CREATIVE PORTFOLIO

GLORY OLOWOOKERE

Business Analyst



PROCESS OPTIMIZATION

OVERVIEW

To approach this task, the sub-processes were modelled using activities, gateway events and sequence flows.

Each sub-process was represented on a swim-lane diagram. The process participants who performed the business process were placed within the lanes and each pool represented the different entities that interacted during the process.

PROCESSES

Issue Life Insurance Policy - Application Process

The participants in this section were ACME Head office, where applications are received, the broker agency, Paramedic agency, APS agency and MIB.

The description of the process resulted in me drawing the conclusion that the agencies (Broker, MIB, APS and Paramedic) listed above were external participants and therefore represented as Black box pools.

This process involves an inclusive gateway showing that at least one of the paths may be required while processing the application received. The diagram below gives an overview of the process of validating applications from start to finish (Figure 1).

Issue Life Insurance Policy - Underwriting Process.

This process involved risk assessment. Here, we had three participants, the Head office, Lifestyle inspection agency and Re-insurer. The process also called for an inclusive gateway with possibilities of requesting the services of one or both external participants.

The figure below (Figure 2) models the process path of accessing risk and premium by the underwriter.

Issue Life Insurance Policy - Issue Policy

The last sub-process (Figure 3) shows the interaction between the Head office (Policy Issue) and the broker. Here, unlike the first two processes above, this process has a parallel gateway where all tasks must be carried out before the final package can be sent out to the broker who would then deliver it to the applicant.

The only participant here aside from the head office is the broker which is represented as a black box because we have no control and no knowledge of the process with the applicants.

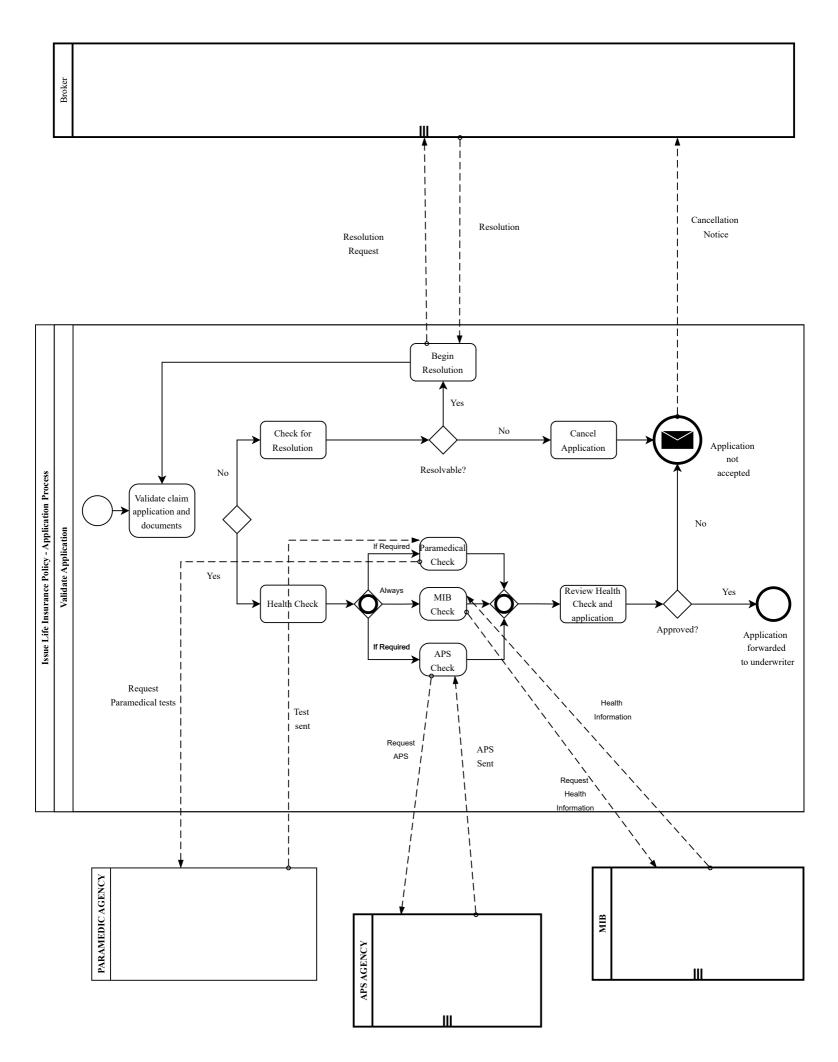


Figure 1 : Business Process Model Notation for Validation Process (ACME Head Office)

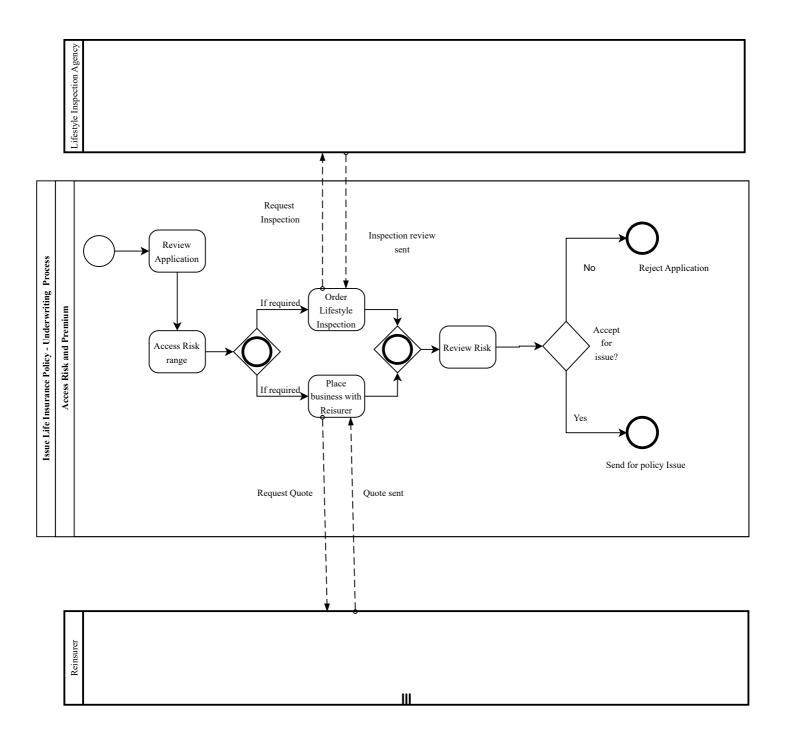


Figure 2: Business Process Model Notation for Acessing Risk and Premium- ACME Head Office

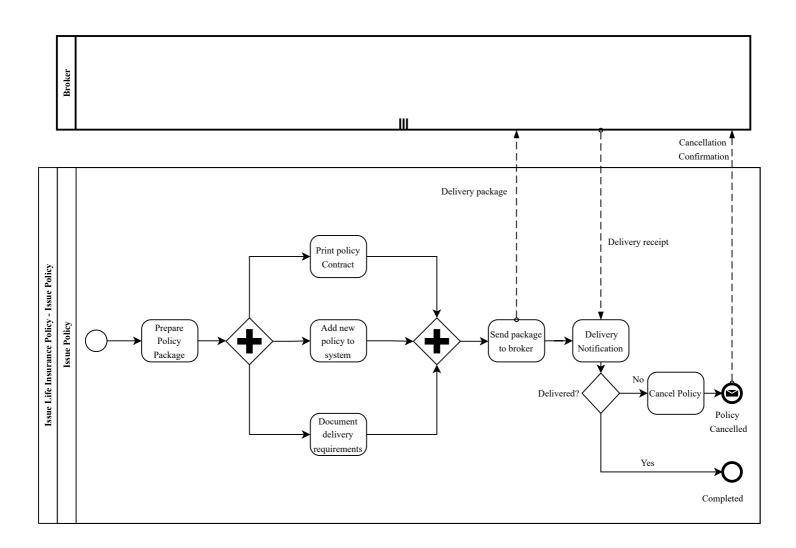


Figure 3: Business Process Model Notation for Policy Issue - ACME Head Office

Current Business Process (As-Is)

The current business process involves two key actors: the Customer and the Shop Attendant. Customers directly interact with shop attendants throughout the purchase journey, starting from a product inquiry to completing the transaction.

As illustrated in the figure below, the process begins when the customer requests an item. The shop attendant checks the item's availability in-store. If the item is available, the customer proceeds with the payment, following which the shop attendant prepares and hands over the item. However, if the item is not available, the process ends without a successful purchase, leaving the customer dissatisfied.

A significant downside of this process is the risk of customers traveling to the store only to find their desired items unavailable. This results in wasted time (e.g., commuting) and resources (e.g., fuel costs), which negatively impacts the customer experience. The potential solution to address these pain points.

Proposed Business Process (To-Be)

The proposed "To-Be" process, involves two key actors: the **Customer** and the **Online store** (**FCT Marketplace**). While appearing more detailed, significantly enhances the customer experience by streamlining purchase workflows and adding value at every stage. The customer benefits include:

1. Enhanced Search and Product Availability Options

Customers browsing products will be guided by the system directly toward results culled from an extensive database. Where the desired product is not in stock, other options are suggested: if this fails

additional options are presented, such as:

- Notification should the product become available again or
- Offers for substitute products which serve the same purpose, thus condensing waiting time.

2. Real-Time Update

From the point of order to the time of final receipt, the customer is informed of progress at each stage. These notifications build trust and ensure transparency, creating a smoother and more satisfying.

shopping experience.

3. Smart Resource Management for Consumers and Merchants

For customers, the process ensures minimal effort is wasted by providing comprehensive options. upfront. If alternatives or waiting for restocking are not desirable, the decision to opt-out can be made early, saving time. Sellers also benefit from clear visibility of order flow, enabling them to manage stock, prepare orders, and ship efficiently.

4. Integrated Workflow Across All Stakeholders

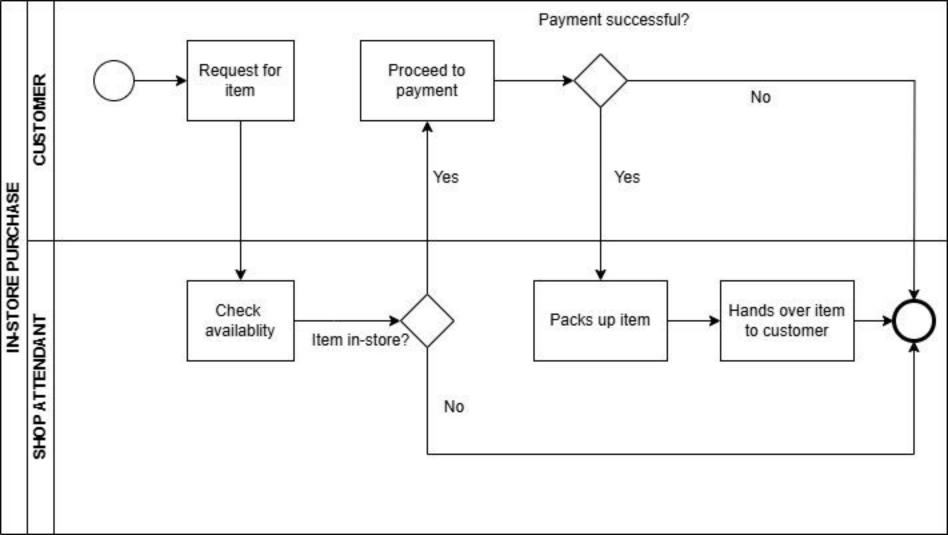
The system ensures a synchronized process between the customer, the marketplace, and the seller. This integration reduces errors, optimizes inventory management, and enhances delivery coordination.

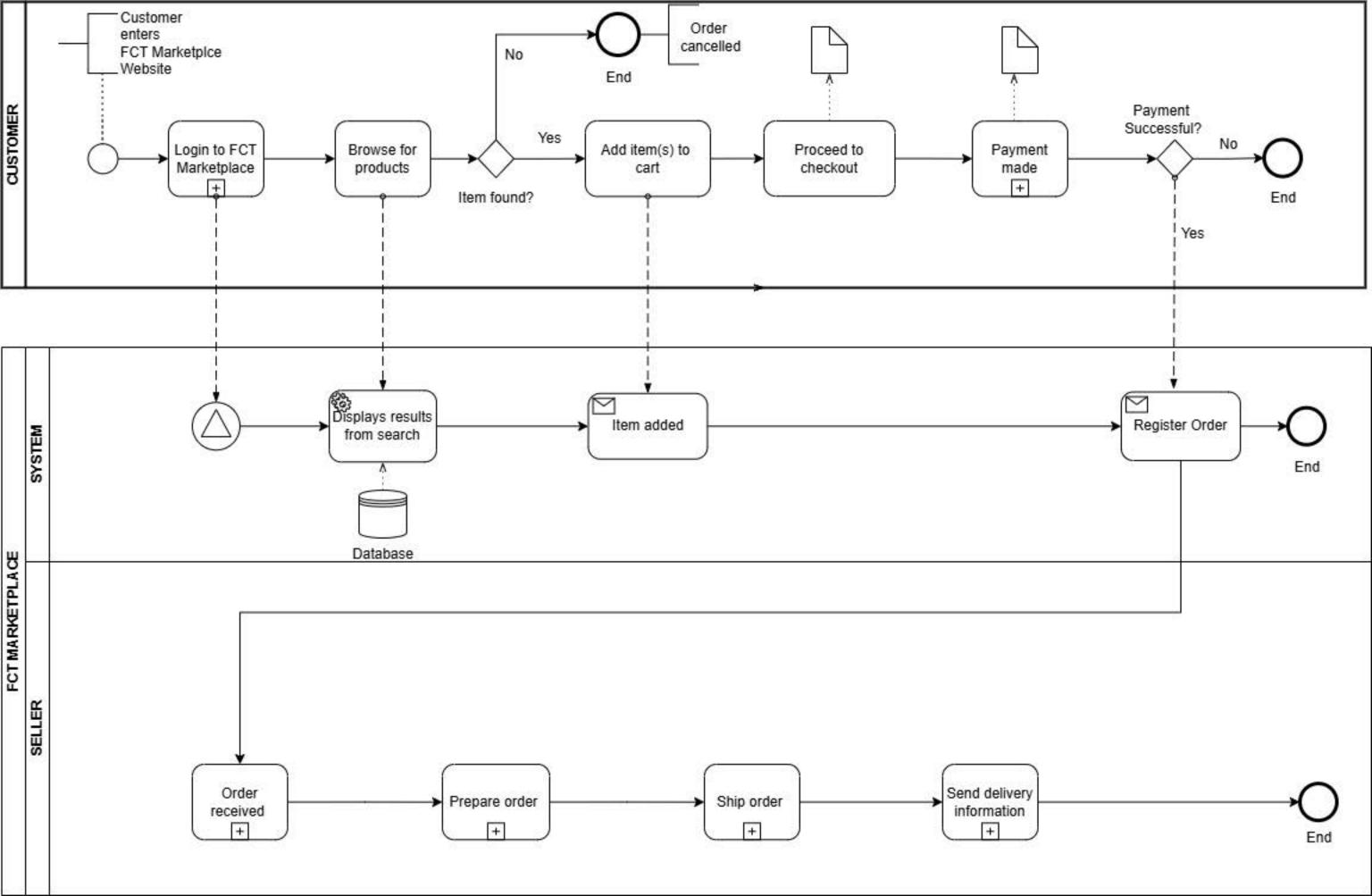
Workflow Integration of the Entire Stakeholder Chain from marketplace to seller, is woven into one. seamless pattern. This integration reduces errors, optimizes inventory control, and improves delivery coordination.

5. Customization Increases Customer Satisfaction

Customers can personalize their shopping experience with the all-new system by setting preferences for updates, services to be provided on purchase, and product replacement all according to their own needs.

Overall, the "To-Be" process not only simplifies the user journey but also provides significant time and resource savings for both customers and sellers while ensuring a high level of satisfaction throughout the shopping lifecycle.





MOCK-UP USING BALSAMIQ

PROJECT OVERVIEW.

The team was tasked to create a baby care app with the following features.

Must Have - The app must be connected to at least 3 devices like Bluetooth, Google Home or Smartwatch for

communication.

Registration – An option to register for the app using the baby's health card number. During registration, the baby's and parents' basic information must be captured. The system must send a verification code to the registered email address to confirm registration. Upon verification the system must display a message that registration was successful and allow the user to login to the mobile app

Sign in – An option to sign in using the user ID and password setup during registration.

Forget User ID – An option to receive the User ID to the registered email address if forgotten.

Reset password – An option to reset the password if it is expired or incorrect.

Milestone Checklist - For children ages 2 months through 5 years, the app should show all the expected milestones as the child progresses in age, so parents track their children, as they reach them or otherwise. To make it easier for parents to track, there should be photos and videos that explain the milestones.

My Child's Summary - This feature puts all the data parents enter about their child in one place, and

into a format that you can either show or email to your doctor.

Lullabies – The app plays soothing lullabies all of which are customizable.

