

Sri Lanka Institute of Information Technology



Assignment 1

<<MLB\_04.01\_05>>

<<Vehicle Insurance Management System>>

**Internet and Web Technologies – IT1100**

B.Sc. (Hons) in Information Technology

### Group Details

Group Number: MLB\_04.01\_05

Project Title: Vehicle Insurance Management System

	Student ID	Student Name	Email	Contact Number
1	IT22887108	KUMARAGE N D	IT22887108@my.sliit.lk	0769963908
2	IT22316486	HEWAGAMA A D	IT22316486@my.sliit.lk	0761252976
3	IT22326904	ALWIS D A C	IT22326904@my.sliit.lk	0754538287
4	IT22336590	SIRIWARDANA B J A	IT22336590@my.sliit.lk	0775920586
5	IT22338334	SHEHARA I G D S	IT22338334@my.sliit.lk	0775265486

# 1 Introduction

The online vehicle insurance management system is a web application which is designed to streamline the insurance process and make more efficient for insurers and customers alike. The benefits of using a vehicle insurance management includes,

- Improved Customer service
- Increased efficiency and accuracy in claims processing
- Ability to analyze easily and report on key performance metrics

As a result, this application can be used straight from the web browser without downloading it to your desktop or for any device.

After registering to our website, the customer can use the vehicle insurance management website to access and manage their insurance process more convenient and efficient.

Any user may access the website and search the insurance types, policies and can get the details about our site. At first, you must need to register to our website and after registering it will redirect the user to create user account on our website which stores needed details of us.

Here are the services that anyone may use without registering to the website.

- Details about the website
- Details about insurance policy type
- Details about policy types and terms


Our web application's vehicle insurance management system consists of several steps. If user wants to get a vehicle insurance. they must go through following steps.

1. Select the insurance page
2. Fill the relevant detail form
3. Submit the form
4. Make payment using a convenient payment method
5. Provide claim when customer requests claim


After completing these steps, we will send an email to user's email address. So that customer can confirm that they have get the insurance successfully.

## 2.Personas


- 1<sup>st</sup> Persona

Vehicle Insurance Management system – New User	
	Name: Yasas Perera
	Age: 27
	Motivation: Needs a friendly insurance management system to manage his policy online
	Goals: Choose a proper insurance policy that he preferred most
	Technical Ability: Ability to use the system in a proper way


- 2<sup>nd</sup> Persona

Vehicle Insurance Management system - Registered User	
	Name: Mohammed Adhil
	Age: 30
	Motivation: Looks for some affordable rates and clear explanation about premiums
	Goals: To make an informed decision about rates and premiums
	Technical Ability: Light knowledge about registration using technology

- 3<sup>rd</sup> Persona

Vehicle Insurance Management system - System User	
	Name: Veronica Fernando
	Age: 35
	Motivation: Efficiency and accuracy of customer details
	Goals: To manage customer details correctly
	Technical Ability: Ability to manage customer information accurately

- 4<sup>th</sup> Persona

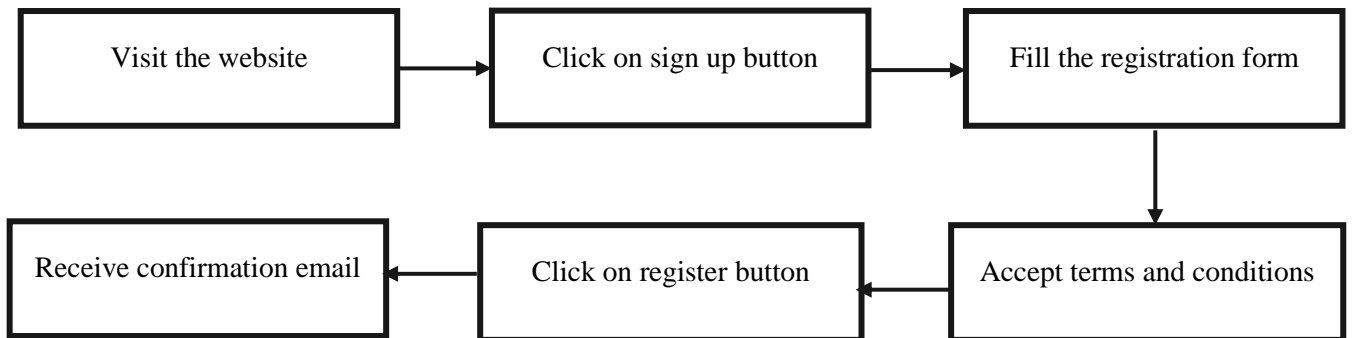
Vehicle Insurance Management system - Admin	
	Name: Nihal Kannangara
	Age: 35
	Motivation: Ensure that the system is secure ,reliable, and relates for the insurance company operations
	Goals: Responsible for management and maintenance of a
	Technical Ability: Ability to manage the system with a good ICT knowledge

