Hitek LMS – Business Context Model (v1.0)

1. Internal Actors

- Branch Admin – Manages users and roles
- Loan Officer – Creates customers and loan applications
- Loan Manager – Reviews and approves/rejects loans
- Customer – Receives prequalification letters and loan decisions

2. External Systems

- Credit Bureau API – Credit score validation
- Email Service – Notification dispatch
- PDF Generator Service – Prequalification letter creation
- Database Layer – Customer and loan record persistence

3. Context Flow Overview

- Actors interact with LMS via UI
- LMS processes business rules and validations
- LMS communicates with external services for credit checks and PDF generation
- System stores transaction records in database