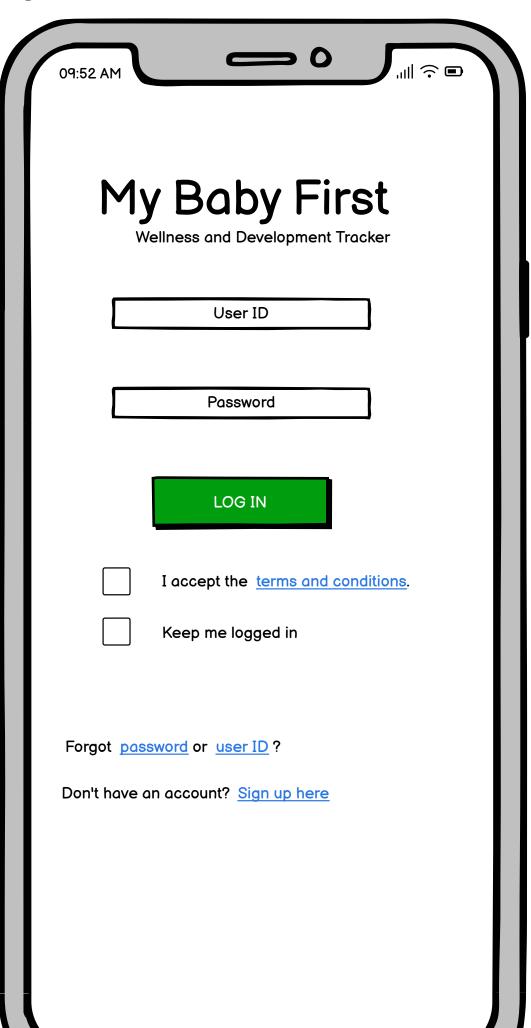
Tracks Feeding times – The app tracks times for breast feeding, bottle feeding, pumping, sleeping and bath times.

Reminders - Reminders to alert you when the next feeding and pumping is due.

Reporting - View a summary of recent feedings, average minutes and amounts fed per day.

Using Balsamiq, I was able to create the low-fidelity mock-up of the app for the technical team to have a general idea of what the client's requirements were.

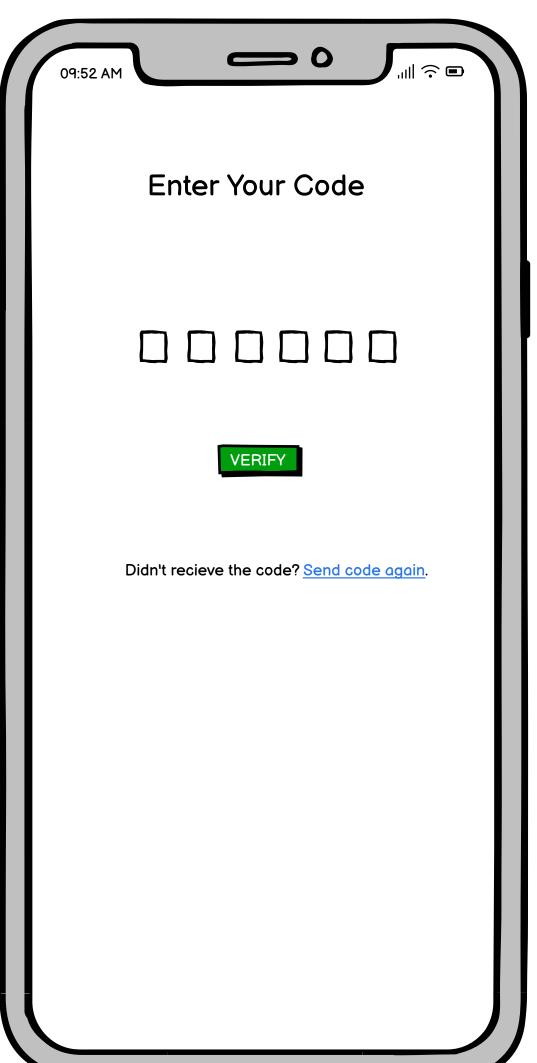
Login 1 / 69



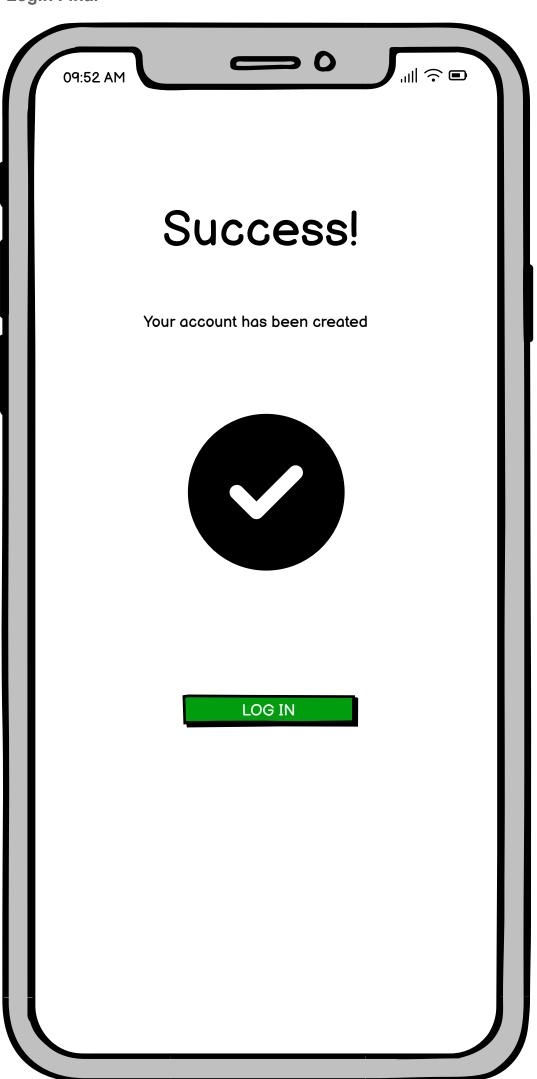
Sign up

09:52 AM	
My Baby First Sign Up	
First Name*	
Last Name*	
Child's Date of Birth*	//
OHIP Card Number*	
Sex	♠ Male ♠ Female
Father's Name*	
Mother's Name*	
Username	
Email Address*	
Password	
Confirm password	
Sign Up	Cancel

Verification 3 / 69



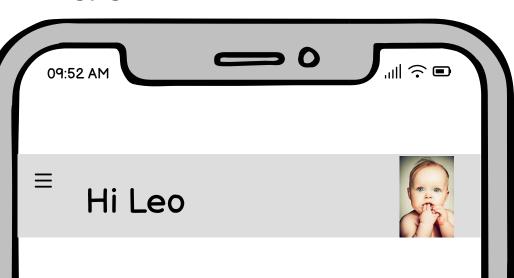
Login Final 4 / 69



Edit Profile 5 / 69



Pre-landing page

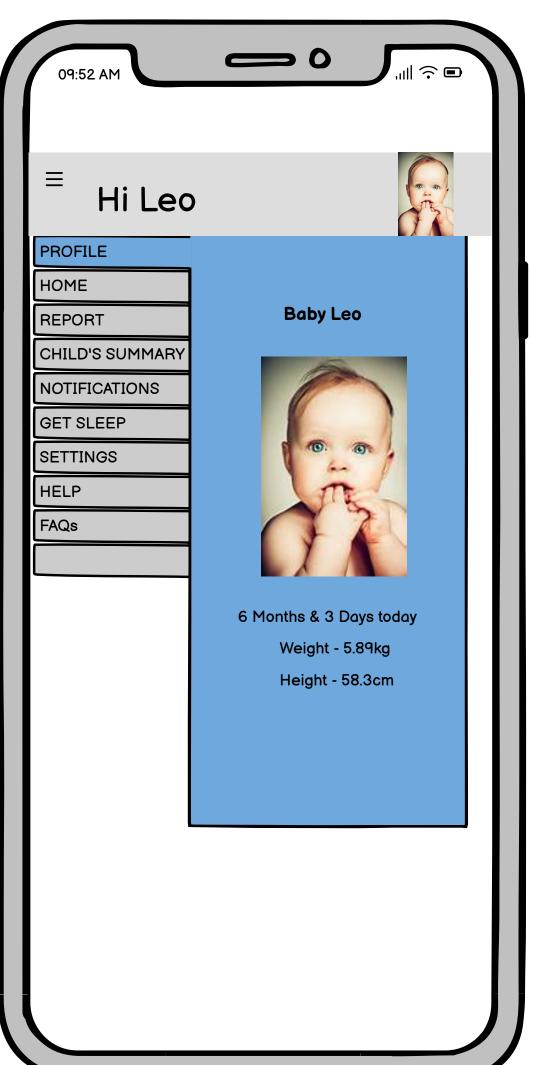


ALL SET!