- 5<sup>th</sup> Persona

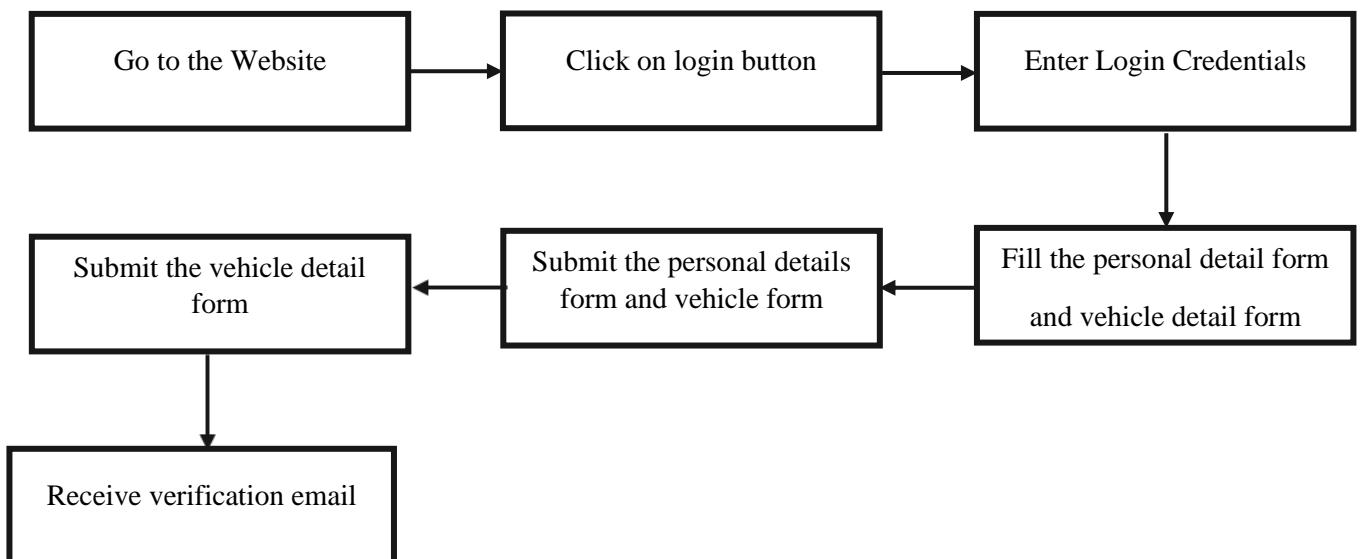
Vehicle Insurance Management system - Policy Manager	
	Name: Rohan Mahendra
	Age: 28
	Motivation: Achieve business goals such as increasing revenue with best customer satisfaction
	Goals: To make reports after finalizing the customer documents
	Technical Ability: Ability to analyze data by using technology

