

Stakeholder Interests Documentation – Online Insurance Claim Processing System

The Online Insurance Claim Processing System involves multiple stakeholders, each having specific interests and varying levels of influence on the project. Understanding these interests is essential to ensure that the system meets user expectations and organizational requirements.

Insurance policyholders are primarily interested in a quick, reliable, and transparent claim process. They expect easy online claim submission, real-time status tracking, timely notifications, and reduced dependency on physical visits and paperwork. Their influence on the system is high, as user satisfaction and system adoption depend directly on how well these needs are addressed.

Insurance administrators have a strong interest in efficient claim processing, accurate verification, fraud reduction, and effective monitoring of claim workflows. They seek better control over claim decisions, reporting, and system performance. Their influence is very high since they manage approvals, define business rules, and oversee system operations.

Surveyors are interested in a structured and secure platform that enables them to review documents, record observations, assess losses, and submit evaluation reports efficiently. Their influence is moderate, as their assessments play a critical role in determining claim outcomes.

Insurance companies as organizations are interested in operational efficiency, reduced processing costs, regulatory compliance, and improved customer trust. Their influence is high because they define policies, constraints, and long-term system goals. Regulatory authorities are concerned with data privacy, transparency, and legal compliance, and their influence is medium, as they enforce standards that the system must follow. The IT support team is interested in system reliability, security, and ease of maintenance, with a moderate level of influence due to their responsibility for system availability and technical support.