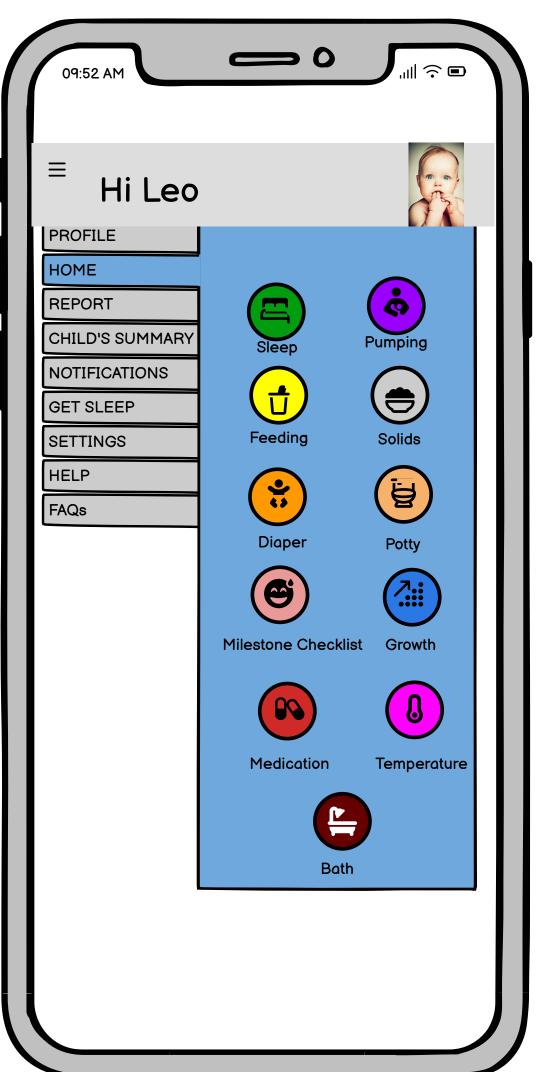


One stop app with essential tools to track your child's growth and development

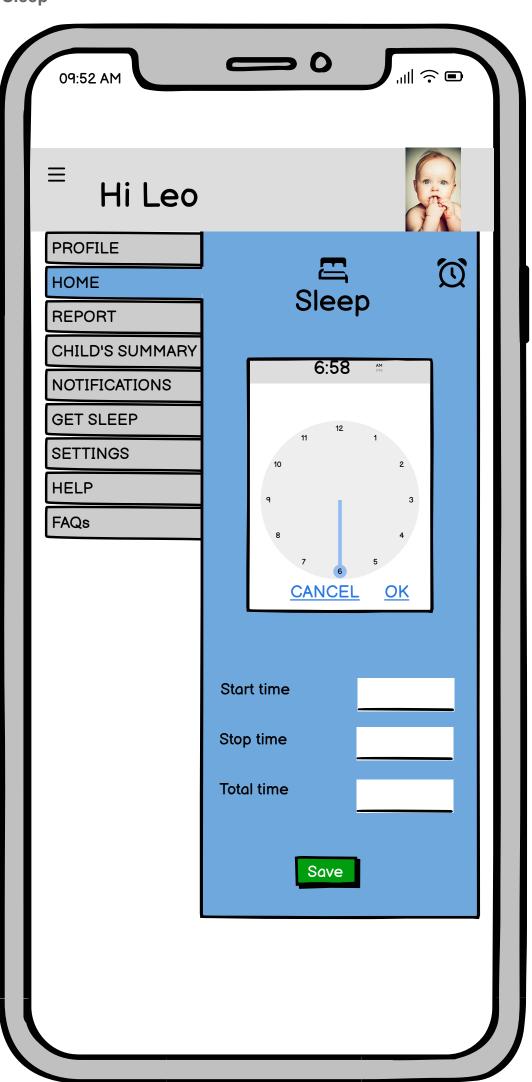
Profile 7 / 69



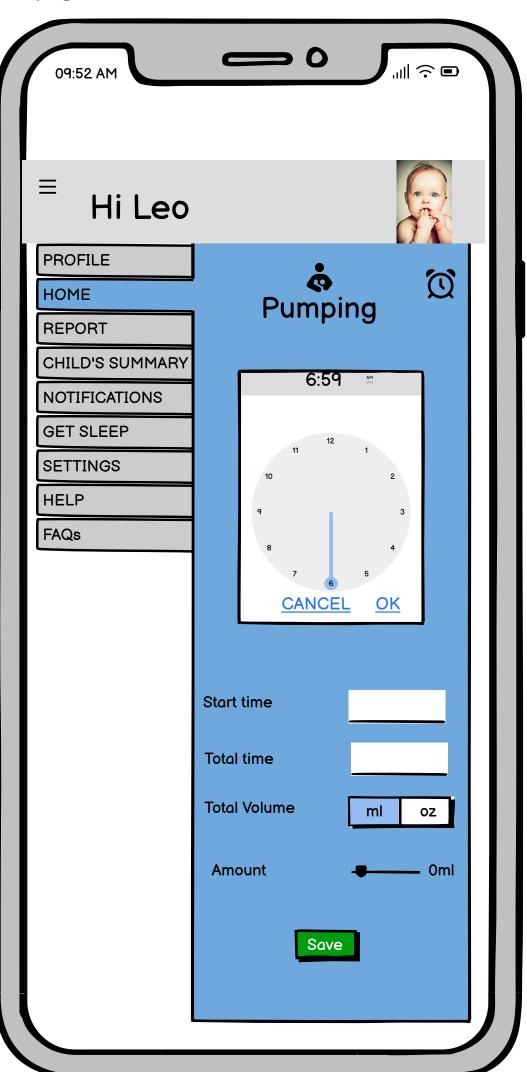
Home 8 / 69



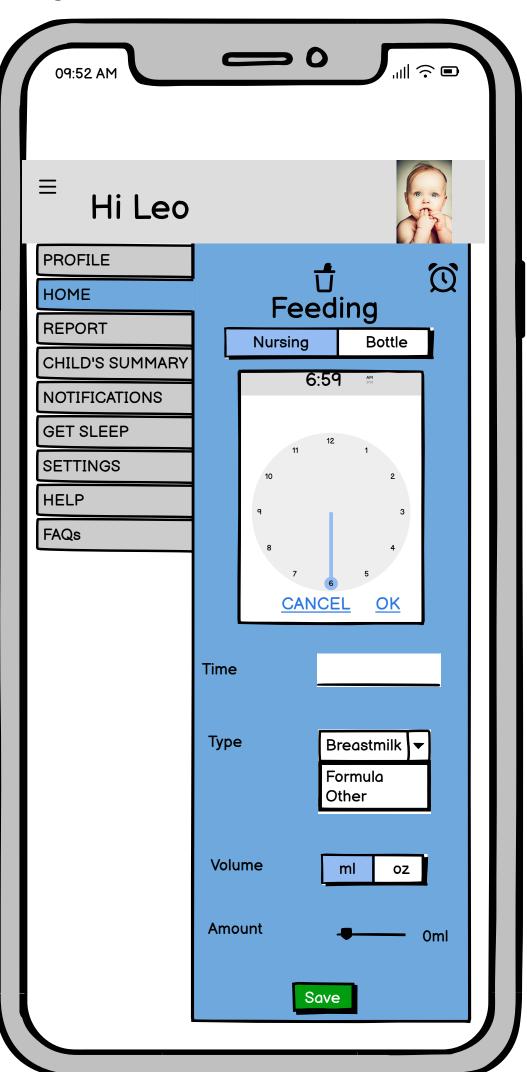
Sleep



Pumping 10 / 69



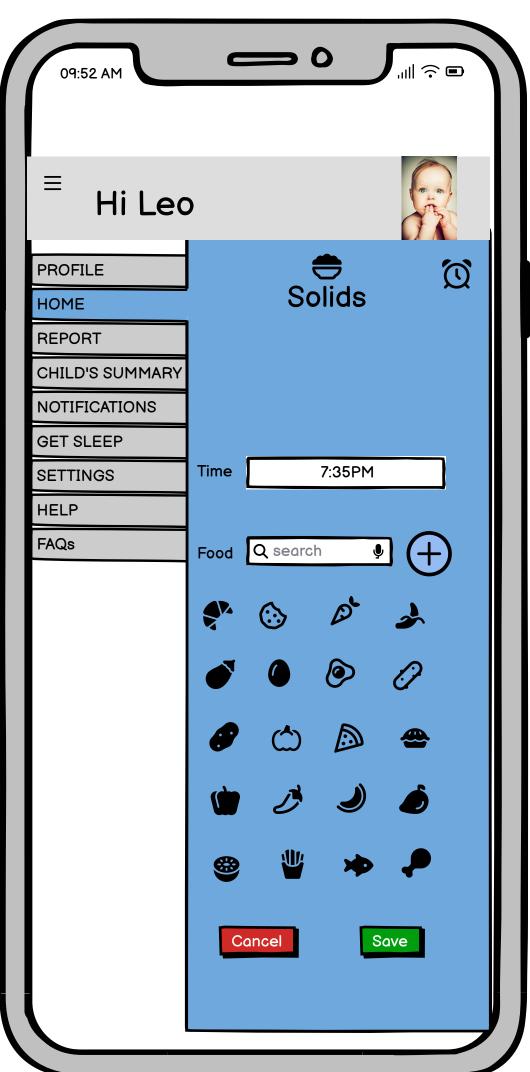
Nursing or Bottle 11 / 69



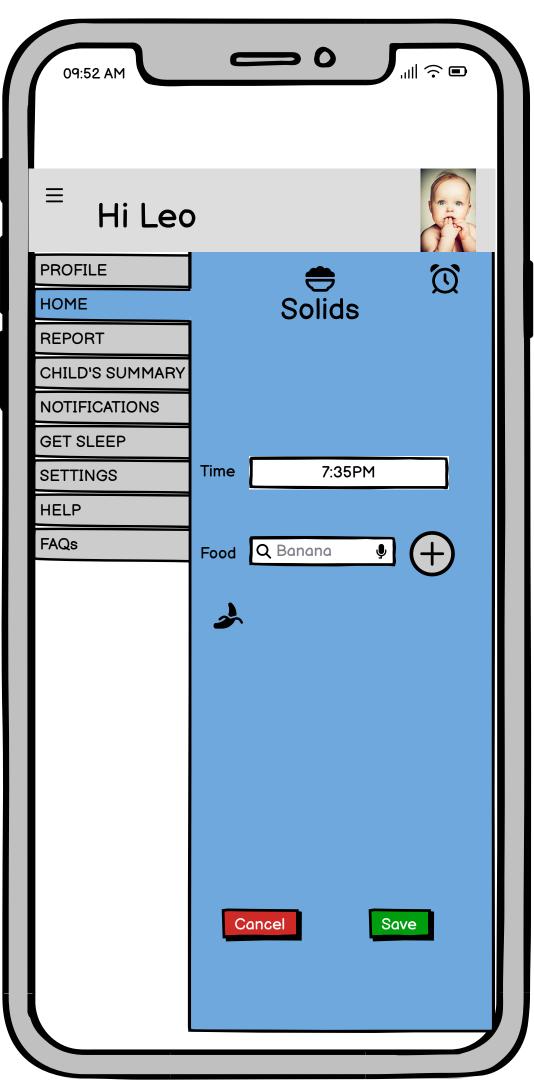
Solids 12 / 69



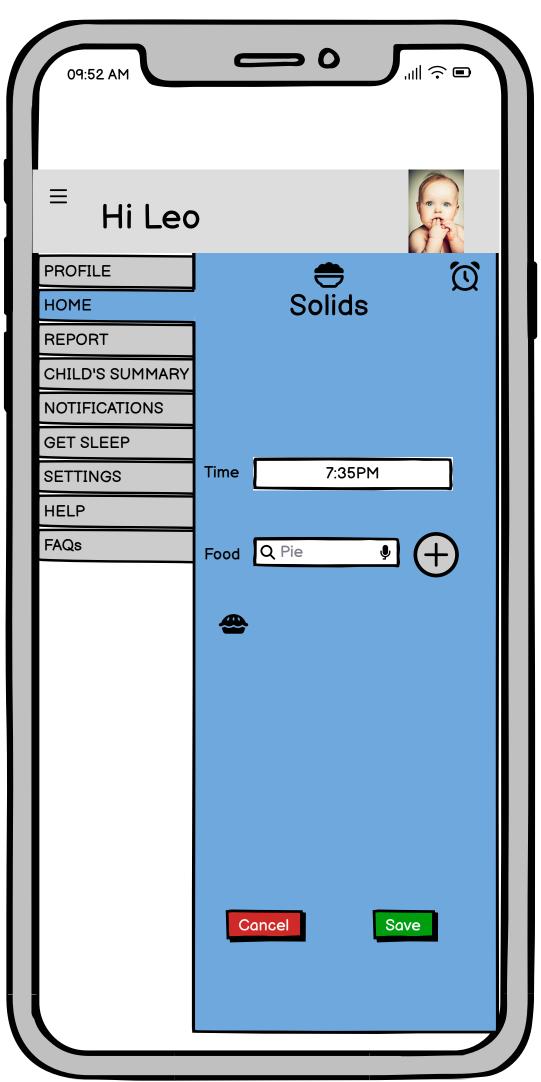
Food selection 13 / 69



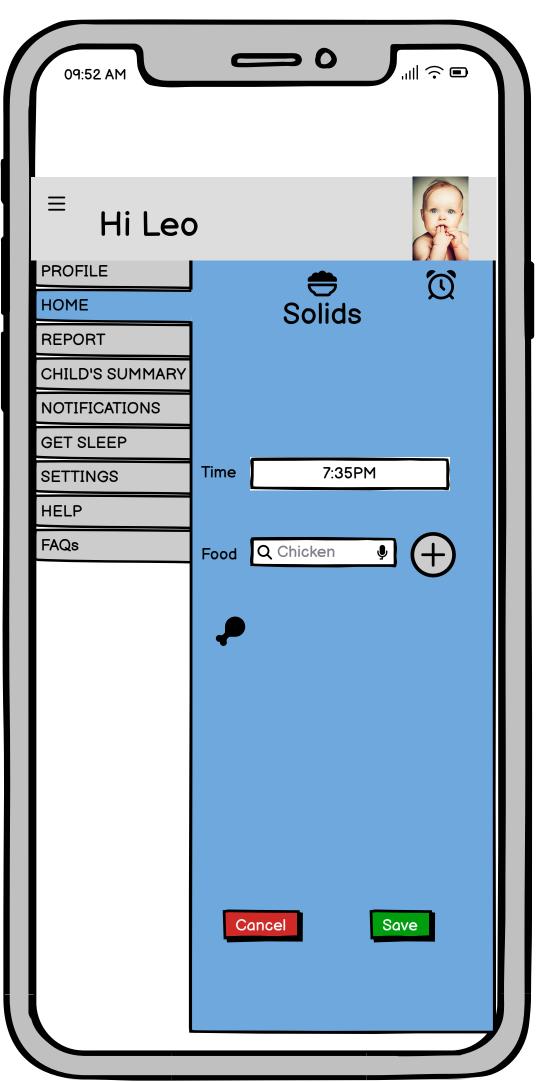
Selection 1 14 / 69



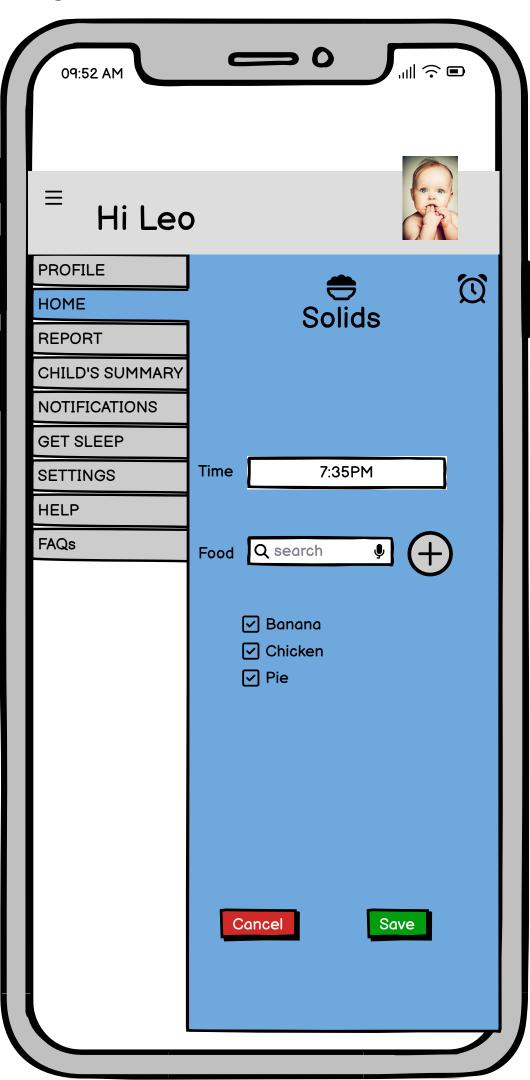
Selection 2 15 / 69



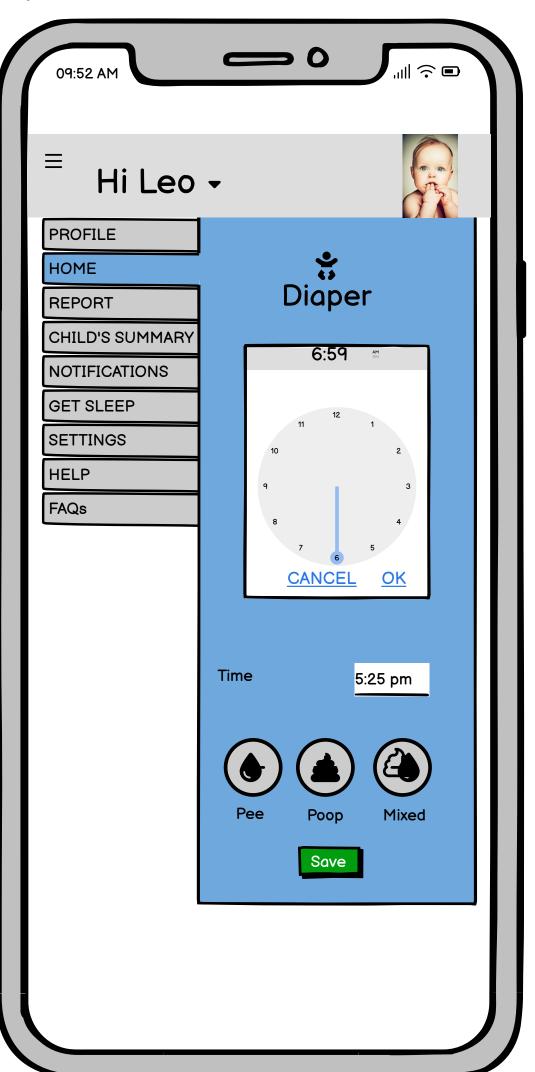
Selection 3 16 / 69



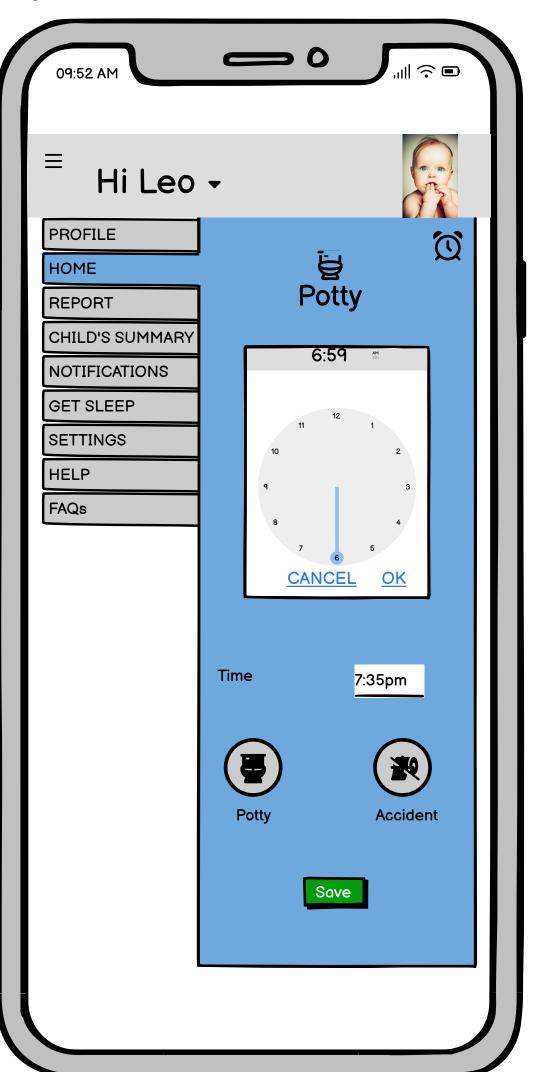
Adding selection 17 / 69



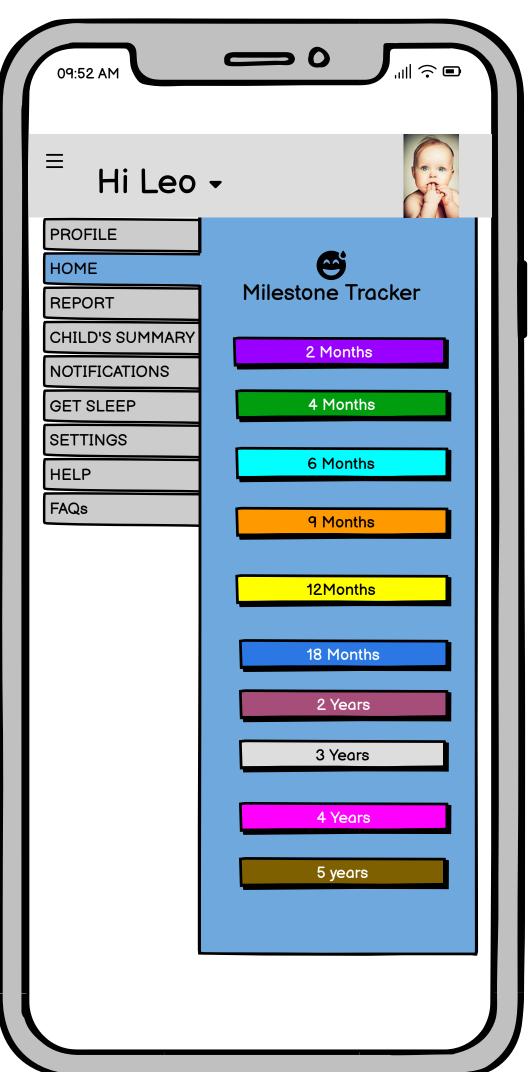
Diaper 18 / 69



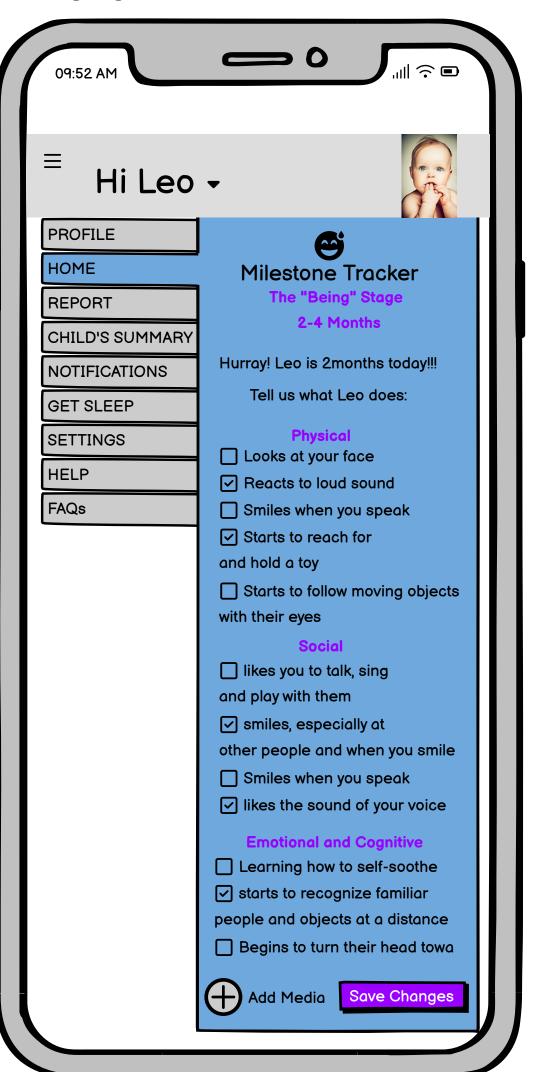
Potty 19 / 69

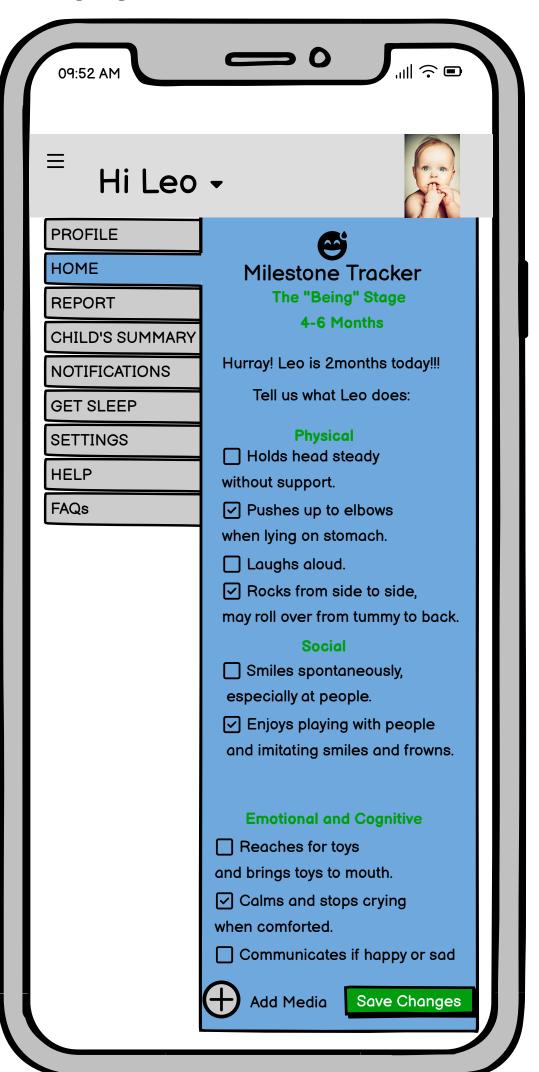


Milestone Tracker 20 / 69

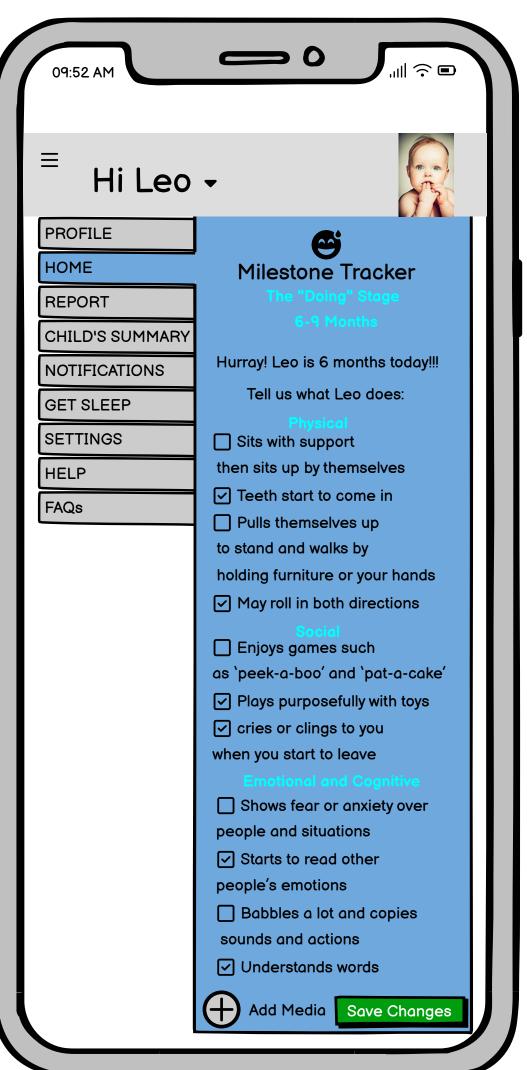


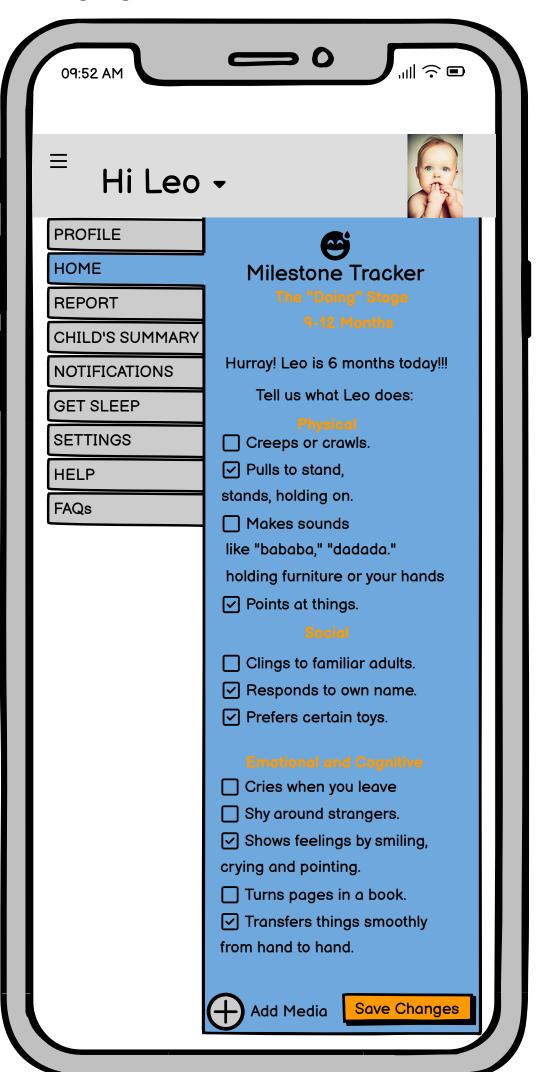
The Being Stage 21 / 69



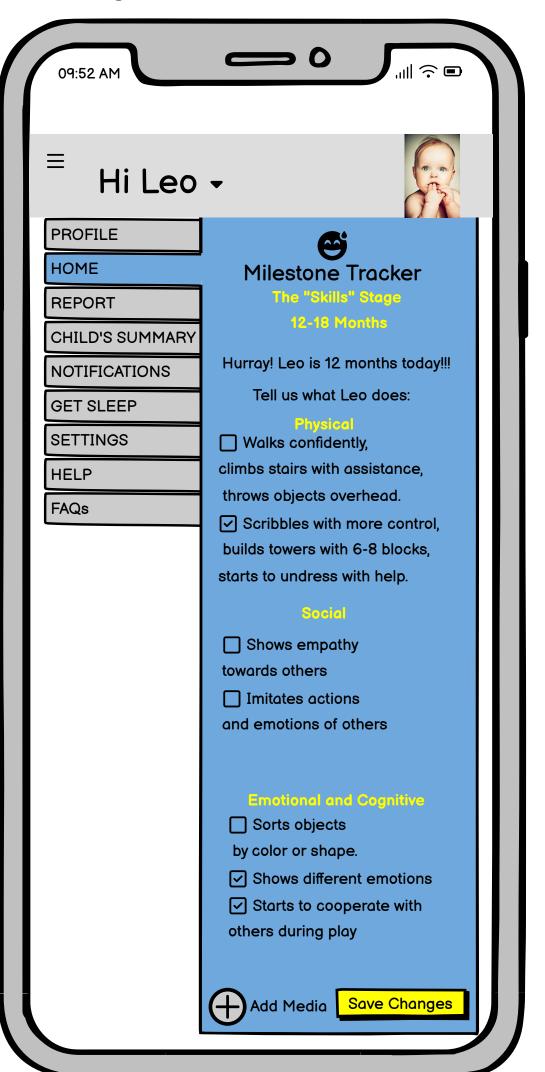


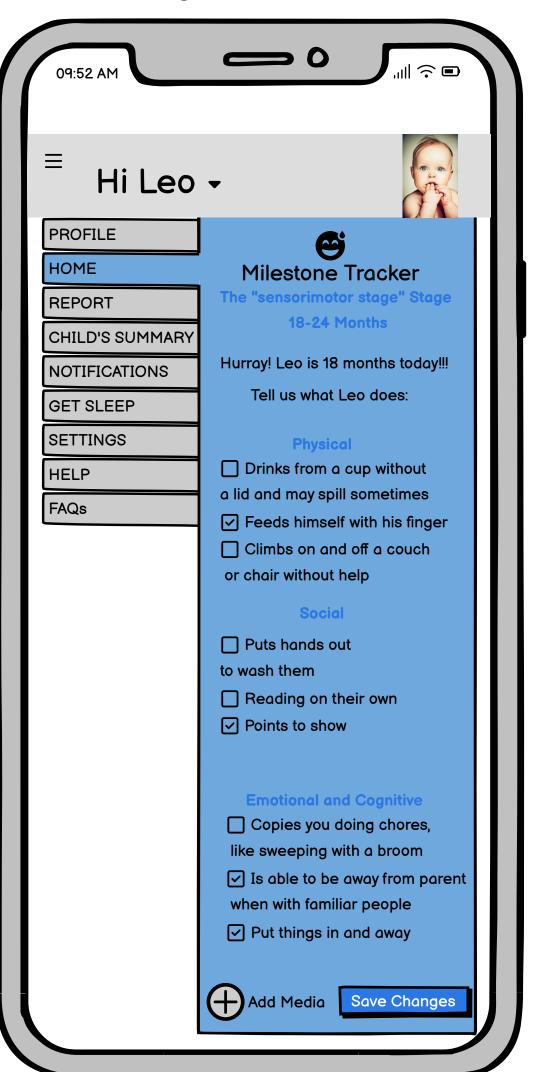
The Doing Stage 23 / 69

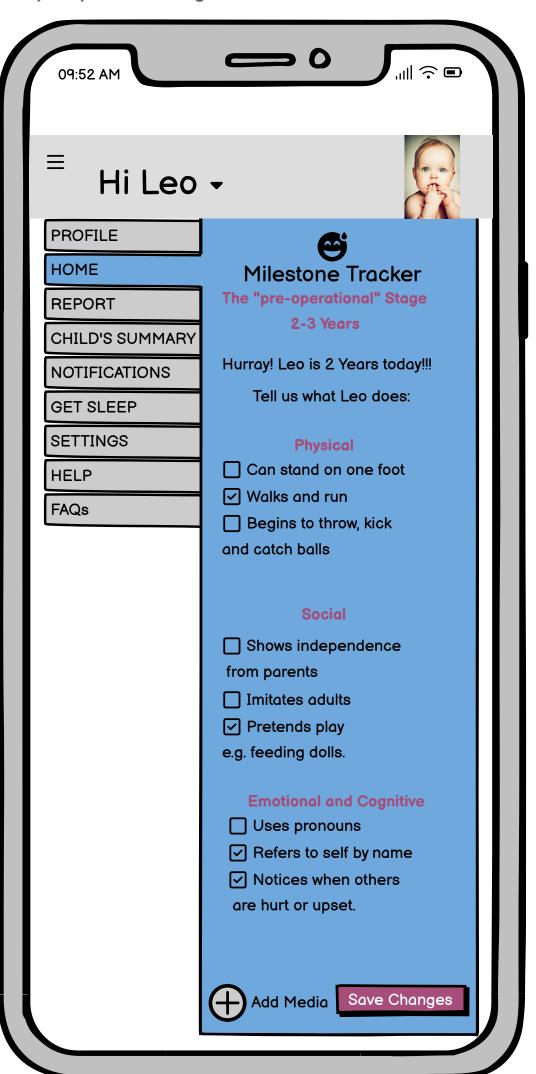


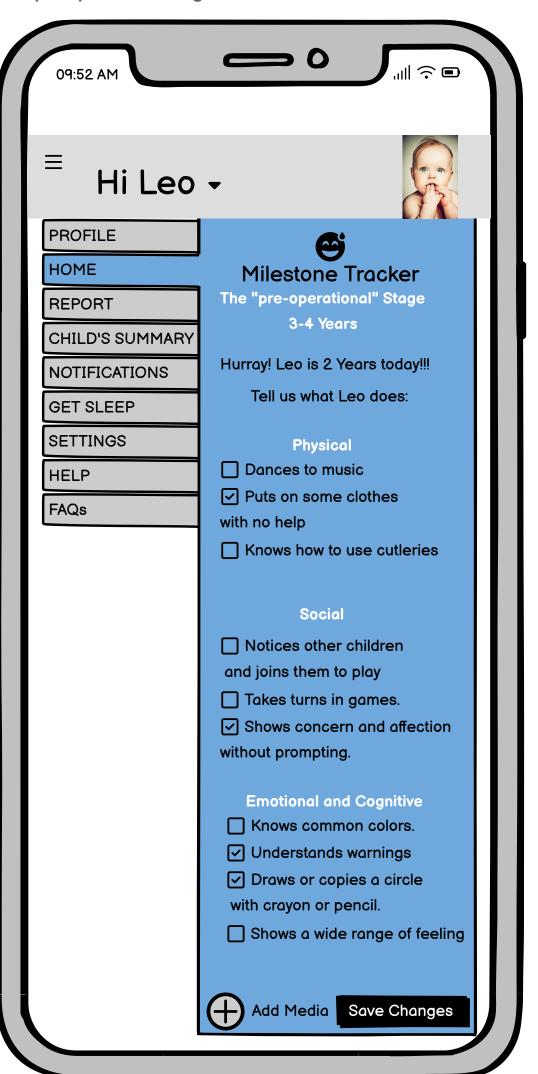


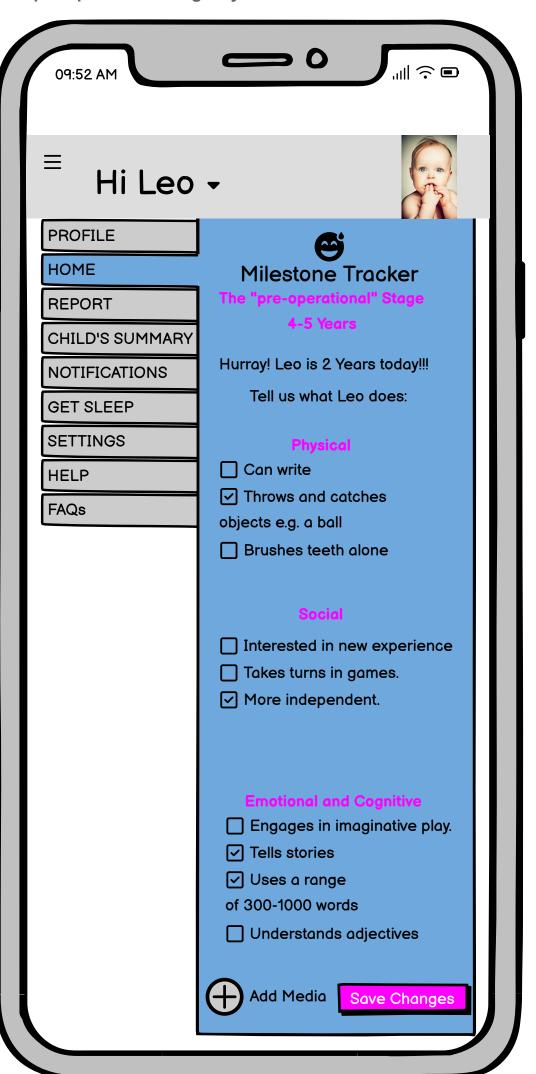
The Skills Stage 25 / 69

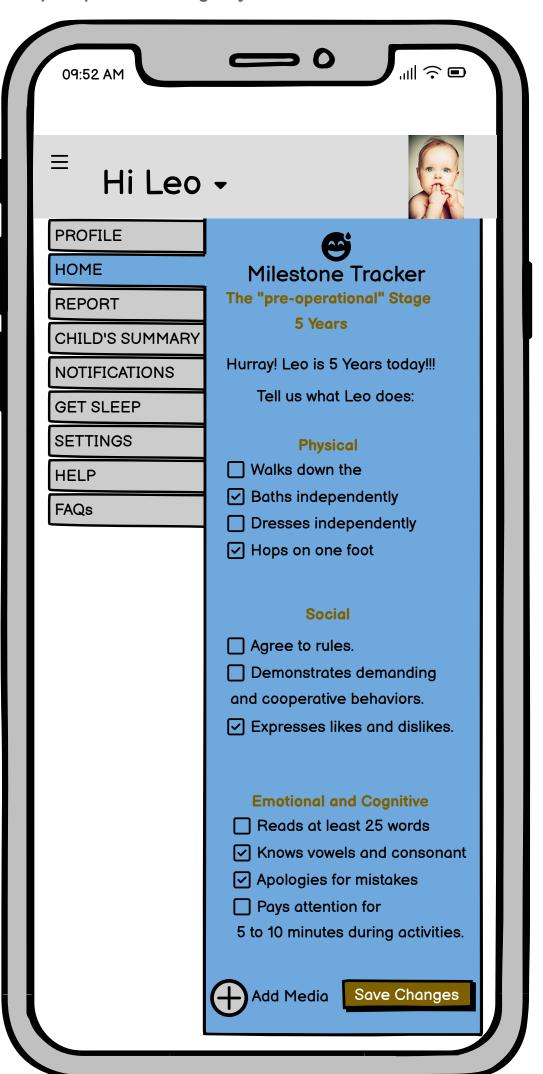




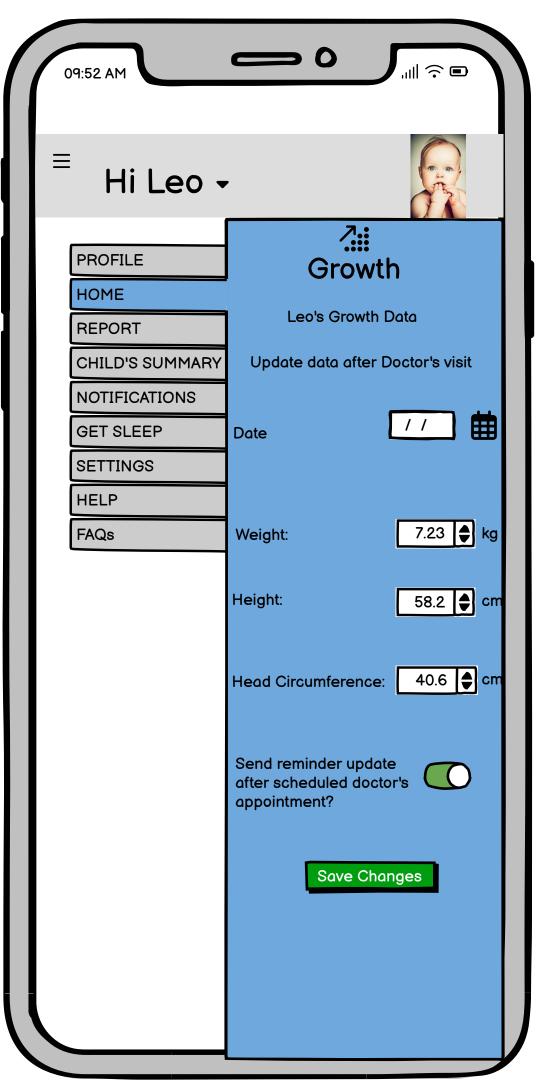




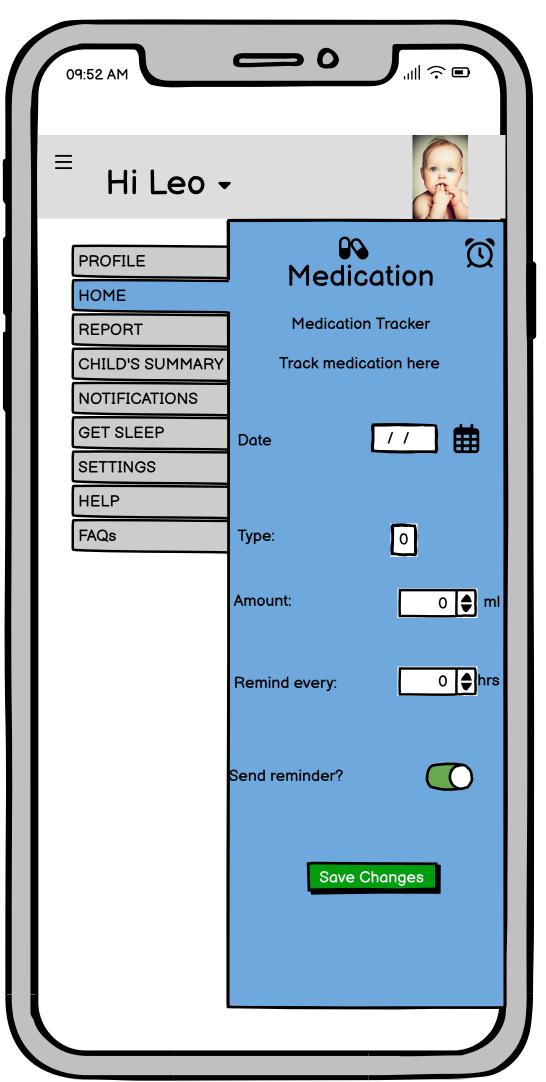




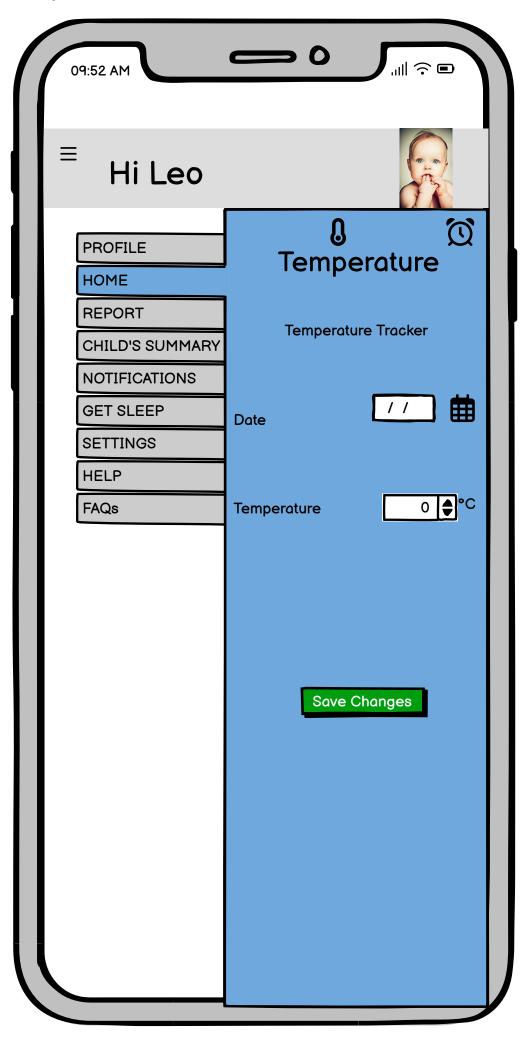
Growth 31 / 69



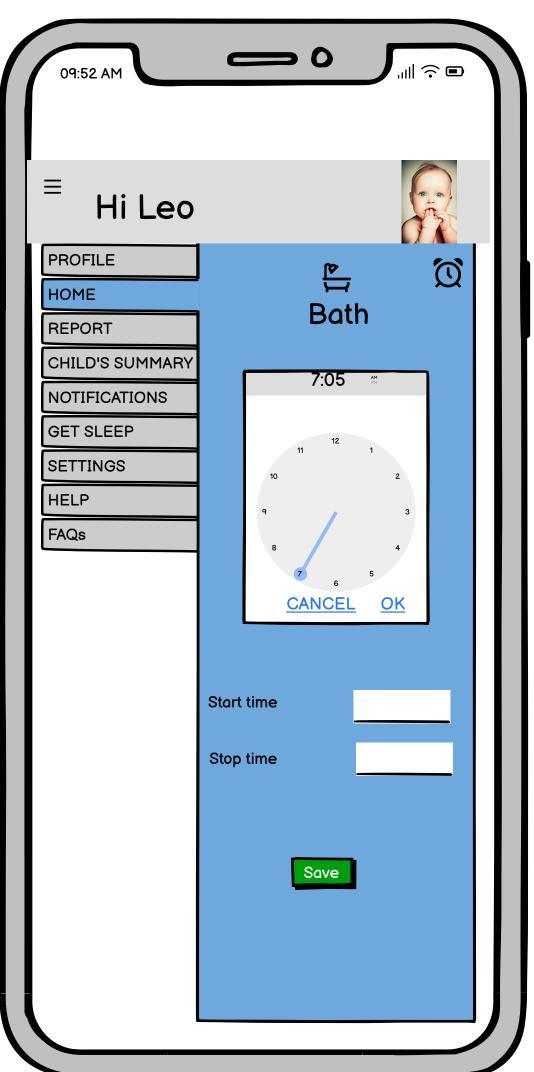
Medication 32 / 69



Temperature 33 / 69



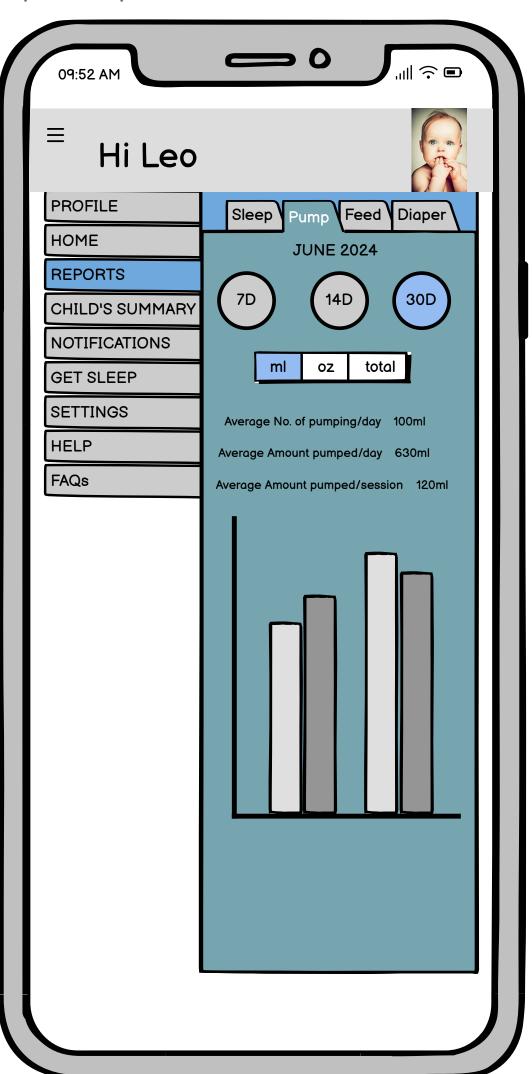
Bath Time 34 / 69



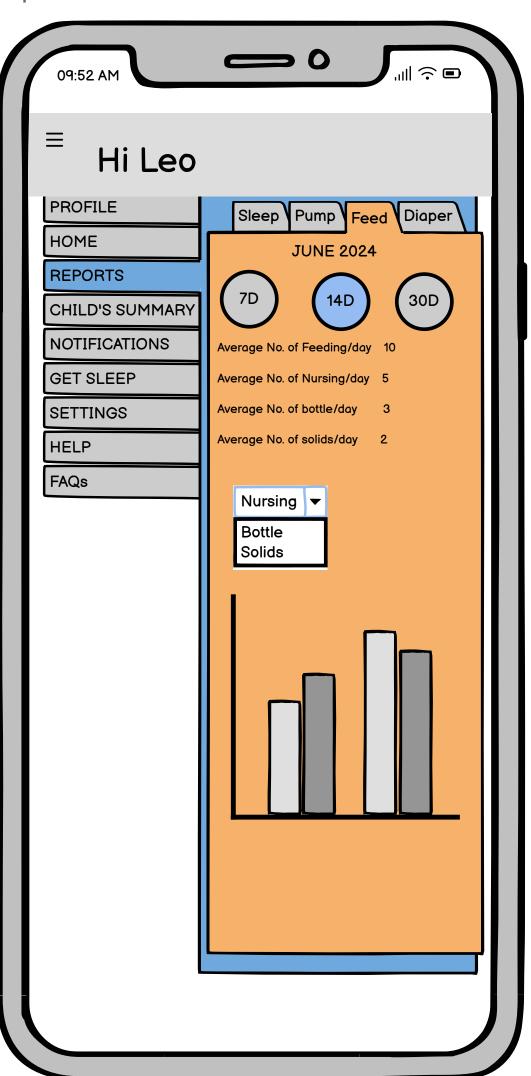
Reports - Sleep 35 / 69



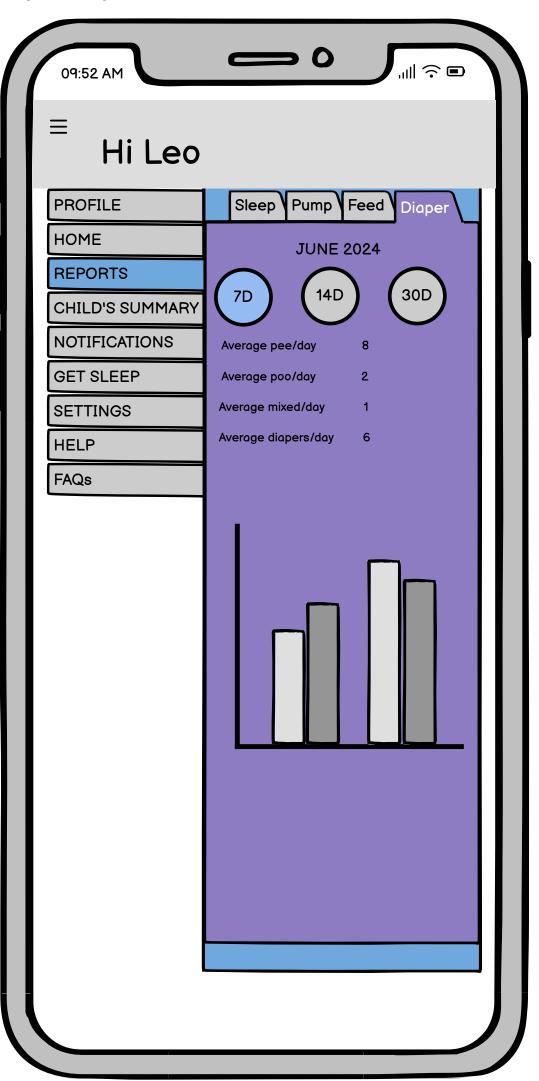
Reports - Pump 36 / 69

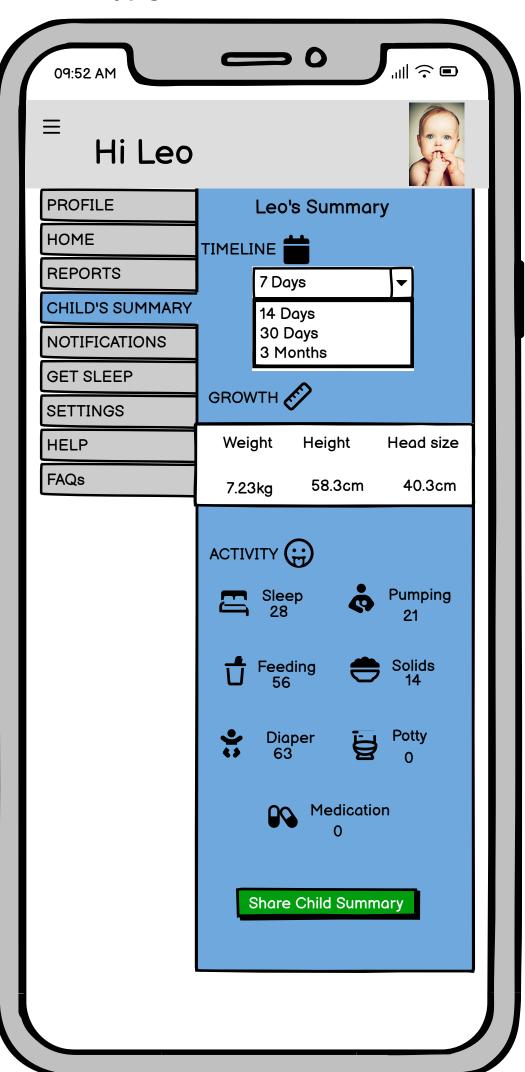


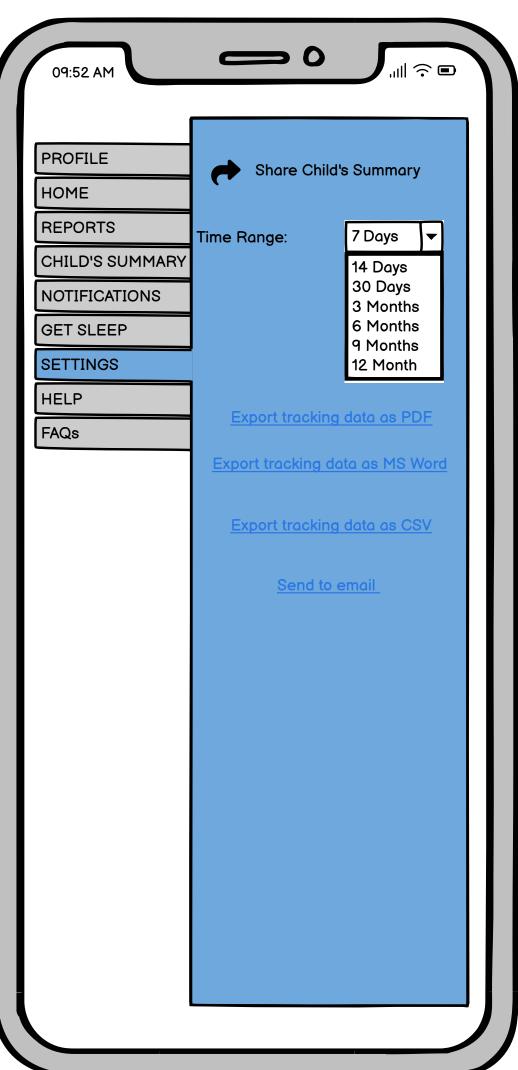
Reports - Feed 37 / 69

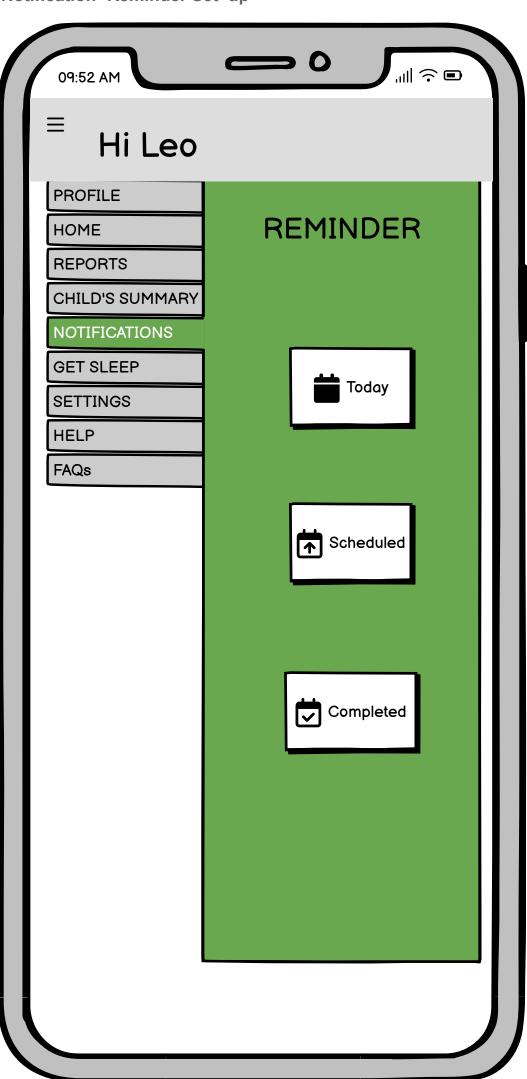


Report - Diaper 38 / 69

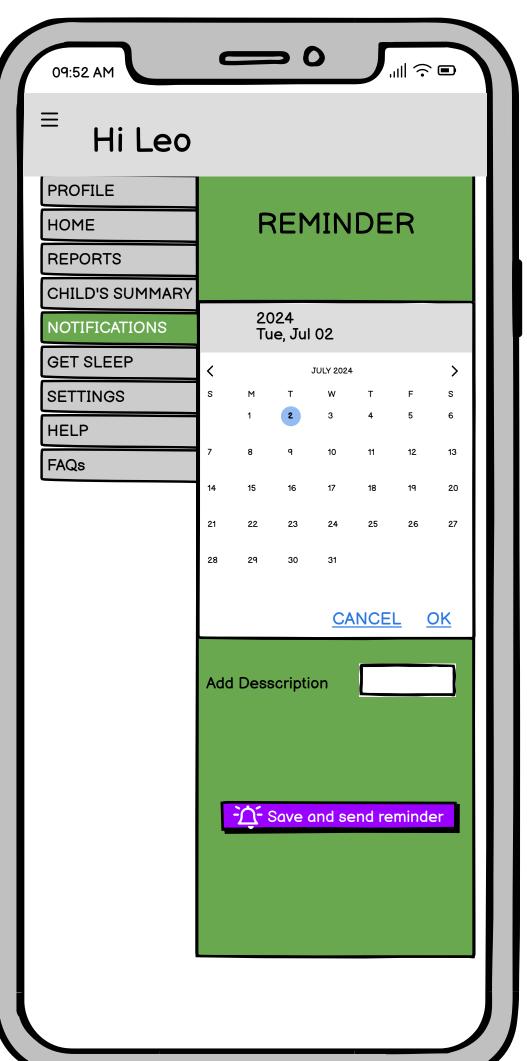


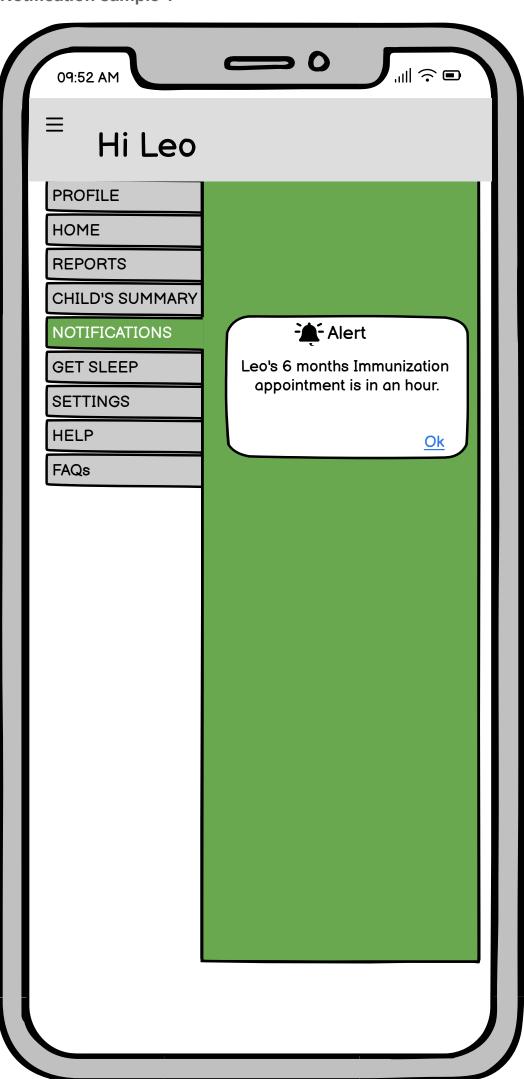


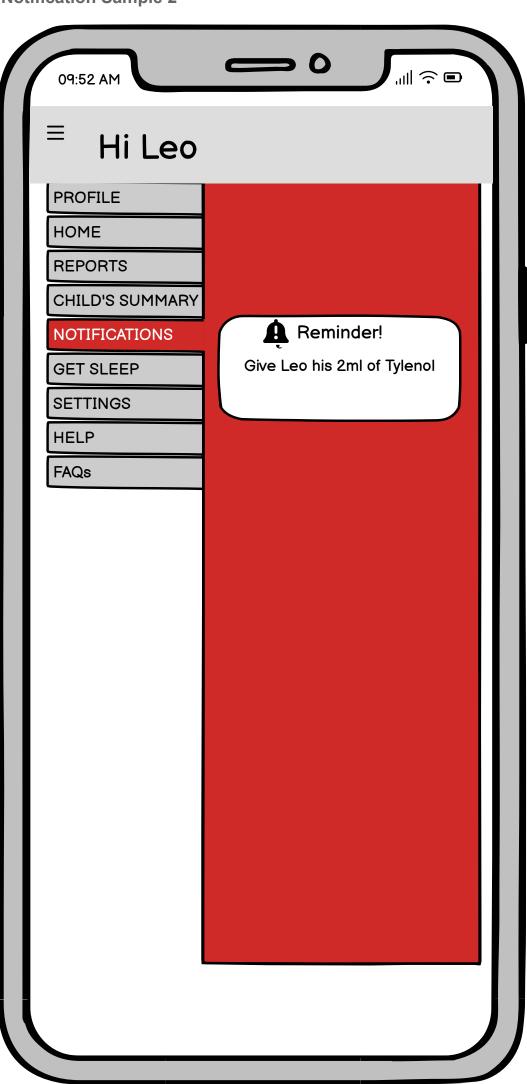


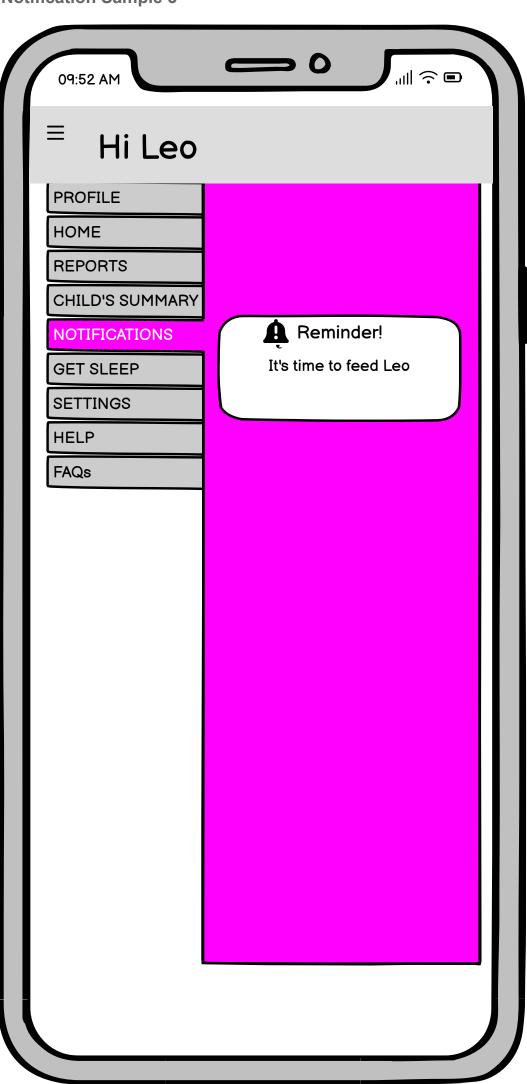


Reminder 42 / 69

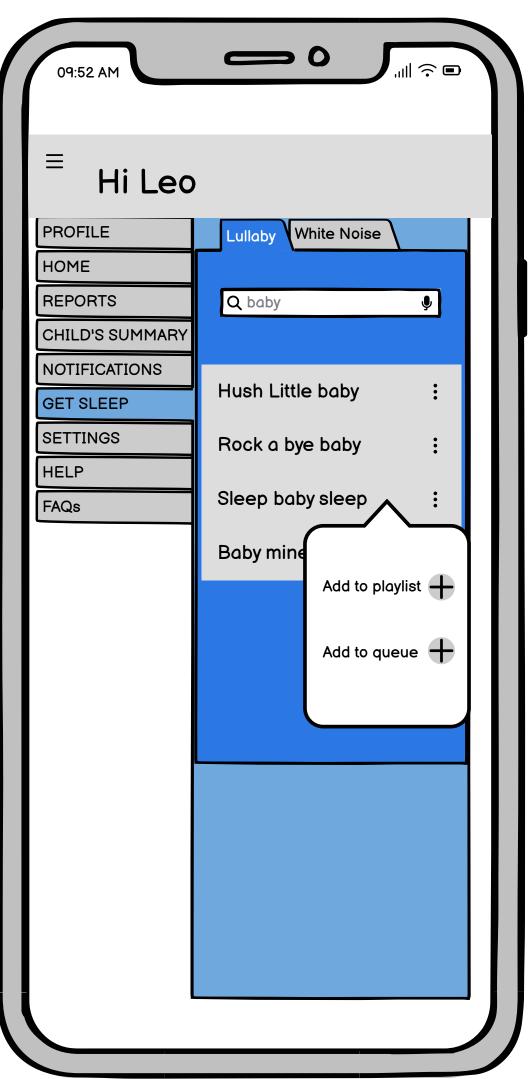








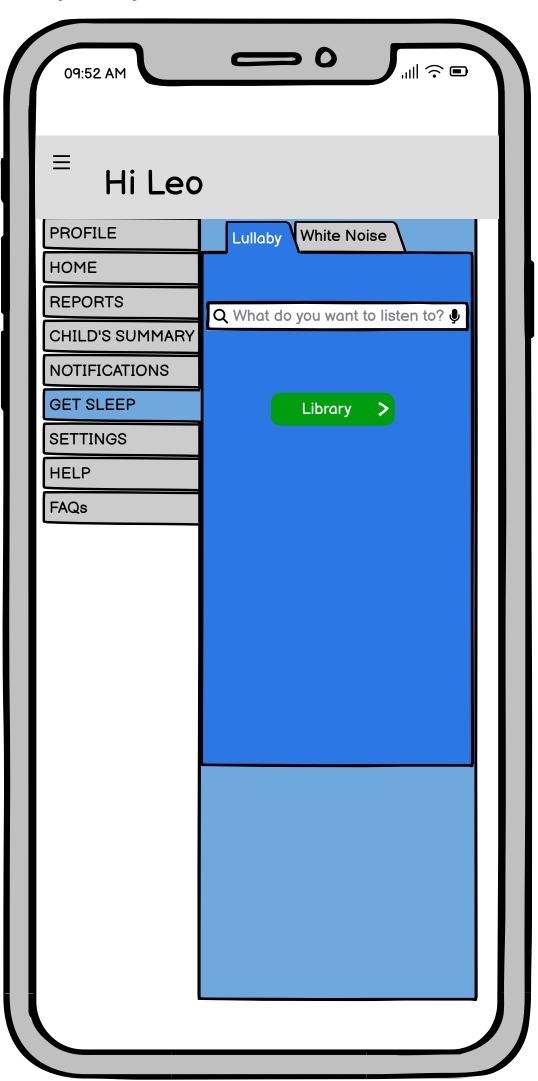




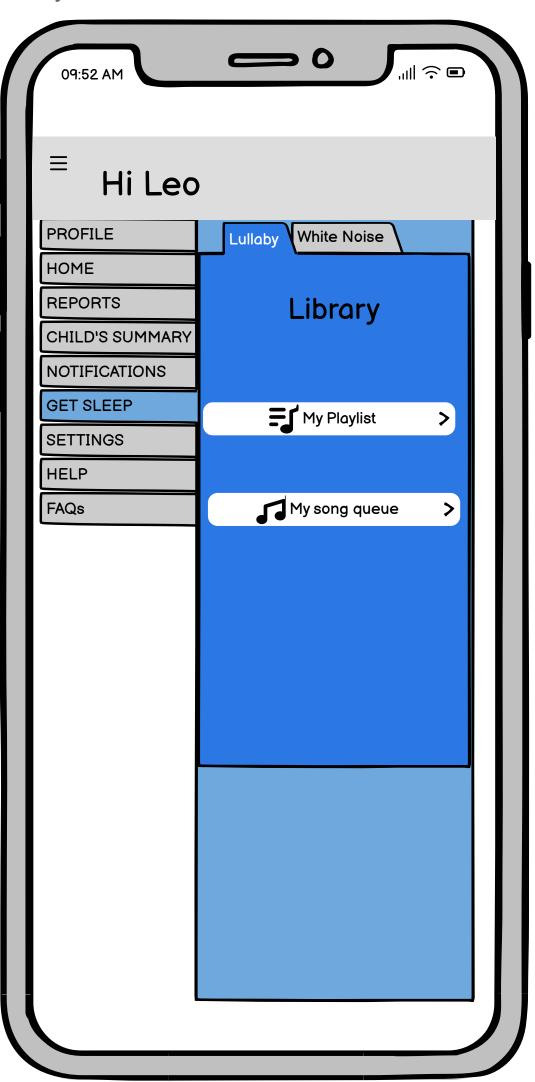
Add to playlist 48 / 69



Lullaby - Library 49 / 69



Lullaby - Selection 50 / 69



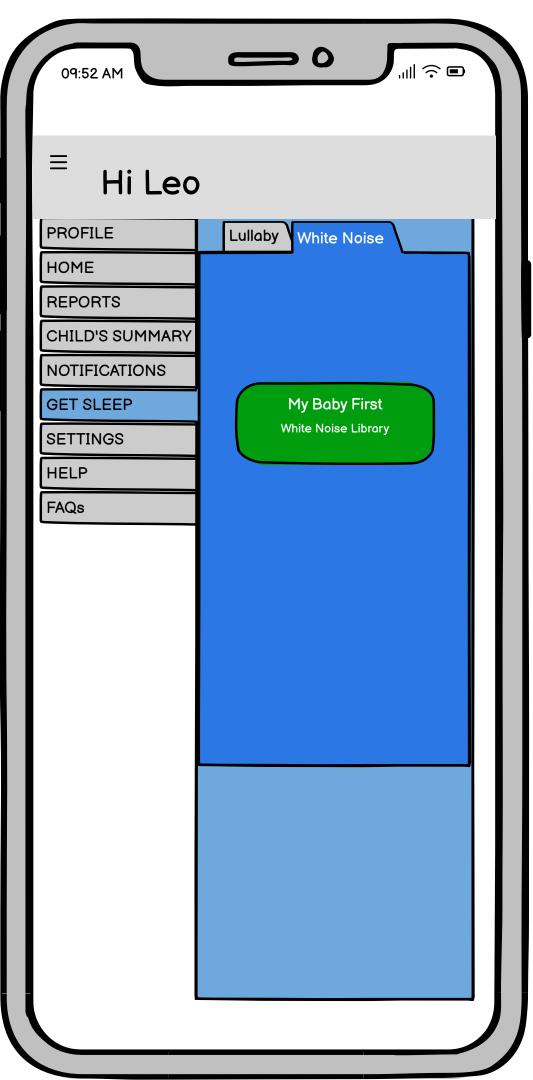
Lul - Playlist 51 / 69

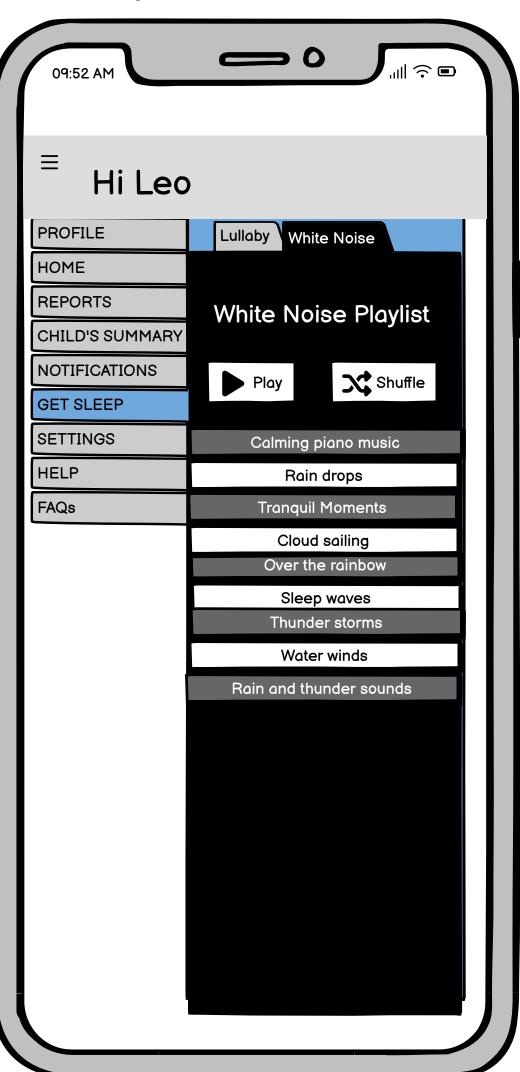


Lullaby - Page 52 / 69

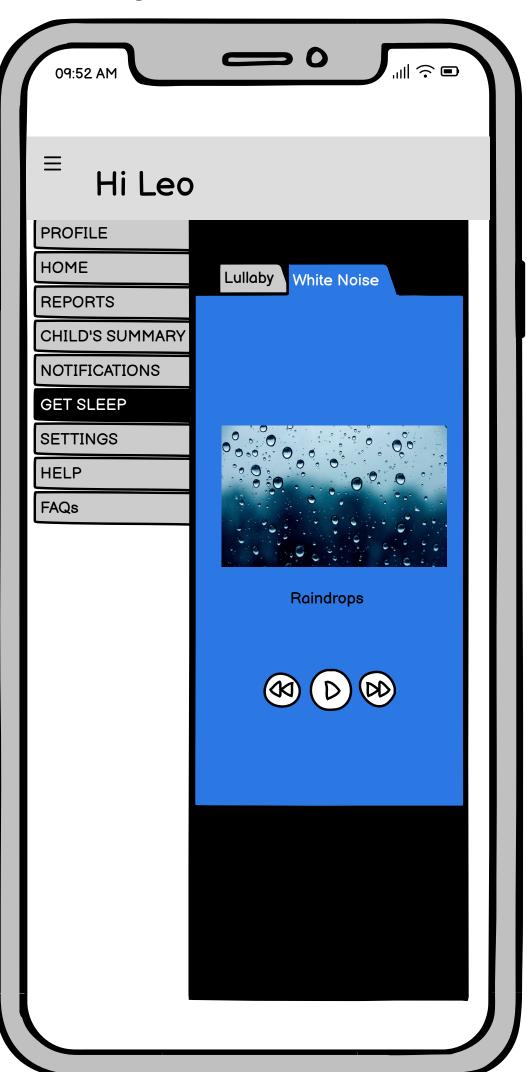


White Noise Home 53 / 69

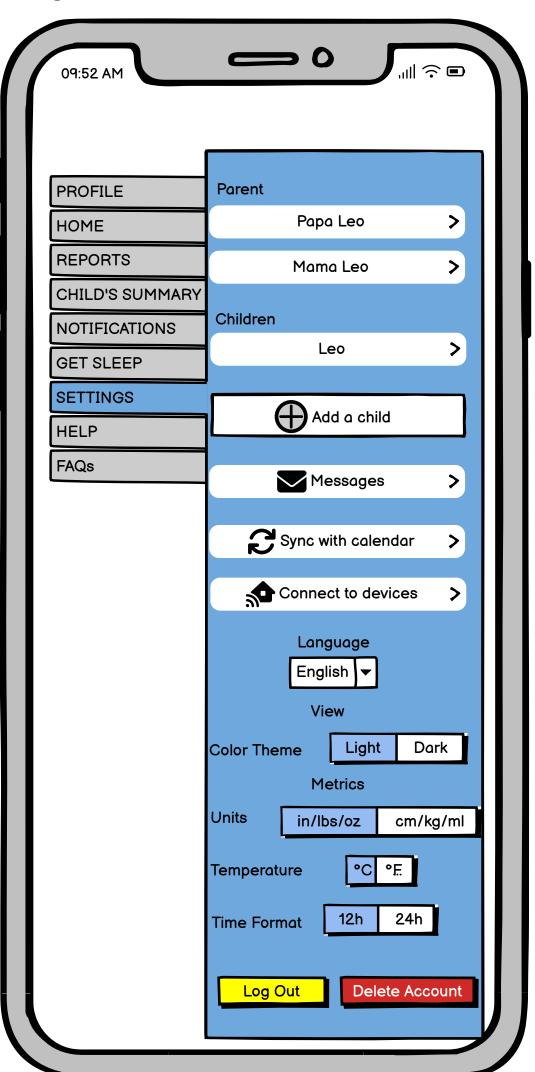




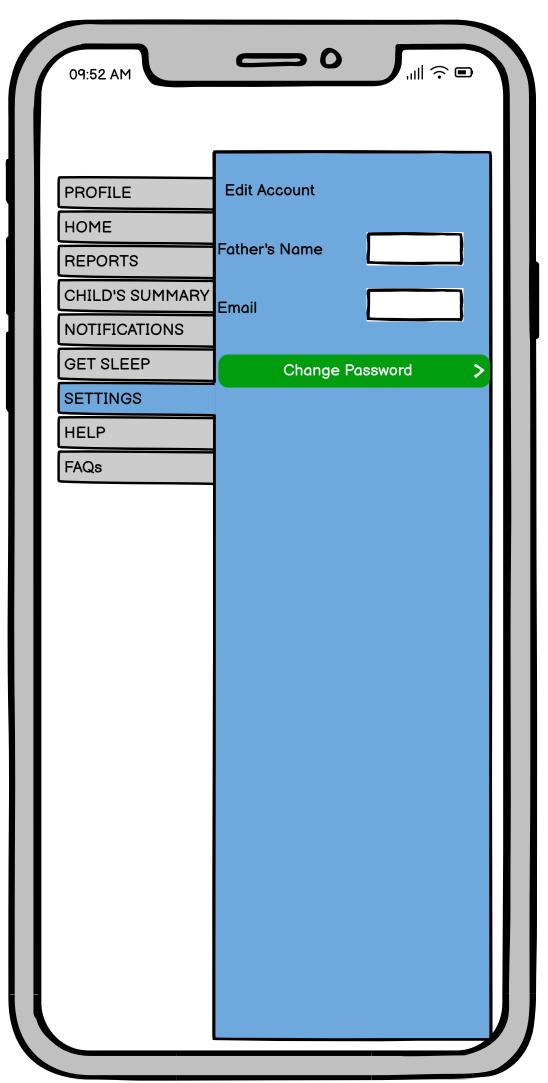
White Noise - Page 55 / 69

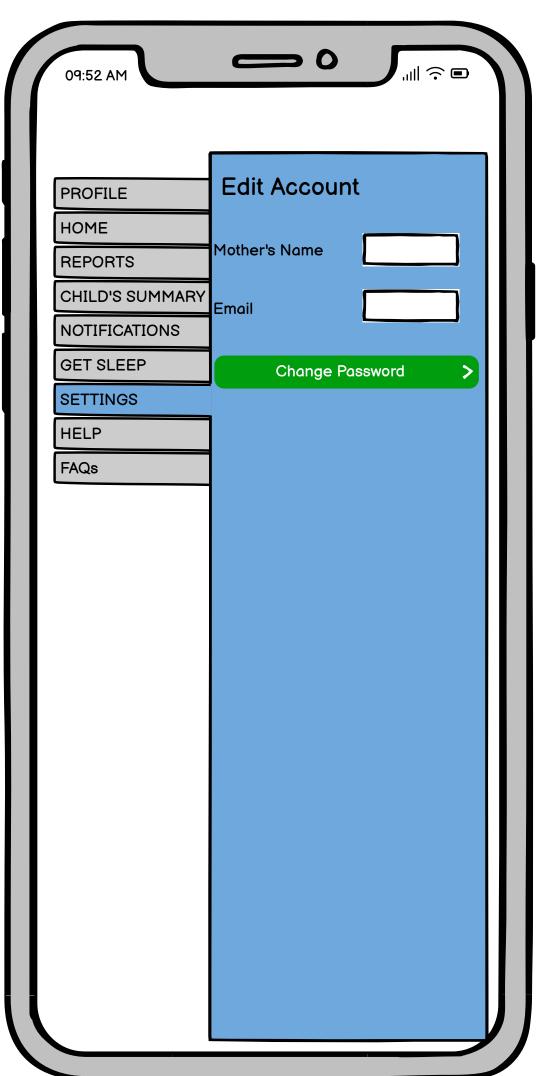


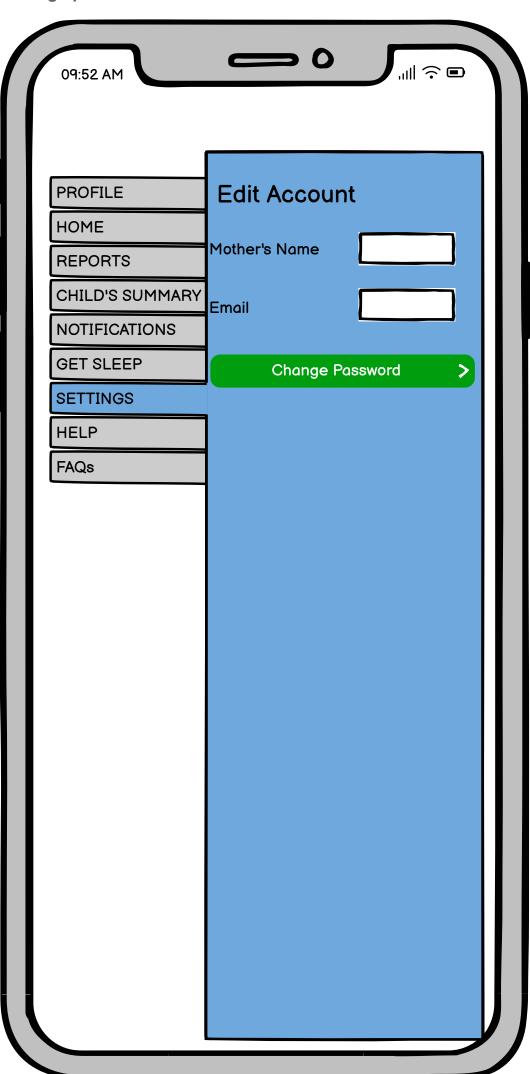
Settings 56 / 69

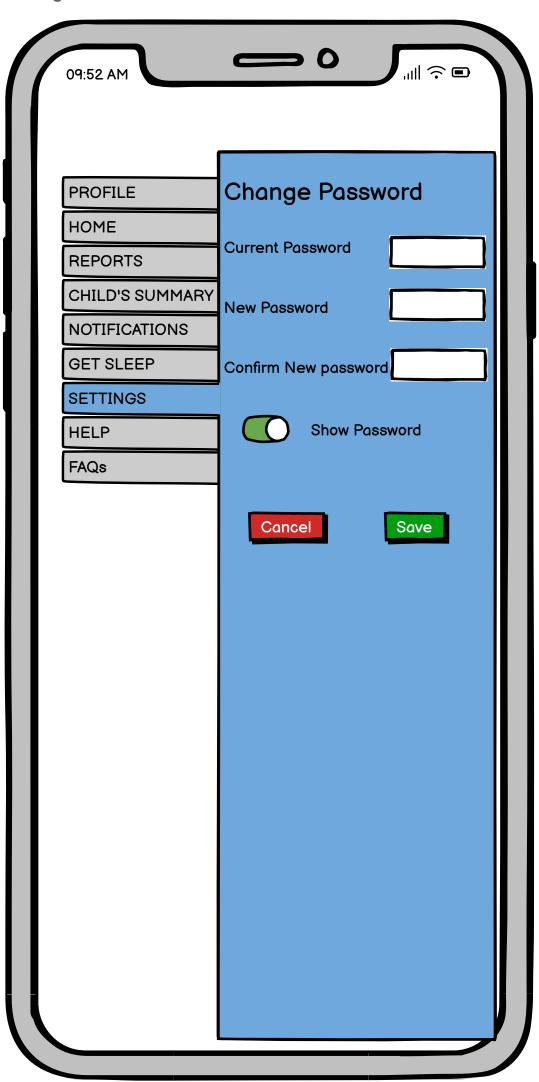


Edit Account 1 57 / 69

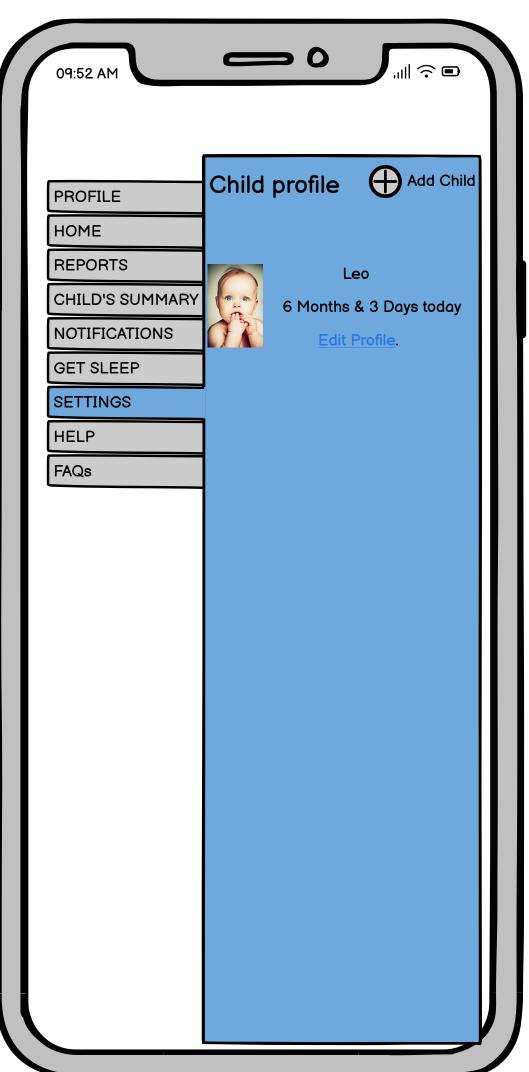




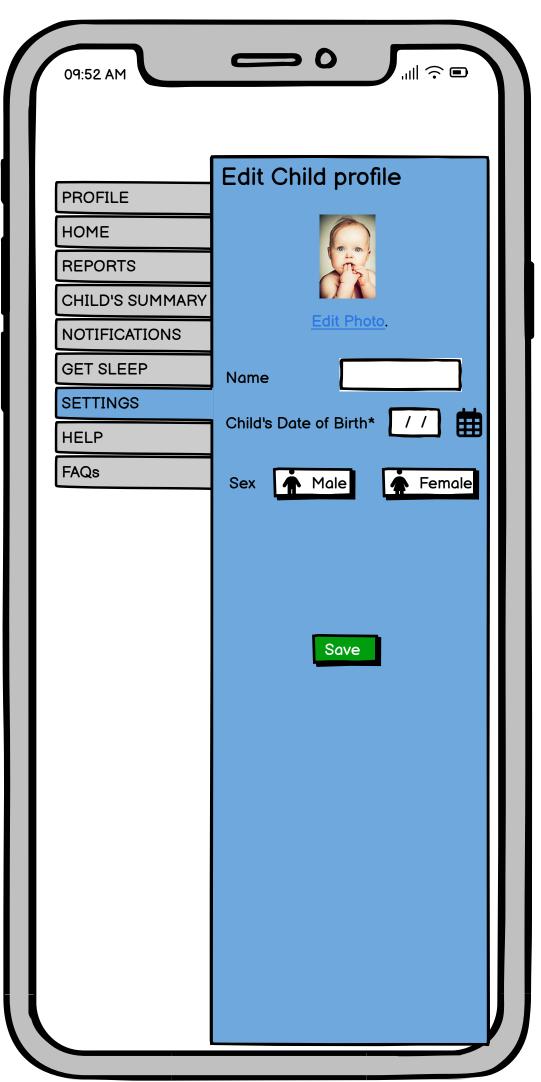




Child Profile 1 61 / 69



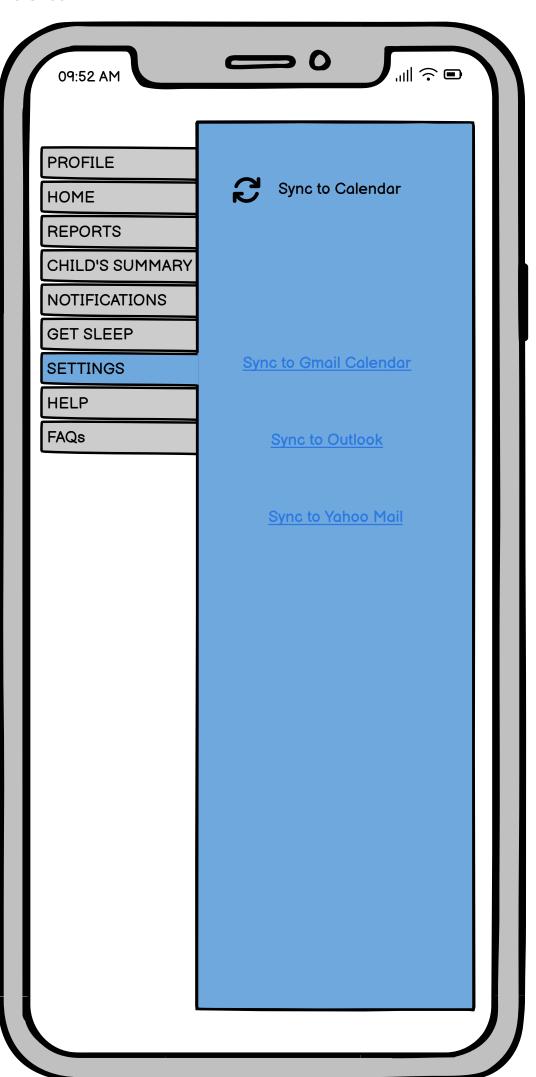
Edit Child Profile 62 / 69



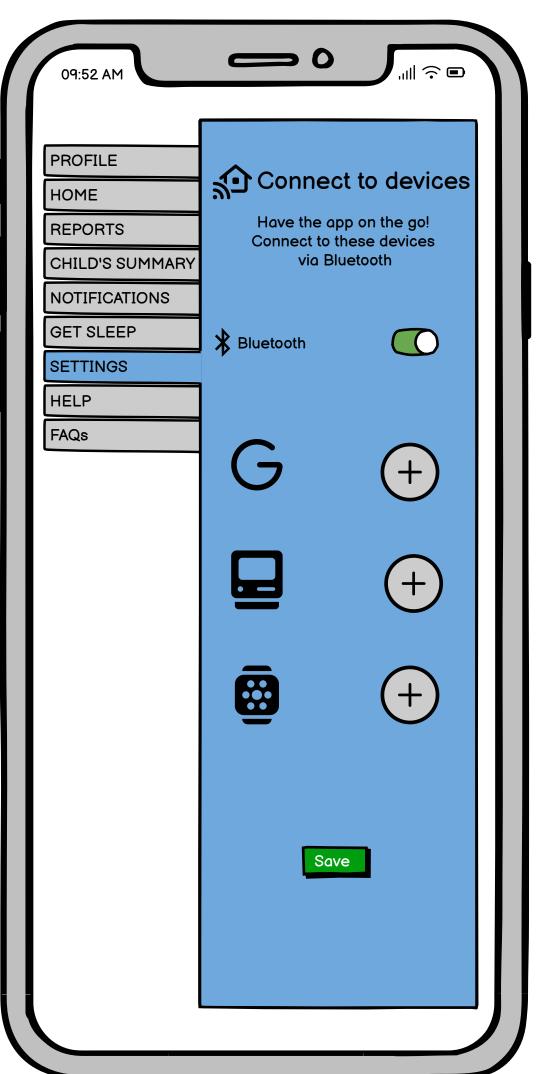
Add Child 63 / 69



Calendar 64 / 69

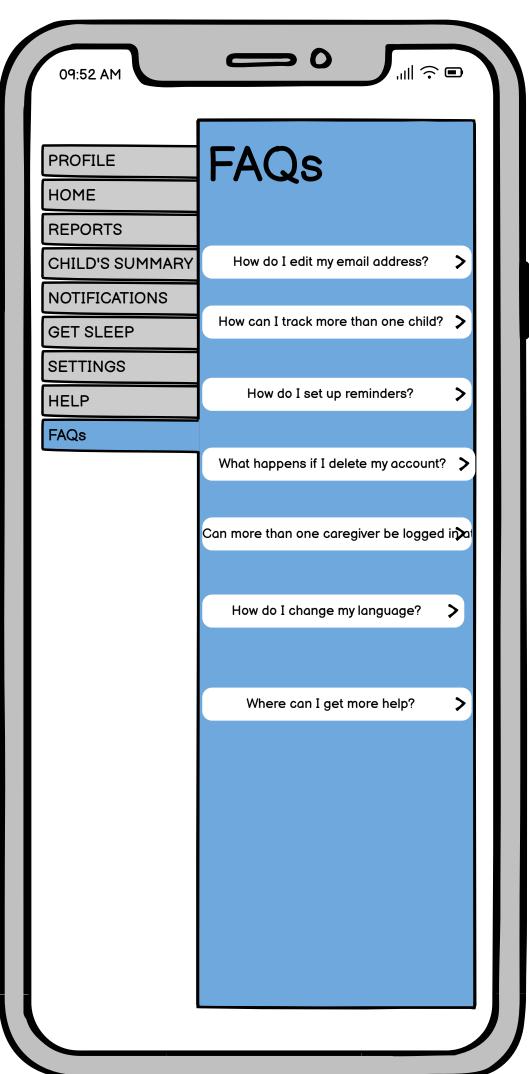


Connect to devices 65 / 69