### 3.User Journeys

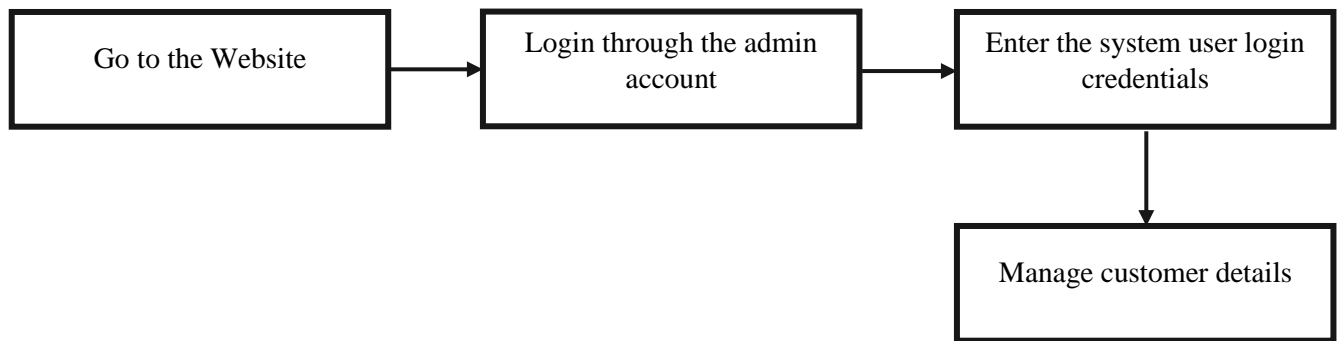
- Persona – Unregistered user
- User Journey-



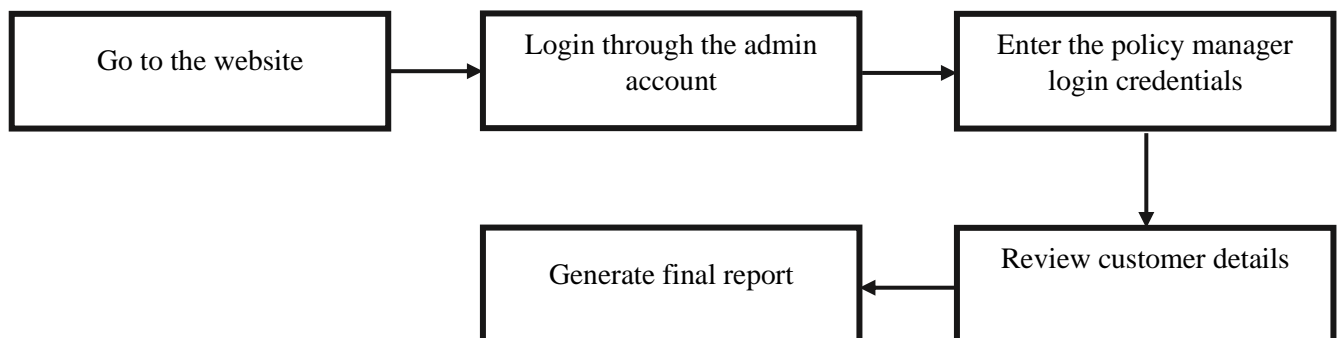
- Persona – Registered User
- User Journey-



