

Business Analyst Portfolio

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1. Case Study – Budget Insurance (Dummy Example)

Business Challenge: Budget insurance needed a compliance and regulatory system aligned with short-term insurance governance.

My Role: Captured requirements, mapped workflows, and facilitated UAT with business users.

Approach & Tools: Workshops, BRDs, process models (BPMN), and UAT scripts.

Outcome: Achieved 100% stakeholder sign-off and improved regulatory reporting.

2. Sample BRD / User Stories

Project: Claims Management System (fictional, for demonstration)

Business Requirement: Enable customers to submit motor accident claims online and track claim status.

User Stories:

- As a customer, I want to log in and submit a claim so that I don't need to visit a branch.
- As a claims assessor, I want to review and approve claims online so that I can process them faster.

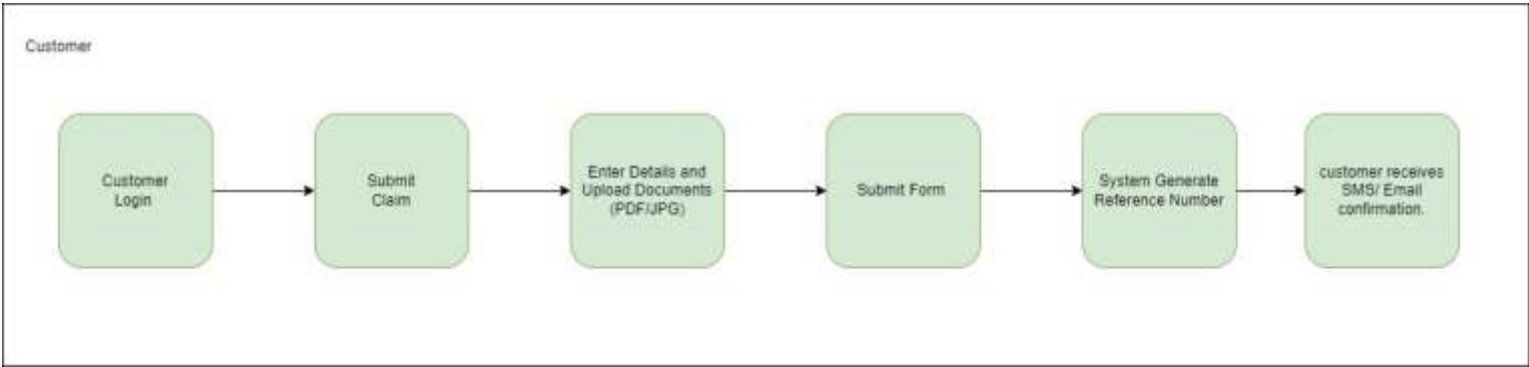
Acceptance Criteria:

- Customer can upload supporting documents (PDF/JPG).
- System assigns a unique claim reference number.
- Status updates (SMS/Email) triggered at each stage.

3. Process Flow (AS-IS vs TO-BE)

AS-IS: Manual claims submission (paper-based).

TO-BE: Digital claims submission via online portal with automated status updates.



4. Sample UAT Test Case (Dummy Example)

| Test Case ID | Scenario | Precondition | Steps | Expected Result |
|--------------|----------------------------------|-----------------------------|--|---|
| UAT-001 | Submit new motor accident claim. | Customer account is active. | 1. Log into portal. 2. Navigate to 'Submit Claim.' 3. Enter details and upload documents. 4. Submit form. | 1. Claim is submitted. 2. reference number is generated. 3. customer receives SMS confirmation. |

5. Requirements Traceability Matrix (Dummy Example)

| Req ID | Requirement Description | Business Priority | Design Ref | Test Case ID | Status |
|--------|--|-------------------|------------|--------------|-------------|
| BR-01 | Customers must submit claims online | High | FSD-01 | UAT-001 | Pass |
| BR-02 | Claims must generate a unique reference number | High | FSD-02 | UAT-002 | Pass |
| BR-03 | SMS/email notifications triggered | Medium | FSD-03 | UAT-003 | In Progress |