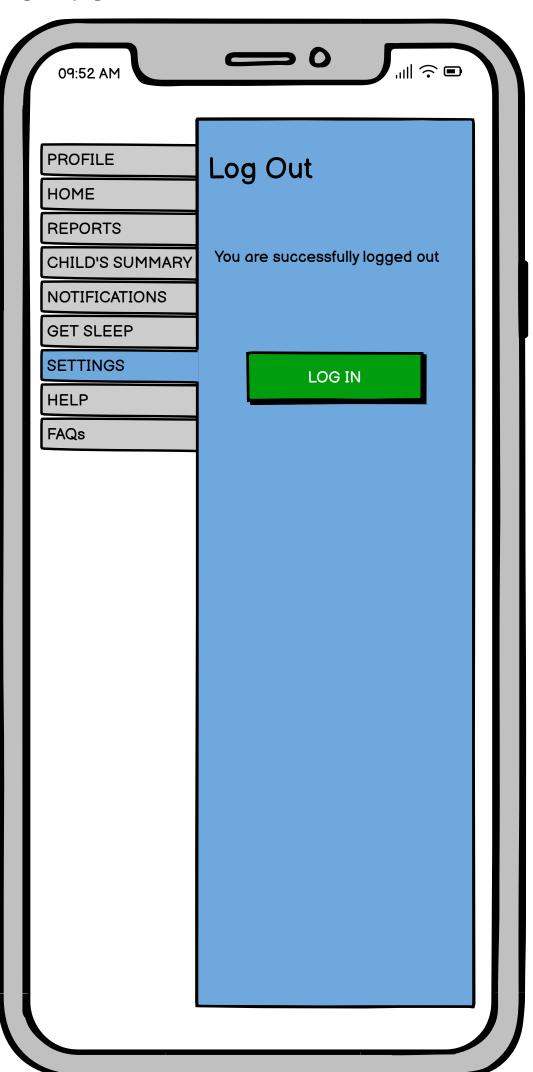


Help and Support 66 / 69

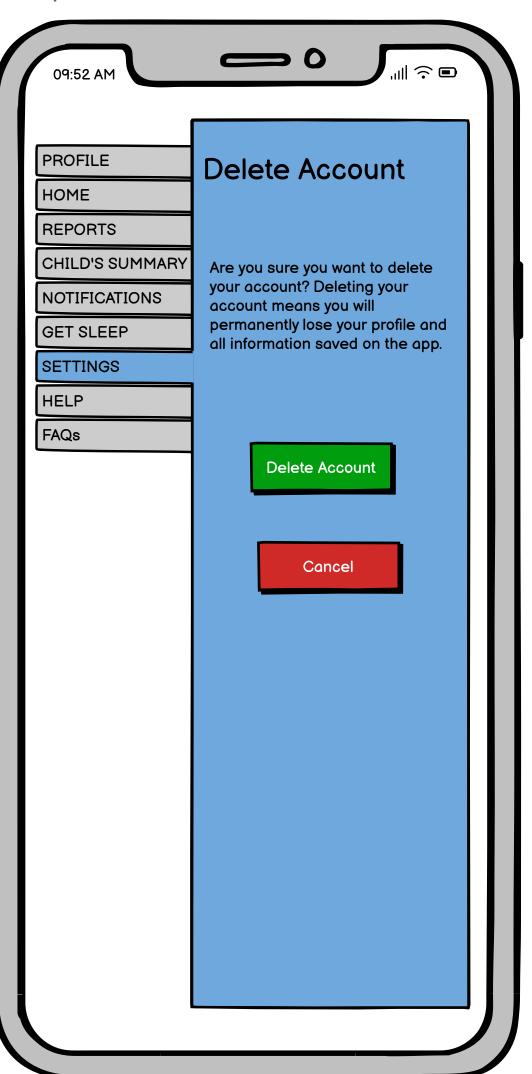




Log Out page 68 / 69



Delete profile 69 / 69



SOFTWARE TESTING FOR AMAZON

OVERVIEW

The process applied in approaching this task was to first identify the test scenario. It was also important to understand the end-to-end functionality of the website and step into the shoes of the end user to test these functions.

The project was split into three scenarios and each scenario produced several test cases.

TEST SCENERIO

Scenario ID	Test Scenario	Number of Test cases
TS001	Validate the sign-up functionality on Amazon	14
	to make sure that new customers can	
	successfully create an account on website.	
TS002	Validate the search functionality on Amazon	12
	to make sure that customers can successfully	
	search for item on website.	
TS003	Validate the View & Edit Cart functionality	9
	on the Amazon website	

TEST CASES

The test scenario helped with deriving test cases that could be tested to validate each scenario. Each test case was elaborated on with a brief description. The process also reviewed the user actions, the steps taken to achieve each test, the expected system behavior and the result when tested by the user.

The table below represent test cases for each scenario listed above.

Test Scenerio ID	rs001	Test Scenerio Description	Validate the sign up funtionality on Amazon to make sur	that new customers can successfully create an account on website.	
Created By	Glory Olowookere	Reviewed By	Esther Rajasekaran	Number of Test Cases	14

QA Tester's Log

lester's	Name	Jide Leo	Date Tested	01.07.2024
5#	Prerequisites:			
1	User has a device			
2	User has an email address			
3	User has a phone number			

No.	Test Case	Test Case Description	Step No.	User Action	Expectected System Behaviour	Result	Pass/Fail
					System should display Amazon home page	Site launched successfully	Pass
			1.1.1	Open browser			
		100 - 100	1.1.2	Search for Amazon]		
		Navigate to the official Amazon]		
1.1	Create an account - Launch website	website (www.amazon.ca)	1.1.3	Click on URL - www.amazon.ca	20		10
			1.2.1	Customer clicks on "New	System displays registration page	User is redirected to "Create an Account" page	Pass
				customer?" link on Amazon			
	PO 100 TO			homepage.			
	Create an account -Launch registration						
1.2	page	Navigate to the registration page			200		
			1.3.1	User enters first and last name	System verifies credentials inputed	Valid credentials redirects user to the next verification	Pass
			erace -			stage	
			1.3.2	User enter email/phone number			
				User enters password meeting			
			1.3.3	requirements			
			1.3.4	User clicks Continue			
	G (BAXA 97 97)						
1.3	Create an account - Valid credentials		222		2.000		V21008
		Verify that error message is displayed	1.4.1		System displays error message "wrong or invalid email"		Pass
1.4	Create and account - Error message	when registration fails.		addres	D	message	
		Verify that user meets password		E 10 10 10 10 10 10 10 10 10 10 10 10 10	24		
0012	THE RESIDENCE OF THE PROPERTY OF THE	criteria (Minimum of 6 characters) -	222	User inputs password with 6 or	A CONTROL DECISION OF THE PROPERTY OF	AND	STATE OF STREET
