**Task 1. Identify Stakeholders**

Identify a list of stakeholders who may have an interest to the Motor Vehicle Insurance Buying Experience Re-design project.

**Customer**:

Customers are the main stakeholders in this project because they will be most immediately impacted by any changes made to the process of purchasing motor vehicle insurance. Their opinions and happiness with the new purchasing process will be crucial to the project's success.

**Turners Car employees :**

Sales reps, underwriters, and claims agents, among others, who work in the insurance sales process, will need training on any new procedures and tools that are implemented as part of the redesign.

**Insurance partners and underwriters:**

Turners Car Insurance's insurance partners and underwriters must be kept informed of any changes made to the insurance purchasing process because these changes may have an impact on their commercial partnership with Turners.

**Management and executives of Turners Car Insurance:**

Management and executives of Turners Car Insurance have a vested interest in the project's success, as it will impact the company's revenue and profitability.

**Turners Car Insurance's technology team:**

The technology team in charge of integrating any new technologies for the project will be crucial to making sure the new purchasing process is simple and intuitive.

#### Task ​​​​​​​​​​​​​​2. Understand Context of a Project

Identify 5 things you consider most important to know either before or at the start of a project in order for you to work effectively

**Goals and purpose :**

It is important to comprehend the project's objectives and aims, especially what the client expects the new insurance purchasing process to accomplish. This information will give the project a clear direction and verify that my effort is in line with the desired results.

**Who is the target audience :**

To create a user-oriented design, it is crucial to comprehend the target audience. To make sure that the new design fits their expectations in this situation, it will be crucial to understand who the potential customers are, their tastes, and their needs when it comes to purchasing insurance.

**Process and systems :**

Turners' current motor vehicle insurance systems and procedures must be fully understood in order to pinpoint areas for improvement, potential bottlenecks, and technological limitations. Understanding the current constraints will make it easier to choose the best solutions and technologies to implement in the redesigned system.

**What can I use?**

The resources that are accessible for this project must be understood. To ensure that the suggested solutions can be executed successfully, this includes being aware of the project's budget, employees, and technology.

**Time management :**

Knowing the project's schedule will help me prioritise my work, set reasonable deadlines, and guarantee that the product is delivered on time. Understanding any milestones or dependencies on other teams is also crucial because they can affect the timeframe as a whole.