MONASH University
Information Technology

FIT2090 Business Information Systems and Processes
Assignment 1 (12%)
Submission Deadline: 6 September 2019, 11pm (AEST)

Submission Requirements

- Submission must be made by the due date otherwise a penalty of 10% reduction in the marks gained per late day will be applied. For example, that means if you got 70%, but are 2 days late, your mark will be reduced by 10% of 70 (the marks gained) x 2 (two days late), 14 marks.
- Assignments are to be submitted online to Moodle.
- Please name your PDF file or Word document according to this format: *LastName_ID_FIT2090A1* where LastName is your last name and ID is your student ID.
- You must discuss any extensions with your admin tutor/lecturer via the in-semester special consideration process: http://www.infotech.monash.edu.au/resources/student/equity/special-consideration.html.
- See also link for help in completing this assignment: http://www.monash.edu/it/current-students/resources-and-support/style-guide

Scenario

The following narration describing the insurance claiming process of the Home Safe insurance company, for a repair of home building (not including home content) using their pre-approved repairer.

When a client making claims for home building, e.g. fire or damages due to nature disaster such as flood and storm, the client can either go to the office or call the insurance office to inform about the nature of the claim and provide descriptions of the damages. Some clients prefer to complete the claim form via company website – so they have time to think about what happened and describe it clearly.

Either way, the insurance officer first checks the validity of the insurance policy by entering the policy number to the system. In case the client lost the policy number, client's personal details can be used to lookup for their insurance policies. Claims may be rejected if the policy number is invalid and client's personal details cannot be found in the system. After verification of policy number, the officer will retrieve the building information, policy coverage, excess fee, etc from the database. At the back-end, the policy number is retrieved from the Policy master data, which also contains the details of policy coverage, building information, and the client's personal details are stored in Customer master data.

Next, the system generates a case reference number, which is saved in the Case event data. The client may use this reference number to check for the details of claims, e.g. status, details of repair work, etc. Then the officer will retrieve a list of certified repairers that meet the case specifications. The repairer's data are stored in the Repairer master data. Based on the repairer list generated, the officer will send a request for quotation to these repairers. In the meantime, an assessor is sent to examine the damage before making a final decision in relation to the claim. Once the repairers reply with the quote price, the officer will record the quote. These newly received quotes will be compared with the existing quotes collected from previous claims (all quotes are stored in the Quote event data). With the assessor advice, the officer will ask the most appropriate repairer (e.g. based on availability and quote) to carry out the repair.

Once the building is repaired, the repairer will send the invoice to the company's accountant. Then, the accountant posts the cheque to repairer and sends a copy of the invoice to the insurance office. All payment related data shall be kept in Account master data. The insurance officer will update the claim in the Case event data and inform the client, and the client will acknowledge the repair work. In the case the client needs to pay excess fees, the payment shall be made to the company's accountant.

Tasks

Based on the description given above, answer the following questions:

1. Prepare a table of entities and activities (10 marks)
2. Draw a context diagram (5 marks)
3. Draw a physical data flow diagram (DFD) (15 marks)
4. Prepare an annotated table of entities and activities. On this table, indicate the groupings, bubble numbers and bubble titles to be used in preparing a level 0 logical DFD (5 marks)
5. Draw a level 0 logical DFD (15 marks)
6. Draw a system flowchart (20 marks)
7. Discuss the advantages of using business information systems and/or other integrated enterprise systems in organisations such as the one mentioned in this scenario. Include at least two references and cite them in the body of your response. Use the American Psychological Association (APA) style of referencing (https://guides.lib.monash.edu/citing-referencing/apa). Suggested length: 200 words. (15 marks)
8. There are marks allocated for overall presentation of your assignment, including completeness, correctness and consistency of diagrams. (15 marks)