

Project Initialization and Planning Phase

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| Date | 29 November 2024 |
| Team ID | Faculty |
| Project Name | Unemployed Insurance Beneficiary Forecasting |
| Maximum Marks | 3 Marks |

Define Problem Statements (Customer Problem Statement Template):

As an unemployment insurance provider, I struggle to accurately predict the number of beneficiaries who will file claims each month. This lack of foresight leads to inefficient resource allocation, delayed payments, and a poor overall experience for our beneficiaries. Furthermore, manual forecasting methods are time-consuming and prone to errors, taking away from the time and resources we could be dedicating to supporting our beneficiaries. I need a reliable and accurate forecasting solution that can help me better anticipate and prepare for the needs of our beneficiaries. By improving our forecasting capabilities, we can reduce delays, improve the beneficiary experience, and optimize our resources to better serve those in need.

| I AM | I'M TRYING TO | BUT | BECAUSE | WHICH MAKES ME FEEL |
|---|--|---|---|---|
| Unemployment Insurance Beneficiary Forecasting Provider | Accurate Forecasting Of Unemployed Insurance Beneficiaries to optimize resource allocation, reduce delays. | They are inaccurate forecasting methods, limited data analysis capabilities, inadequate resource allocation, complexity of beneficiary behaviour, and data quality/integration issues | Due to lack of advanced data analytics tools, insufficient data quality and management, inadequate training and expertise. These limitations hinder the ability to accurately forecast and manage unemployed insurance beneficiaries. | Includes frustration overwhelm and disappointment, which leads to demotivation and a sense of being stuck, ultimately impacting the organization and its beneficiaries. |

| Problem Statement (PS) | I am (Customer) | I'm trying to | But | Because | Which makes me feel |
|------------------------|---|--|--|---|--|
| PS-1 | Unemployment Insurance Beneficiary Forecasting Provider | Accurate Forecasting to optimize resource allocation, reduce delays. | Limited data analysis capabilities & resource allocation, data quality/integration issues. | Advanced data analytics tools, inadequate training and expertise. | Frustration ,overwhelm disappointment, Demotivation. But help me stay connected confident for forecasting beneficiaries. |