1.5	Create an account - Valid password	Successful	1.5.1	more characters	System takes user to the next verification page	Validation process for user - Bot/human	Pass
		Verify that user meets password					
		criteria (Minimum of 6 characters) -		User inputs password with less	5 - 5 - 10 - 10 - 15 - 15 - 15 - 15 - 15		_
1.6	Create an account - Invalid password	Unsuccessful	1.6.1	than 6 characters	System displays "Minimum of 6 characters required"	Prompt message is displayed	Pass
				User inputs a valid phone			
		151210000000000000000000000000000000000	1.7.1	number			
		Verify that user inputs a phone		User inputs a phone number	System takes user to the next verification page (OTP		
1.7	Create an account - Valid Mobile number	number - Successful	1.7.2	new to the system	Verification)	OTP is sent to users phone number	Pass
				User inputs a incomplete phone			
		W 75 A	1.8.1	number	System displays "Enter valid mobile number"		
1.8	Create an account - Invalid Mobile	Verify that user inputs a phone	1.8.1	User inputs an already existing phone number	System displays "Phone number already in use"	Decreed as access in disabout	D
1.5	number	number -Unsuccessful	1.8.1	User input a valid email	System displays Frione number directly in use	Prompt message is displayed	Pass
10	Company of the same of the	Verify that user inputs an email	1.9.1	User input a valid email		OTD:	Davis
1.9	Create an account - Valid Email address	address - Successful			System takes user to the next verification page	OTP is sent to users phone number	Pass
(2:2)		Verify that user inputs an email	1.10.1	User input an invalid email	System displays "There is already an account with this	42 PM 2 NO AND AND AND ADDRESS OF THE PARTY	1020100
1.1	Create an account - Valid Email address	address - Unsuccessful	1.10.2	User input an existing email	email, sign in"	Prompt message is displayed	Pass
		14 75 AL					
	C	Verify that user inputs OTP sent to		Hereinstein and 1970	Harris and the same of	W. C.	
1.11	Create an account - Valid OTP	phone number/email - Successful	1.11.1	User input correct OTP	User account is created	Website user interface is launched	Pass
		1/- 1/4 all a second					
		Verify that user inputs OTP sent to			-		5.00
1.12	Create an account - Invalid OTP	phone number/email - Unsuccessful	1.12.1	User input incorrect OTP	System displays error message.	Prompt message is displayed	Pass
		Verify that user is notified of missing		User clicks Continue before	Systems displays prompt message and fields are	User cannot proceed until fields are filled with	1120000
1.13	Create an account - Missing fields	fields	1.12.1	filling up the fields	highlighted	necessary details.	Pass
		Verify that system redirects customer					
		to homepage after successful		User passes the verification	System displays homepage with users information on		
1.14	Create an account - Successful registration	registration	1.14.1	process	the homepage menu bar e.g. Users address	Website user interface is launched	Pass

Test Scenerio ID	TS002	Test Case Scenerio	Validate the search funtionality on Amazon to make sure that customers can successfully search for item on website.	52