- Persona -System User
- User Journey-

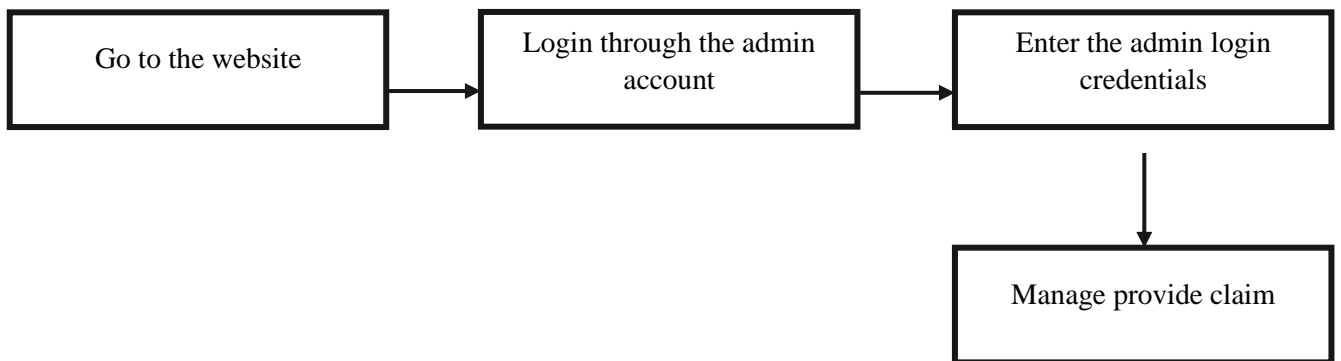


- Persona – Policy Manager
- User Journey-



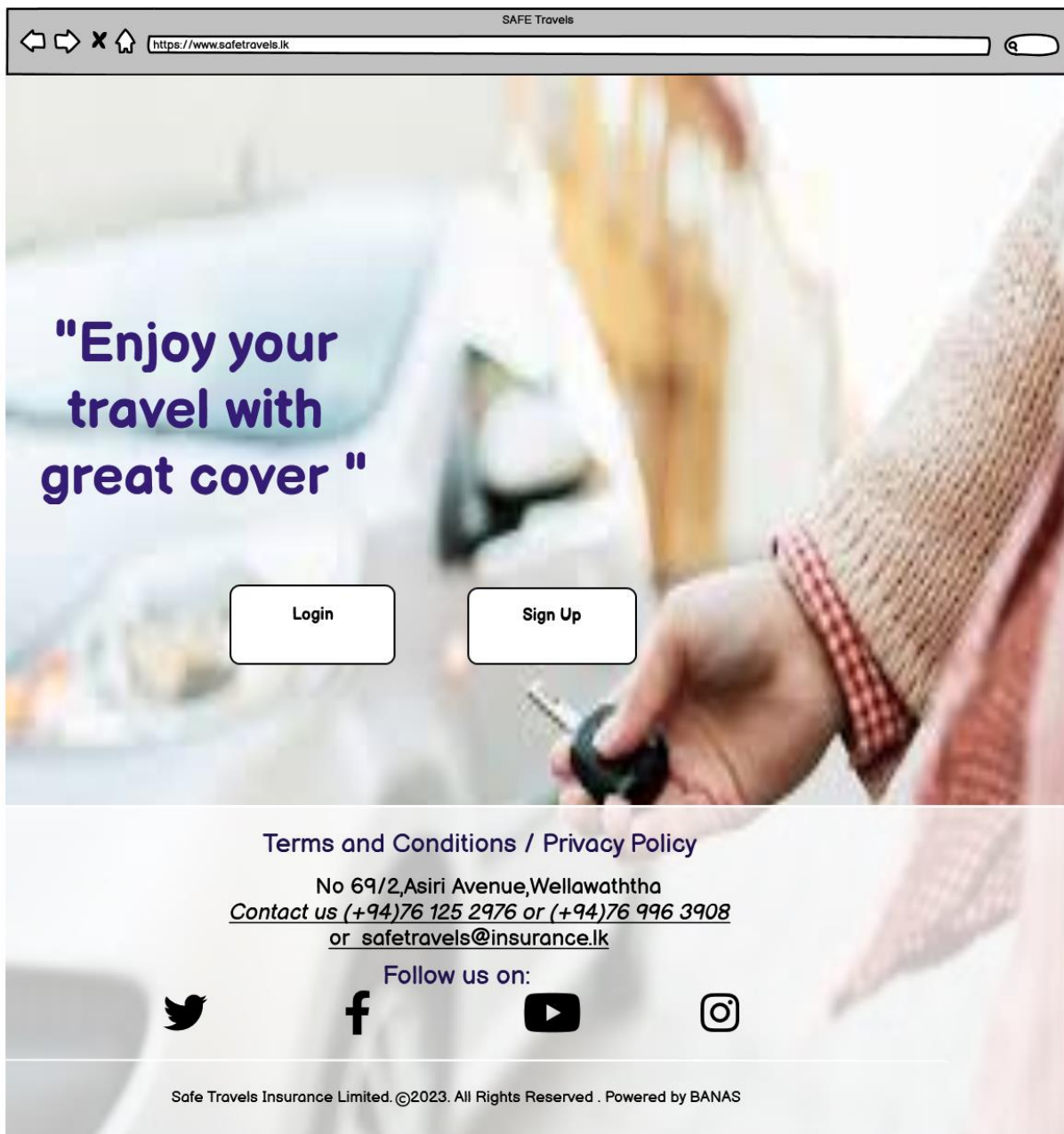


- Persona - Admin
- User Journey-



## 4.Wire Frames

- Home Page



- Dashboard Page



- My Profile

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Dashboard

My Profile

Insurance Types

Claim Request

Claim Status

Payments

Contact Us

About Us

Customer Feedback

Log Out

My Profile

👤

Username

Name

NIC

Email

Date Of Birth

Address Line 1

Address Line 2

Old Password

New Password

Confirm Password

Save and Submit

