NIRD (Network Insurance Renewal Development)

Functional Specifications

VERSION **1.1** **/** 25 March 2021

IMPORTANT – PLEASE READ

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# Document Management

## Version Management

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Modification | Author | Date |
| 0.1 | Initial Draft | Suzanne McKenna | 8/03/2021 |
| 0.2 | * OS.4 Added clarification “…from the Broker Website” * Updated Appendix 1 to include all fields created in Salesforce * 5.1.3 – Added Data Collection screen mock-ups for Cyber Security Form Question set * 6.4.1 & 6.8.1 – Updated Save functionality to exclude Status ≠ Submitted * 7.2.1 – Updates to Cyber Security Form Salesforce Objects & Salesforce Field names for Email to Brokers | Suzanne McKenna | 11/03/2021 |
| 0.3 | * 3.1.1 – Specified Principal access to include Super Admin, Branch Admin & Standard. * 3.1.2 – added references to Super Admin, Branch Admin & Standard. * 3.1.3 – Specified the form is at Broker Account level. * 6 Process Flow diagram updated to include post save flow & pop-up message past cut-off date. * 6.2.1 – amended cut-off date configurable to “…configurable in Salesforce”. * 6.3.1 – added pop-message to display if launching a new form past the cut-off date. * 6.4.1 – Save request – added screen remains unchanged. | Suzanne McKenna | 16/03/21 |
| 0.4 | * 6.2.1 Cut-off fields label & name fields included. * 6.2.2 added cut-off screen mock-up display and access details * 7.1.1 edited Figure 8 to remove/hide ‘click here’ on screen confirmation | Suzanne McKenna | 22/03/21 |
| 1.0 | * Approvals: David Boursnell and Mitchell Koellner | Suzanne McKenna | 25/03/21 |
| 1.1 | * 8.1.1 – Report Parameters amended to accommodate Salesforce reporting limitation of 100 columns | Suzanne McKenna | 25/03/21 |

## Approvals

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Role | Signature | Version | Date |
| David Boursnell | Operations Manager – Broker Distribution & Professional Services |  | V0.4 | 22nd March 2021 |
| Mitchell Koellner | Team Lead – Group Systems & Support |  | V0.4 | 25th March 2021 |
| Mitchell Koellner | Team Lead – Group Systems & Support |  | V1.1 | 25th March 2021 |

## Distribution

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Role | Organisation | Action (Sign-off/Review/Information) |
| Nathan Hillery | Chief Information Officer | Steadfast Technologies | Information |
| David Boursnell | Operations Manager – Broker Distribution & Professional Services | Broker Services | Sign-off |
| Mitchell Koellner | Team Lead – Group Systems & Support | Steadfast Technologies | Sign-off |
| Sofia Bry | Project Manager | Steadfast Technologies | Review |
| Hao Du | Developer | Steadfast Technologies | Review |
| Tien Thi Thuy Nguyen | Test Analyst | Steadfast Technologies | Information |
| Priyanka Harshad Joshi | Salesforce Administrator | Steadfast Technologies | Review |

## 

## Related Documents

|  |  |
| --- | --- |
| Document Name | Location |
| Business Requirements Document | [Group\_Systems\_NIRD\_Business\_Requirements\_Document\_v1.0](https://steadfastgrp.sharepoint.com/sites/Sitecore/Shared%20Documents/NIRD/2.%20PLANNING/Group_Systems_NIRD_Business_Requirements_Document_v1.0.docx?web=1) |
| Steadfast Broker Website Style guidelines | [Steadfast Broker Website Style Guidelines](https://projects.invisionapp.com/share/Q2Q3FMQTSAP#/screens) |

## Glossary

|  |  |
| --- | --- |
| Term | Definition |
| NIRD | Network Insurance Renewal Document |
| ERATO | Professional Indemnity Insurance for participating brokers in the Steadfast Network |
| Salesforce | Customer Relationship Management tool used by Steadfast |
| My Brokerage | Part of the Broker website portal – allows Broker Principals with ability to update Broker details |
| Sitecore | Website Content Management System used by Steadfast |

# Introduction

## Purpose

The purpose of this document is to define the functional requirements for the NIRD (Network Insurance Renewal Development) Project.

## Background

As part of the Steadfast Network, Brokers have access to Group Policy Insurance. The Group Policy premium is paid by Steadfast with the Brokers contributing a share for their own cover. Currently, Group Management Liability Insurance renewals are managed through the ERATO system and Group Cyber Security Insurance renewals are managed manually by completing a PDF form and returning it to Steadfast Broker Services.

