

Send Accommodation Process

Shared Irshad Service for Department Notification

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1. Executive Summary

This is a compact shared service used by accommodation case processes to deliver accommodation instructions to designated recipients and record acknowledgement.

Irshad prepares and sends the accommodation communication, monitors recipient acknowledgement, waits 3 days for response, sends a reminder email when no response is received, and stores confirmation once receipt is validated.

2. Actors and Responsibilities

Actor	Responsibility
Irshad	Generates read-receipt link, drafts outbound email, sends email, waits for acknowledgement, sends reminder email after 3 days when needed, and registers acknowledgement.
Recipient	Opens the email, reads the accommodations, opens the confirmation link, and acknowledges receipt.

3. Communication Flow

- After the recipient is identified, Irshad prepares a communication package containing accommodation details and a confirmation link.
- After email dispatch, Irshad waits for acknowledgement. If no response is received within 3 days, Irshad drafts a reminder email and sends it again.
- The recipient reviews the communication and confirms receipt through the link.
- Irshad records the acknowledgement and completes the communication cycle.

4. Process Map (BPMN)

BPMN Diagram Notice: This document export excludes the interactive BPMN diagram.

To view the full process map, please visit:

dsa-pdp.pages.dev → **Send Accommodation Process**

5. Process Walkthrough

Step	Responsible role	Action	Outcome
1.0	Irshad	Generate read-receipt link and draft email	Email package prepared for recipient.
2.0	Irshad	Send email to recipient	Recipient receives the communication in the inbox.
3.0	Irshad	Wait for recipient acknowledgement (event-based wait)	If acknowledgement arrives, continue to registration. If no response in 3 days, move to reminder path.
4.0	Irshad	Draft reminder email and resend	Reminder email is sent and process returns to acknowledgement wait.
5.0	Recipient	Open email, read accommodations, open read-receipt link, and acknowledge	Acknowledgement is transmitted back to Irshad.
6.0	Irshad	Register recipient acknowledgement	Process concludes after acknowledgement is registered.

6. Inputs, Outputs, and Records

Inputs

- Recipient identification context.
- Accommodation content prepared by the parent process.

Outputs

- Outbound email(s) with accommodation details and read-receipt link, including reminder email when no response is received after 3 days.
- Acknowledgement registered in Irshad.

Records and controls

- Irshad waits for recipient acknowledgement before completion, using an event-based gateway.
- The recipient confirmation is returned to Irshad and stored.
- If no response is received within 3 days, Irshad drafts and sends a reminder email, then returns to wait for acknowledgement.
- Registration is completed before the process closes.