Created By	Glory Olowookere	Reviewed By	Esther Rajasekaran	Number of Test Cases: 12

QA Tester's Log

Tester's	Name Jide Leo	Date Tested	01.07.2024
5#	Preconditions		I
1	Has a device		
2	Aleady registered to Amazon		
3	Has an existing account		Т

C No.	Test Case	Test Case Description	Step No.	User Action	Expectected System Behaviour	Actual Result	Pass/Fail
1.1	Launch Amazon	Navigate to the official Amazon website (www.amazon.ca)	1.1	Open browser Search Amazon Click on URL - www.amazon.ca	System should display Amazon home page	Site launched successfully	Pass
.2	Validate login credentials - Login Page	Check the login functionality with valid email address/phone Number and password	1.2.1	User enters valid details and clicks on "Sign in"	System loads page System displays Homepage with users account information e.g "Hello xxx", Delivery address.	Credentials accepted Homepage loads successfully	Pass
.3	Validate login credentials - Login Page	Check the login functionality with invalid email address/phone Number and password	1.3.1	User enters invalid details and clicks on "Sign in"	System displays error message i.e "invalid email address/phone number or password."	System displays message on invalid email or password	Pass
.4	Validate Search - Product display	Verify that the search result page displays products.	1.4.1	User searches for a choice product	System displays the variety of products searched for.	Products are displayed on screen	Pass
.5	Validate Search - Keywords	Verify that the products can be searched for using valid keywords e.g "Kitchen" - Successful	1.5.1	User enters a keyword to search for varieties of products	System displays a range of products when a keyword is inputed	Products relating to the inputed keyword are displayed	Pass
.6	Validate Search - Incorrect spelling	Verify that the products can be searched for even with incorrect spelling e.g "Kitchenn" instead of "Kitchen"	1.6.1	User enters a mispelled keyword to search for products	System displays suggestions with an assumption of the right products	The website suggests products according to input	Pass
7	Validate search - Filter search	Verify that products can be searched for using the filter icon on the search bar.	1.7.1	User uses the filter icon to search for item e.g. Filters to "Women" and searches for "boots"	System displays boot options avaliable for only women.	Products are filtered according to user choice	Pass
.8	Validate search - Case sensitivity	Verify that search works when a term is typed in lowercase	1.8.1	User inputs a search term in lowercase	system dispays a range of products aligning with the term inputed	Products are displayed regardless of case	Pass
9	Validate search - Case sensitivity	Verify that search works when a term is typed in uppercase	1.9.1	User inputs a search term in uppercase	System displays a range of products aligning with term inputed	Products are displayed regardless of case	Pass
.1	Validate search - Case sensitivity	Check for case insensitivity in search queries.	1.10.1	User searches for product inputting text with upper and lower case	System displays the product, system is case insensitive	Products are displayed regardless of case	Pass
