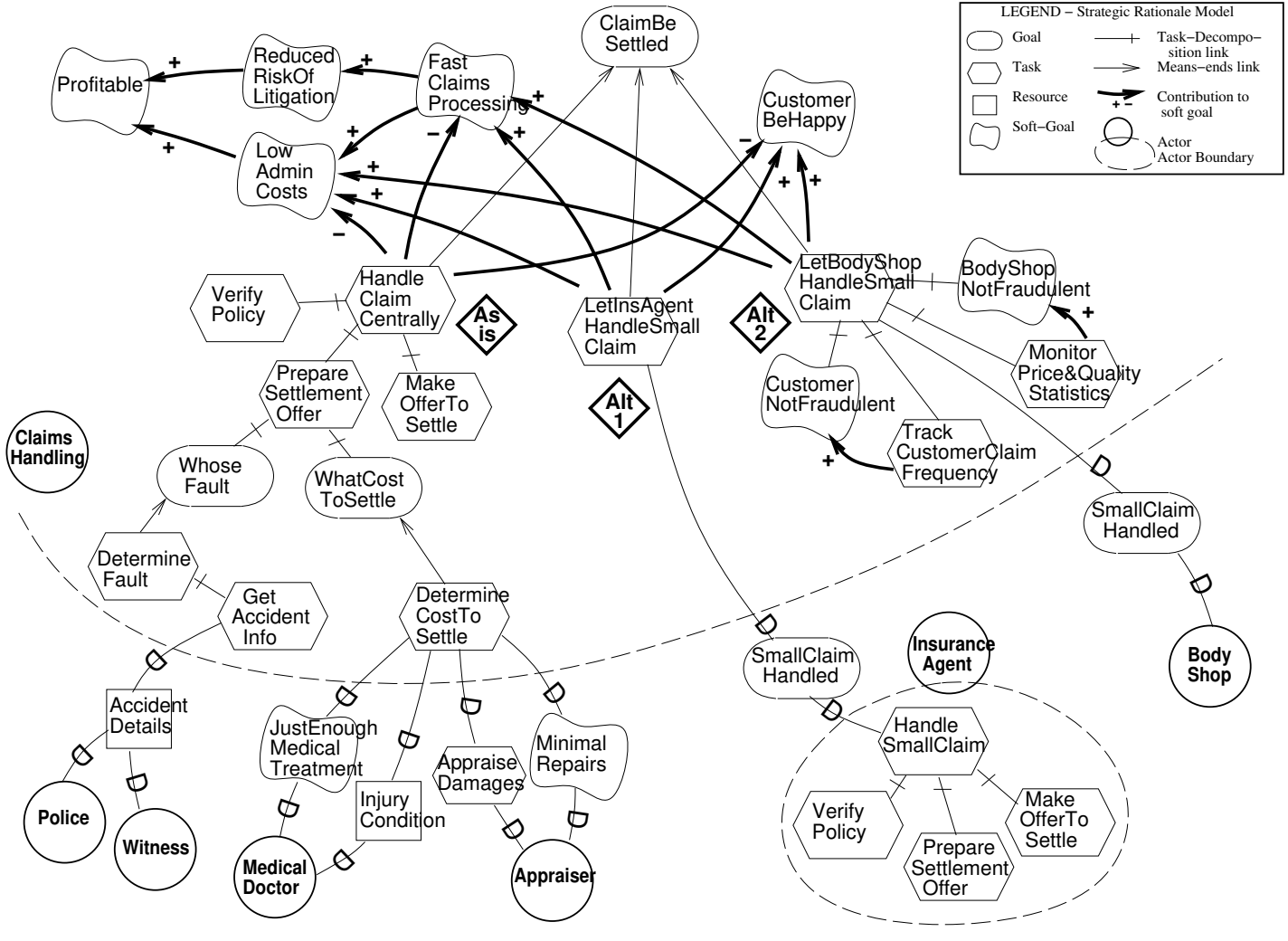
LEGEND – Strategic Rationale Model
Goal
Task
Resource
Soft–Goal
Task–Decompo–sition link
Means–ends link
Contribution to soft goal
Actor
Actor Boundary
ClaimBe Settled
Profitable
Reduced RiskOf Litigation
Fast Claims Processing
Low Admin Costs
Customer BeHappy
Verify Policy
Handle Claim Centrally
As is
LetInsAgent HandleSmall Claim
Alt 2
Alt 1
LetBodyShop HandleSmall Claim
BodyShop NotFraudulent
Monitor Price&Quality Statistics
Customer NotFraudulent
Track CustomerClaim Frequency
Prepare Settlement Offer
Make OfferTo Settle
Claims Handling
Whose Fault
WhatCost ToSettle
Determine Fault
Get Accident Info
Determine CostTo Settle
SmallClaim Handled
Body Shop
Insurance Agent
Accident Details
JustEnough Medical Treatment
Appraise Damages
Minimal Repairs
Police
Witness
Injury Condition
Medical Doctor
Appraiser
Handle SmallClaim
Verify Policy
Prepare Settlement Offer
Make OfferTo Settle