**Task Description**

**Purpose of this document**

1. **Documentation of Tasks from the Clients**
2. **Building of a Know-How Library**
3. **Measure** 
   1. **Performance**
   2. **Capacities**
      1. **Group**
      2. **Developer**
   3. **Needs for improvement**

**Definitions**

**General Identification of Entities Structure Reference**

***General Object Description (Referenced Objects)***

Object Code (for references)

Three Letter Code + Three Numbers for Reference

This code will be used to reference the object within the total project blueprint and MBA implementation

Object Description

Description of the object logic, what it represents and other descriptions if needed.

Operating Objects Types and/or Categories

Structure of the logical object with categories, types and other dependencies. For Example the Types of Companies in Albania.

Object Properties

Properties with description of the object, if properties are depending on type-s relation between them. For example for the object Person we would like to have Name, Surname, Fathers name, Birthdate, NID (Uncial State Identification Number for Persons) etc.

User Inputs

Which of the object properties are user inputs by defining the input type and which of them are calculated and/or retrieved from elsewhere. For example for the Profession field in the Person object we should select from a dropdown where defined professions are or Name of the person should be text max 50 Characters etc

Object Operations

Generally the Operations on Simple Objects are CRUD (Create, Insert, Update, Delete and Select) but if there are other operations please define on this section

Roles and Rights

Which of the system user types have access and what access they have on the entity

Object Change-Management

Log of the object change and control or audit procedures if there are needed

Object Dependencies

Dependencies of this object from other objects or vice versa other objects that depend on this object. For example Person profession depend on a previously configured entity which holds professions.

***Objects Perspective***

Object Code (for Reference)

Three Letter Code + Three Numbers for Reference

This code will be used to reference the object within the total project blueprint.

Object Properties

All the entities that are connected to the main object and/or are needed to work with the Object

Assumptions and Dependencies on Objects

All the entities that the logic of the object depends on.

User Interface

Print screens of current application or sketch in case they are not available.

User Inputs

In the User Interface which are the input types, how he searches for entities etc.

Calculations and/or dependency between properties

Calculations that are done in order to compile the object itself and/or its properties

Product Operations

All operations for the specified object.

Roles and Rights

Definition of Rights over Operations for each Role in the system.

External Communications

During any process there might be needed to communicate with external system, like the communication third party web services etc.

Screenshots of Actual Application

Simple screen shots from the current application and/or sketch drafts if they are missing in the current application

Linked Work Flow

Work flows for every operation described in the product operations

Import / Exports / Automatic Generations

Export formats of the data if needed to analyses outside of the system.

Reports

Reports directly linked to only this product. (Codes of the reports in the report session where data from this entity are needed)

Printing Formats

Printing Formats of the policy images

Additional Requests

Additional requests that are not in the sections above.

***Procedures***

Procedure Code (For reference)

Three Letter Code for Object Related + Three Letter for Procedure + Three Numbers for Reference

This code will be used to reference the procedure within the total project blueprint and MBA implementation. For Example TPLISU001 (maybe in the future we might need different types issuing processes for Casco)

Procedure Description

Description of procedure in writing, with steps.

Procedure Input Objects

What is required by the procedure as input, all object entities!

Procedure Output Objects

What is produced by the procedure, results of the procedure and where they are stored and/or printed!

Procedure Calculations

What automatic calculations are involved in the procedure, which entities are involved and where is the result stored!

Procedure Workflow

Workflow of procedure schematics

Procedure Permitting Requests

For example during the duplicate issuing of TPL, firstly the agent should have access on the Policy to be duplicated. Or for example in case of changing the Premium of a policy IT must have the confirmation from Sales Director.

User Interface

Print screens of current application or sketch in case they are not available.

Automatic Execution

In case within the procedure has automatic calculations and/or executions please fill in within this session.

Roles / Rights

Definition of Rights over Operations for each Role in the system.

Reverse Procedure

In case the procedure has a reverse procedure please specify code of the reverse procedure in this session.

Log Analysis and Audit

Which is the log saved for the procedure, and how this logs are audited. This section is to be filled by Software Providers after the draft is compiled by the companies.

Risk Identification and Handling

Identification of Risks within the procedure, and delegation of this risk to treatment procedures.

* For Identification of Communication Risks and/or software risks during procedures will be responsible the software providers.
* For Identification of Procedure Risks should be responsible the companies.
* Treatment of Risk Procedures should be established by IT and Companies in collaboration.

**Reports**

Report Code (for reference)

Three Letter Code + Three Numbers for Reference

This code will be used to reference the procedure within the total project blueprint and MBA implementation. For Example BDC001 for Bad Clients Report version1

Report Description

Description of what reports serves for in written

Report Structure

Format of the report with specifications for each field report + Screenshot from actual system and/or sketch in case the report is missing

Objects Involved

Table with codes of entities (objects) involved in the report with the specific properties.

Calculations within the report

For example total is the sum of the column etc.

Reports Parameters

Which are the parameters needed for the generation of the report and their specific properties. For example DateFrom and DateTo are date selections.

User Rights

Definition of Rights over Reports for each Role in the system.

**Third Party Communication**

* This sessions are to be filled by IT

Procedures involved

Table of codes of procedures depending on this communication

Communication Structure

Technical specifications of this communications.

Workflow

Reference to workflows in which this communication is part of.

RISK Identification and Treatment

Identification of Risks that come as result of communication interruption or intersection.