Scope Boundaries Document – Online Insurance Claim Processing System

The scope boundaries of the Online Insurance Claim Processing System clearly define the limits of the system in terms of functionality, users, and operational environment. The system is designed as a web-based application that supports digital insurance claim submission, evaluation, and management within a centralized platform. It operates within a controlled environment and focuses on automating the core claim lifecycle.

The system boundary includes secure user authentication, online claim submission, document upload, claim tracking, surveyor evaluation, administrative review, and decision-making functionalities. Role-based access control ensures that policyholders, surveyors, and administrators can access only the features relevant to their roles. The system also includes basic fraud detection mechanisms, activity logging, and notification services to improve transparency and accountability.

The system boundary excludes manual claim handling, offline access, and physical document processing. Integration with external systems such as banking services, government databases, hospitals, or police records is not included. The system does not support real-time financial transactions or claim payouts and does not include advanced analytics, artificial intelligence–based decision-making, or predictive fraud detection.

The application is intended to be accessed through standard web browsers and does not include native mobile applications. The system operates under predefined business rules and assumptions, such as valid policy data being available within the system and users having basic internet access and technical familiarity.

These scope boundaries ensure that the project remains focused, manageable, and aligned with academic requirements while clearly distinguishing included functionalities from excluded features.