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- Register Form

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My Profile

Insurance Types

Claim Request

Claim Status

Payments

Contact Us

About Us

Customer Feedback

Log Out

## Customer Registration Form

Name

NIC

Email

Date Of Birth

Address Line 1

Address Line 2

## Vehicle Details

Vehicle No.

Policy No.

Engine No.

Chassis No.

Period Of Cover

Period

Accept Terms And Conditions

☐

Submit


Terms and Conditions/Privacy policy


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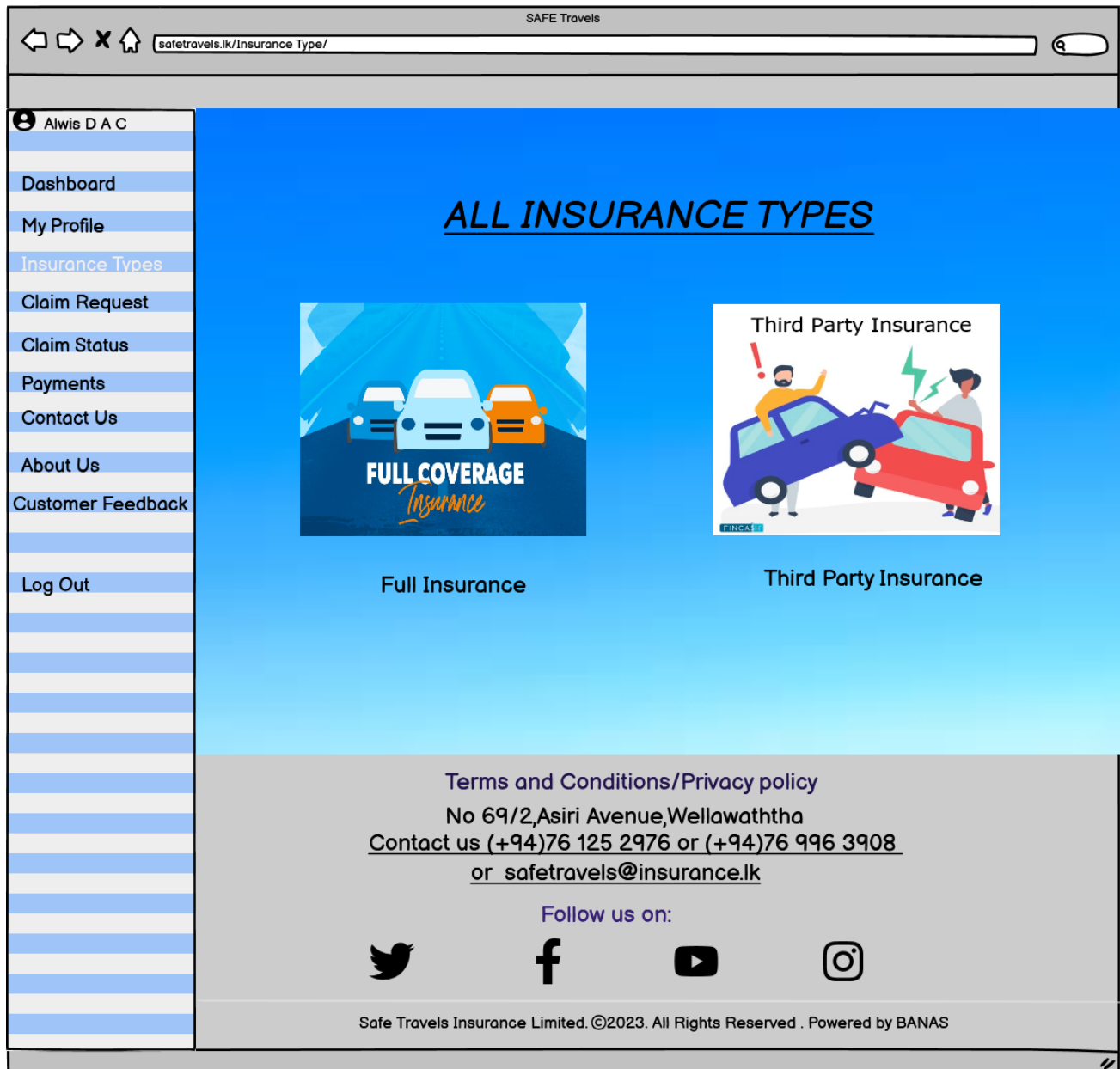






