

IT-314

Software Engineering

Lab 6: Software Engineering Case Based Learning Exercise

Project - Online Faculty Staff Directory for Multi University



~ By Group 17

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|----------------------------|-----------------------------------|
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1) Identify all the stakeholders and users of the systems. Enlist all features of the LIC Market-Driven system by each user of the system, in the form of user stories. Can you prioritize them using the requirement prioritization techniques? (e.g., AHP, Numerical Assessment, MoSCoW method, etc.) How? Provide details.

⇒ Stakeholders:

1. System Admin
2. Insurance Agents
3. Customer
4. Policy Analysts
5. Developers
6. Requirement Analysts

⇒ Users:

1. Customers
2. Insurance Agents
3. System Admin
4. Employees

User stories:

1. As a user I should be able to log-in or sign-up.
2. As a user I should be able to see all the policies that are available.
3. As a user I should be able to search other policies and apply filters on them.
4. As an insurance agent I should be able to track the policies sold by to the customers me.
5. As a user I should be able to create my own customised policies.
6. As a user I should be able to pay via multiple payment methods.
7. As an insurance agent I should be able to create packages with limited time offers.
8. As a system admin I should be able to get the statistics of the sold policies and customers data.

⇒ Features: In Priority(MoScoW)

1. Based on the customer priority and based on the insurance policies available the customer can create his/her own package.

2. Customers can send a request for the review.
3. The system analyzes the package and provides suggestions and gives a competing price for the package.
4. Login functionality for the agents and the customers.
5. Search feature which allows users to search existing policies.
6. The system can develop consolidated insurance packages to compete with the packages of the other insurance companies.

2) Prepare a list of market-facing technologies helpful for this project. According to you, would market-facing technologies be helpful in the proper deployment of the product? Why?

=> Technologies like Insurtech, Telematics can be helpful for this project.

⇒ Yes, different types of market-facing technologies can become much helpful for such an insurance company as that will help the company in guiding their customers to choose the best policy according to their requirement that will help the company to boost their sales.

3) Suggest an effective requirement engineering framework that can be used in market-facing projects because there are no existing systems that can be analyzed for the development so we need to consider all requirements from the core.

⇒ There is no existing system to analyze and requirements are not complete and they may change in future. So to adapt to those changes in requirements, Incremental model can be used. As market is competitive using incremental model basic version of system can be delivered quickly.

4) List out the possible features those are not feasible to consider. Can you provide justification for each of them in detail?

The system should provide competitively priced consolidated packages to the user as compared to the other insurers.

This requirement might not be feasible as the company needs to take care to their profit margins too and hence promoting its competitive price isn't really feasible.

- 5) Let us assume that the customized package developed by the customer (using your second product is similar to the package available in your pre-defined package. What is the possible reason behind this defect? How can it be ensured that this would not happen? In which requirements engineering activity, this defect can be handled? Please provide a scenario to justify.**

This defect can take place if the system does not suggest similar alternatives from predefined packages to users while the user is submitting a custom package requirement.

We can ensure that this defect would not happen if the system can analyze new packages on the go and suggest quick alternatives before quoting the price for a custom package to users.

- 6) Identify three different use cases where the conflicts between the requirements occur? Do you think that the conflicts can be resolved? How?**

⇒ The agent wants to sell the policy at the higher price and the customer wants the policy to be of a lower price so the system should suggest the policy with a reasonable price.

⇒ The suggested price for a customer built package might be high from the point of view of the customer, but the system may not be able to lower the price simply because it has been designed that way.

⇒ On customizing a package and modifying some requirements, the price of the package might increase.

- 7) Considering the set of features you have identified, what are the non-functional aspects associated with this system? Explain the rationale behind the selection of each of them.**

1. 24 x 7 Availability as the system - As the customers can use them whenever they want.

2. Privacy - Customer data should not leak from the database
3. Portable - Can use in any device
4. Interactive and easy to use user interface
5. The system should support multiple users at a time

8) Can there be 'Open Issues'- issues those are identified but not taken care of? If yes, what are they? Are there some alternative ways for their resolution, such that no requirements conflict will happen?

⇒ If there are lots of requests from users to the system, then the system might drop some of them because of overflow.

⇒ There must be a grievances page where the customers can tell their issues and problems.