.11	Validate search - Multiple words	Verify that items can be searched for with multiple words and that the correct results are displayed	1.11.1	User searches for item with desciprtive words, "Big black rubbish bag"	System displays the product options that aligns with description	Products are displayed according to user's description on item	Pass
.12	Vlidate search - Word with special charaters	Verify that the search functionality works as expected when there are special characters in the search term.	1.12.1	User searches for item with words containing special characters e.g. "Rubbish"	System displays suggested items that could pass as what user requires e.g "Rubbish bin"	Products are displayed regardless of special characters	Pass

Test Scenerio ID	TS003	Test Scenerio Description	Validate the View & Edit Cart functionality on the Amazon website		
Created By	Glory Olowookers	Reviewed By	Esther Rajasekaran	Number of Test Cases	9

QA Tester's Log

	Tester's Name	Jide Leo	Date Tested	01.07.2024
70				

5#	Prerequiates:
1	Has a device
2	Already registered to Amazon
3	Hes an existing eccount

No.	Test Case	Test Scenerio	Step No.	User Action	Expectected System Behaviour	Expected Result	Pass/Fail
	Launch Arnazon	Navigate to the official Amazon website (www.emazon.ca)	1.1	Open browser Search Amazon Click on URL - www.amazon.ca	System should display Amazon home page	Site launched successfully	Pess
	Cauricii Amazon	wecome (www.emazon.ca)	2.0	Call on One - www.amazon.ca	System loads page	Credentials accepted	F 863
	Validate login credentials - Login Page	Check the login functionality with valid email address/phone Number and password	121	User enters valid details and clicks on "Sign in"	System displays Homepage with users account information e.g. "Helio xxx", Delivery address.	Homepage loads successfully	Pass
	various regir creasinass - cogni r age	Check the login functionality with	0.61.0	2011	The second secon		r.ma
3	Validate login credentials - Login Page	Invalid email address/phone Number and password	1.3.1	User enters invalid details and clicks on "Sign in"	System displays error message Le "invalid email address/phone number or password."	Error message pops up on page	Pess
4	Validate adding products to cart	Verify that products can be added to					
		the shopping cart.	1.4.1	User searches for product User selects the product they desire	Product is displayed on homepage with product description and price	User sees the prices of items	Pess
			1.4.3	User selects the quantity/colour and applies all necessary variations	Where colour is applied, the system displays the item in that colour	User sees the available colours for the item. The cart icon displays a number as an indication of	Pass
			1.4.4	User select "adds to cart"	The system updates the cart	how many items are in the cart	Pass
			1.4.5	User selects "Buy now"	The system redirects user to the payment page	Payment outlet options are displayed	Pass
		Verify that the cart icon updates with				The cart icon displays a number as an indication of	8
1.5	Velidate updating cart	the Item count - Successful	1.5.1	User selects item	init	how many items are in the cart	Pess
		Verify that the cart icon updates with the Item count - Unsuccessful	01000		2		2:000