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- All Insurance Types Page



- Claim Request Page

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Dashboard

My Profile

Insurance Type

Claim Request

Claim Status

Payments

Contact Us

About Us

Customer Feedback

Log Out

## Claim Request Form

Vehicle Number :-

Accident Grade :

Types Of Grades ▾

A
B
C

Date & Time of the incident :-

📅

Evidence( Insert Clear Photo ) :-

📷

Additional Details:-

☐ I agreed to ,all terms and conditions

Submit

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Grading Criteria

Important:-You may choose a preliminary grade for your claim based on your own rough estimate, but the final value of the claim will ultimately be determined by the insurance company

A :- If vehicle accident damage is less than LKR 50000

B :- If vehicle accident damage is less than LKR 200000



- Claim Status Page

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Siriwardana B J A

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My profile
Insurance types
Claim request
Claim status
Payments
Contact us
About us
Customer feedback
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## Claim Status

Customer Name	Request Date	Status	Approval Date
Kamal Raj	15/02/2023	Approval	25/02/2023
		Pending	
		Reject	

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My profile

Insurance types

Claim request

Claim status

Payments

Contact us

About us

Customer feedback

Log out

## Payment Report

Insurance type

Type ▾

Time

Time ▾

## Payment Details

Card Holder's Name

Card Number

CVV Number

Expire Date

Pay

Download Report

Visa

VISA

Master

mastercard

Amex

AMERICAN EXPRESS

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My Profile

Insurance Type

Claim Request

Claim Status

Payments

Contact Us

About Us

Customer feedback

Logout

Contact Us

Name :

Email :

Phone No :

Reason :


Message :

I agreed to all Terms and Conditions

Submit

Clear

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You'll find us offices sitting right in the town center in the middle of Western Province


