

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.

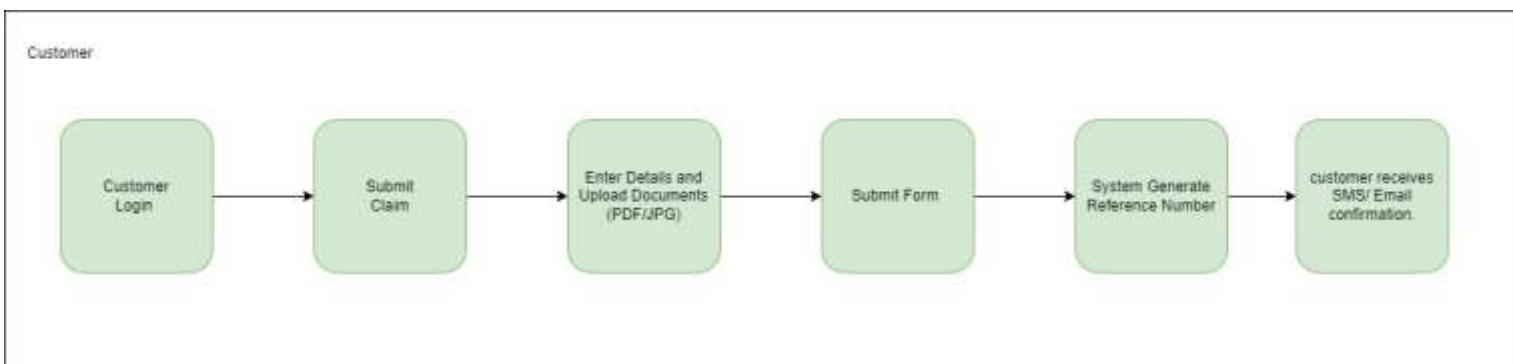
Acceptance Criteria:

- 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