

## LAB - 6: LIC

### Group 5

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#### Group Members

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**Objective:**

To facilitate the concepts of understanding the problem domain, requirement elicitation and prioritization through real world cases.

Topic covered in the class to undertake the study: Requirement Elicitation Techniques, Requirement Analysis, Requirement Prioritization Techniques, Concept Mapping, Use cases and user stories.

**LIC market-Design System**

LIC, an insurance company wants to digitize a range of business processes and provide a complete solution that addresses all aspects of the agent-insurer relationship.

Consider yourself as a part of the Requirement Analyst team at Retinodes Software Company, and your job is to gather and prioritize the set of requirements. In this new requirement of the project, there are no existing systems that can be analyzed for the development. Requirements have to be gathered, negotiated, validated and prioritized through multiple stakeholders which is a complex process because all stakeholders have different perspectives, requirements and priorities. Therefore, Retinodes want to have a requirements engineering framework that can be used in market-facing projects. To start with, you need to identify the set of stakeholders associated with the system, the domain information about the insurance market, and possible features. The first product LIC wanted you to develop consolidated insurance packages which can compete with the packages provided by other insurance companies. Another product is based on the customer priority, based on the insurance policies available the customer can create his/her own package and send a request for the review. The system has to automatically analyze the package, provide suggestions (if any), and at last give a competing price for the package. To understand the problem domain, existing packages have to be analyzed and the demands and restrictions from the insurance policy and agents have to be understood completely. The requirements and feasibility report generated by you, will be further used by the development team for implementation.

**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: Requirement Analyst team at Retinodes Software Company, Agents, Insurer, LIC Regulators, other competent insurance company, Policy holder

USERS: Customers, Policyholders, Policymakers

User stories:

1. As a user, he should be able to login into the application so that he can be a part of LIC.
2. As a user, he should be able to see all the policies that are available
3. As a user, he should be able to identify the proper consolidated packages so that he can differentiate the best one from the other competing companies.
4. As a policyholder, he should be able to pay the policies through digital payment system.
5. As a GoI clerk, he should be able to see the data and analytics so that he can submit the data to government agencies.
6. As a customer, he should be able to create his own package so that he/she can prioritize himself.
7. As a customer, he should be able to send a request for the review so that he can improve upon the package.
8. As a customer, he should be able to get his package analyzed by the system
9. As a customer, he should be able to get the competing price for the package
10. As an insurance agent, he should be able to track all the details of the policyholder that are under his assistance

## **MoScoW Technique**

Instead of numbers, this method uses four priority groups: MUST have, SHOULD have, COULD have, and WON'T have. With this technique, stakeholders can prioritise requirements in a collaborative fashion. The acronym represents the following:

- MUST (Mandatory) : 1, 2, 3, 4
- SHOULD (Of high priority): 8, 9, 6
- COULD (Preferred but not necessary): 7
- WOULD (Can be postponed and suggested for future execution): 5, 10

**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?**

List of some market-facing technologies are:

Software Application/ Easy to use Website

Customer Experience

Social Media Marketing

Email Marketing/ Newsletter

Content Management

Digital signage

Digital kiosks

Mobile Point-of-Sale (mPOS)

Since Retinodes wants to focus on market facing projects it would require market-facing technologies for proper deployment of the product. This will help us identify the competition and make an effective marketing strategy along with an user friendly environment.

**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.**

As we are not sure about the requirements because of lack of existing systems, Involving the users for Requirements elicitation will be a better solution. So, we should go with the Agile framework. And In particular, we should use the SCRUM method, and collect requirements through user stories. And should work in sprints and due to that each module will be properly made.

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

The feature in which the customer is allowed to create their own package might be the one non-considerable, as what customer can ask will mainly be based on what other companies are providing and they just want a price value for that package, and for this the case most of the packages would have already been covered by our company's marketing team, and for the extra features customers want, they might be provided with suggestions box for features only not to create a full package.

**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.**

The customized package can be similar to the predefined package:

Customization feature useless: The pre-defined package is optimized to the financial capacities of the customer and any more customization would not add any significant benefits to the customer.

Poor analysis: The analysis of the system can be poor which as a result will not provide a competing prize to the customers and will not interest them. In the requirements management stage, this defect can be handled.

One of the ways to solve it, is that we can provide users with different types of short-term or long-term benefits which would interest our customers to choose and customize their package thus, providing flexibility to the customers and making the system user-friendly.

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

- 1) If there is not any package that satisfied the user's requirements
- 2) If a customer chooses his/her package then the system will give its input for that package if needed and assign a price for that package if the price is very high and the customer wants a low price so it will always be an issue.
- 3) If package of user clashes with the company

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

-First Product Feature

-System provides various possible packages according to the packages provided by other insurance companies.

-Second Product Features

-System provides all policies to the customer

-System provides suggestion of package based on customer data like no. family member, profession etc.

-customer can change an existing package or create from scratch and send a request for the review.

-System provide suggestion and a competing price for that package

Non-functional aspects-

- user friendly GUI because the insurer is normal people.
- policy provided by the system should be authorized by the team.
- System should be able to handle a large number of request to analyze customer's own package. because as customer is creating their own package there will be large number of people.
- Privacy and confidentiality of customer info.
- Reliable payment platform.

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

Open Issues :

1. There are packages which not satisfied the user's requirement like the customer chooses a package then the system will give output for that package if price is very high and the customer wants a low price so it will always be an issue.
2. People don't trust to share their personal information and income related details online.

Additional Question:

How do the requirements of the similar systems (other similar applications) match with the system under study here?