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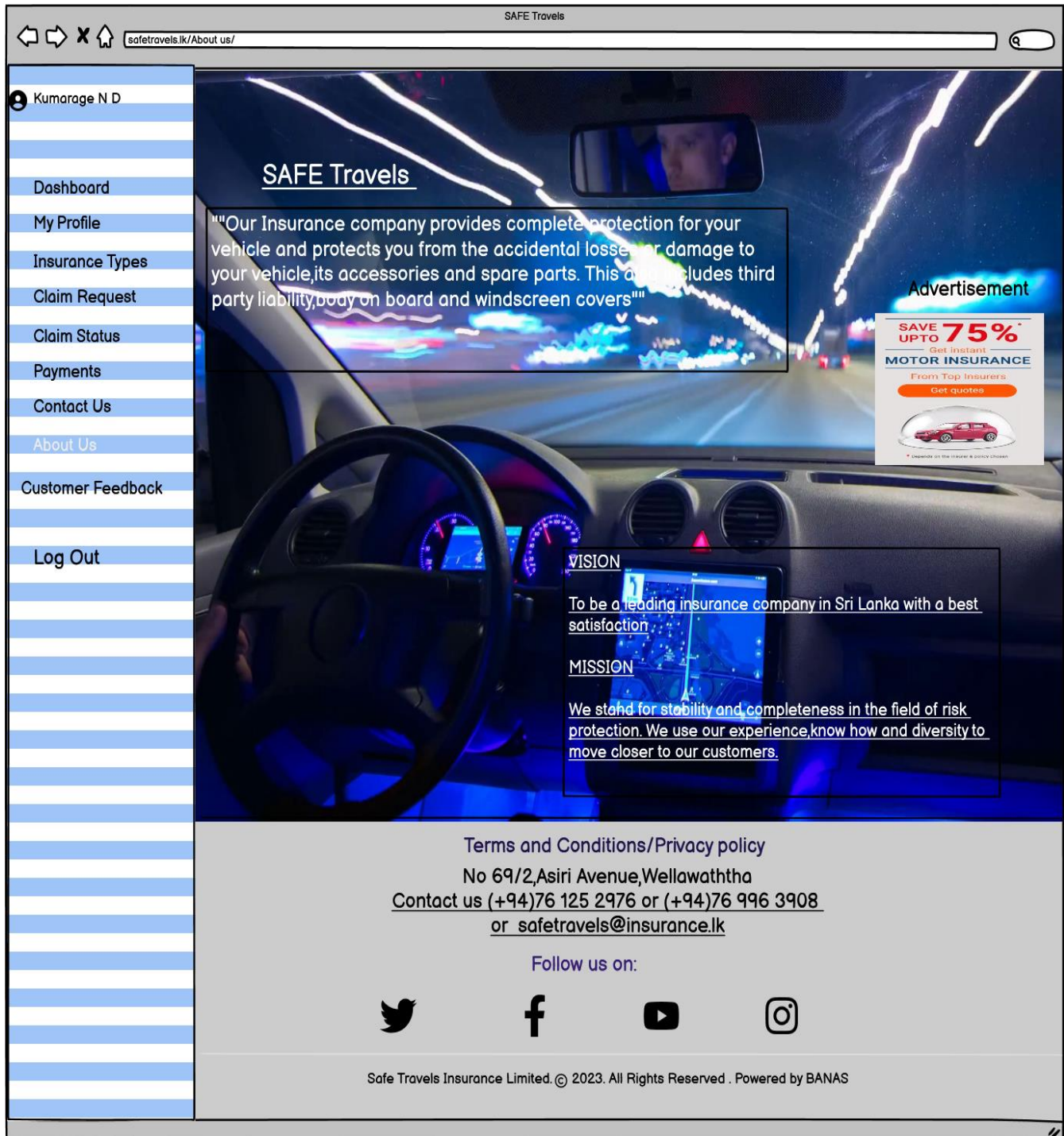






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- About Us Page



## 5.Individual Contribution

No	Student ID	Student Name	Individual Contribution
1	IT22887108	KUMARAGE N D	<ul style="list-style-type: none"> <li>• Persona: 4</li> <li>• User Journey: Admin</li> <li>• Wireframe: Dashboard Page About Us page</li> </ul>
2	IT22316486	HEWAGAMA A D	<ul style="list-style-type: none"> <li>• Persona: 1</li> <li>• User Journey: Unregistered user</li> <li>• Wireframe: Register Form Page My Profile Page</li> </ul>
3	IT22326904	ALWIS D A C	<ul style="list-style-type: none"> <li>• Persona: 2</li> <li>• User Journey: Registered User</li> <li>• Wireframe: Claim Requests Page Insurance Types Page</li> </ul>
4	IT22336590	SIRIWARDANA B J A	<ul style="list-style-type: none"> <li>• Persona: 5</li> <li>• User Journey: Policy Manager</li> <li>• Wireframe: Payments Page Claim Status Page</li> </ul>
5	IT22338334	SHEHARA I G D S	<ul style="list-style-type: none"> <li>• Persona: 3</li> <li>• User Journey: System User</li> <li>• Wireframe: Contact Us Page Home page</li> </ul>

Thank  
you!