

Stakeholder Register

Online Insurance Claim Processing System

1. Introduction

The Stakeholder Register is a formal project management document that identifies all individuals, groups, or organizations that have an interest in or influence over the **Online Insurance Claim Processing System**. This document helps the project team understand stakeholder expectations, responsibilities, and the level of influence each stakeholder has on project success. Maintaining a detailed stakeholder register ensures effective communication, risk reduction, and smoother project execution.

2. Purpose of Stakeholder Register

The purpose of this stakeholder register is to:

- Identify all relevant stakeholders involved in the project
- Analyze their interests and expectations
- Determine their level of influence on project decisions
- Define clear responsibilities for each stakeholder
- Support effective stakeholder management throughout the project lifecycle

3. Stakeholder Classification

Stakeholders for this project are classified into:

- **Primary Stakeholders** – Direct users or decision-makers of the system

- **Secondary Stakeholders** – Indirectly involved parties who influence or support the system

4. Stakeholder Register Table

Stakeholder ID	Name	Role	Interest	Influence	Responsibility
ST-01	Policyholder	Primary Stakeholder	Easy and fast claim submission, transparency, data security	High	Submit claims, upload documents, track claim status
ST-02	Insurance Company Admin	Primary Stakeholder	Efficient claim processing, reduced manual work, fraud prevention	High	Verify claims, approve or reject claims, manage users
ST-03	Surveyor / Claim Verifier	Primary Stakeholder	Accurate assessment of claim validity and documents	Medium	Review claim details, inspect documents, submit verification reports

ST-04	System Administrator	Secondary Stakeholder	System stability, data security, uptime	Medium	Maintain servers, manage database, ensure system availability
ST-05	Project Manager	Secondary Stakeholder	Successful project delivery within time and scope	High	Planning, coordination, monitoring project progress
ST-06	Development Team	Secondary Stakeholder	Clear requirements, technical feasibility	Medium	Design, develop, and test the system
ST-07	Testers / QA Team	Secondary Stakeholder	System quality and reliability	Medium	Perform testing, identify defects, validate requirements
ST-08	Regulatory Authorities	External Stakeholder	Compliance with insurance and data protection laws	Low	Ensure legal and regulatory compliance

ST-09	Cloud Service Provider	External Stakeholder	Reliable hosting services	Low	Provide infrastructure, uptime, and data storage
ST-10	Academic Instructor / Project Guide	External Stakeholder	Student learning outcomes, documentation quality	High	Review, guide, and approve project deliverables

5. Detailed Stakeholder Descriptions

5.1 Policyholder (ST-01)

Role: End user of the system

Interest: Policyholders expect a user-friendly platform that allows them to submit insurance claims without visiting insurance offices. They value transparency, faster processing, and data security.

Influence: High – Their satisfaction determines the system's success.

Responsibility: Submitting accurate claim information and required documents.

5.2 Insurance Company Admin (ST-02)

Role: System administrator for claims processing

Interest: Admins are interested in reducing manual workload, improving operational efficiency, and ensuring accurate claim decisions.

Influence: High – They control claim approval and system usage policies.

Responsibility: Verifying claims, managing users, and updating claim statuses.

5.3 Surveyor / Claim Verifier (ST-03)

Role: Claim evaluator

Interest: Accurate claim assessment and efficient document review.

Influence: Medium – Their verification affects claim approval decisions.

Responsibility: Reviewing claim evidence and submitting assessment reports.

5.4 System Administrator (ST-04)

Role: Technical system maintainer

Interest: Ensuring system uptime, security, and smooth performance.

Influence: Medium – Technical issues can impact system availability.

Responsibility: Server maintenance, backups, and security enforcement.

5.5 Project Manager (ST-05)

Role: Project coordination and leadership

Interest: Timely project completion and quality deliverables.

Influence: High – Manages scope, schedule, and resources.

Responsibility: Planning, coordination, risk management, and reporting.

5.6 Development Team (ST-06)

Role: System developers

Interest: Clear requirements and technical feasibility.

Influence: Medium – Implementation quality affects system performance.

Responsibility: Coding, integration, and technical documentation.

5.7 Testing and QA Team (ST-07)

Role: Quality assurance

Interest: System reliability and defect-free operation.

Influence: Medium – Identifies issues before deployment.

Responsibility: Testing system functionality and reporting defects.

5.8 Regulatory Authorities (ST-08)

Role: Compliance oversight

Interest: Legal compliance and data protection.

Influence: Low – Indirect but mandatory compliance requirements.

Responsibility: Monitoring compliance with laws and regulations.

5.9 Cloud Service Provider (ST-09)

Role: Infrastructure provider

Interest: Service reliability and uptime.

Influence: Low – Supports system availability.

Responsibility: Hosting services and infrastructure maintenance.

5.10 Academic Instructor / Project Guide (ST-10)

Role: Project evaluator and mentor

Interest: Quality documentation, correct methodology, learning outcomes.

Influence: High – Approves deliverables and evaluates project.

Responsibility: Reviewing documents, guiding students, and approving requirements.

6. Conclusion

This stakeholder register provides a comprehensive overview of all stakeholders involved in the Online Insurance Claim Processing System. By identifying stakeholder roles, interests, influence, and responsibilities, the project team can manage expectations effectively and ensure successful project execution.