	Vildete updeting cart		1.6.1	User does not click "Add to cart"	There are no updates to the cart	The number icon on the cart is not updated	Pass
1.	7 Remove item from cart	Verify that items can be removed from the cart.	1.7.1	(for examples for conduct	Broduct is disclosed on homeous subtree to		
		the cars.	1.7.1	User selects the product they desire	Product is displayed on homepage with product description and price	Product search for is displayed	Pess
			1.7.3	User selects the quantity/colour and applies all necessary variations	Where colour is applied, the system displays the item in that colour. System adds item to cart and the number of item in cart is updated showing a number icon on the cart.	User sees the available colours for the item	Pess
			1.7.4	User select "adds to cart"	icon.		
			1.7.5	User clicks on cart icon	System displays all Items in cart	User can see the number of items in cart	Pess
			1.7.6	User selects item from list of items in cart	System checks (a check box shows that item has been selected) the item	A checkbox is displayed beside each item to make selection	Pess
					Item is deleted from cart and the number of items		
			1.7.7	User selects "delete"	In cart is updated (number on cart icon changes)	User sees the number of items in cart	Pass
1.8	8 Validate updating Item quantity	Verify that the quantity of items in the cart can be updated	1.8.1	User searches for product	Product is displayed on homepage with product		
			1.8.2	User selects the product they desire	description and price	Product search for is displayed	Pass
			1.8.3	User selects the quantity/colour and applies all necessary variations	Where colour is applied, the system displays the item in that colour System adds item to cart and the number of item in cart is updated showing a number icon on the cart	User sees the available colours for the item	Pass
			1.8.4	User select "adds to cart"	loon.		
			1.8.5	User clicks on cart icon	System displays all items in cart	User can see the number of items in cart	Pess
			1.8.6	User updates the quantity desired for that item using the drop down icon	System displays the subtotal of items showing the quantity and price	Subtotal of Items in cart is displayed	Pens
1.5	Validate the saving items for Later	Verify that items can be saved and	V 1 1 2 1 1 1				
	The state of the s	repurchased later	1.9.1 1.9.2	User searches for product User selects the product they desire	Product is displayed on homepage with product description and price	Product search for is displayed	Pess
				User selects the quantity/colour and	Where colour is applied, the system displays the		
			1.9.3	applies all necessary variations	Item in that colour System adds item to cart and the number of item in cart is updated showing a number icon on the cart	User sees the available colours for the item	Pass
			1.9.4 1.9.5	User select "adds to cart" User clicks on cart icon	lcon. System displays all items in cart	User can see the number of items in cart	Pess
					System removes item to cart and adds it to the	item is removed from cart and stored in user's	2
			1.9.6	User clicks on "save for leter"	Save for later items in user's account.	"Save for later" folder	Pess