The data collected from these forms is not stored or copied to Steadfast’s Customer Relationship Management System, Salesforce. This makes it challenging for Steadfast to track the relationship between renewal information being provided to an underwriter by a Broker, the policy coverage as well as any changes in Group premiums associated with information being provided on these forms by Brokers.

Recently, due to hard market conditions, insurance is becoming more difficult and expensive to place with underwriters requesting additional information to renew and establish these policies. This has resulted in changing question sets for Management Liability and Cyber Security Insurance renewals. In addition to the question set changes, Management Liability forms are being removed from the ERATO system from March 2021.

## Business Objective (s)

The main objectives of the NIRD project are to:

* Separate the data required for Group Management Liability Insurance renewals away from the current ERATO system.
* Provide Brokers with a method of completing Management Liability and Cyber Security forms online through the ‘My Brokerage’ section of Steadfast Broker website.
* Integrate the online Group Insurances renewal forms, data collection and data retrieval with Salesforce.

The insurance renewal forms will be hosted on the Broker website and integrated with Salesforce for optimal efficiency, accuracy, security, and traceability to deliver the following benefits:

* Ability for Brokers to complete the two forms with their existing login in a familiar system ‘My Brokerage’.
* Increased time efficiency for Brokers completing forms with improvements in data accuracy due to integration with Salesforce.
* Improved data consistency of renewals across policy periods due to Salesforce integration and data retrieval capability.
* Increased data segmentation and analysis capabilities to further understand the impact of data provided by Brokers in question sets on Group Insurance premiums
* Improved management of risks associated with unexpected and significant variances in Group Insurance premiums arising from changes in question set information.
* Facilitate the potential development of a new Group Insurance pricing model with a structure that better reflects the individual Brokers risk profile.
* Increase traceability and policy management of a Broker’s related entities and associated companies.
* Reduce ambiguity around coverage at a Broker level that has the potential to result in a claim being declined.

## In Scope

|  |  |
| --- | --- |
| ID# | Description |
| IS.1 | Incorporation of the Group/Network Management Liability Proposal Form and Group Insurance for Cyber Security Insurance Questionnaire into the existing ‘My Brokerage’ site hosted on Sitecore |
| IS.2 | Two-way integration between Sitecore and Salesforce |
| IS.3 | Steadfast Broker data storage and retrieval |
| IS.4 | Access using the existing permissions and login credentials of ‘My Brokerage’ |
| IS.5 | CSV extraction on Salesforce |
| IS.6 | Print functionality (convert to PDS OS) |

## Out of Scope

|  |  |
| --- | --- |
| ID# | Description |
| OS.1 | Modification or updates to the existing Steadfast public website functionality |
| OS.2 | CSV creation in website |
| OS.3 | Autosave forms |
| OS.4 | Convert forms to PDF from the Broker Website (extract and save as PDF functionality is available in Salesforce) |
| OS.5 | Ability to change form question set through the website (this will be done by request to Service Desk) |

## Constraints

|  |  |
| --- | --- |
| ID# | Description |
| CN.1 | The Salesforce Integration resource has minimal knowledge of creating and syncing fields between Sitecore and Salesforce for seamless integration |

## Assumptions

|  |  |
| --- | --- |
| ID# | Description |
| AS.1 | Existing ‘My Brokerage’ credentials will be used to access the forms and only Brokers with Principal permission can create, edit, save and submit the Management Liability and Cyber Security Forms on the ‘My Brokerage’ section of the Broker website. |
| AS.2 | The renewal forms in Salesforce can extract into CSV files |

## Dependencies

|  |  |
| --- | --- |
| ID# | Description |
| DP.1 | Question set availability |

# Specification: User Access Management

## Accessing Forms via ‘My Brokerage’

Business Requirement Traceability: R.1.1, R.1.2, R.1.3, R.2.1, R.2.2, R.2.3, R.4.1

|  |  |
| --- | --- |
| SOL ID# | Solution Description |
| SOL 3.1.1 | In order to access and complete a form:   * Principal Brokers with Super Admin, Branch Admin & Standard access must be able to login successfully to ‘My Brokerage’ by entering the defined User ID and Password. * Access to ‘My Brokerage’ will only be granted if the user credentials are correct. |
| SOL 3.1.2 | The Management Liability and Cyber Security forms are accessed by Principal Brokers with Super Admin, Branch Admin & Standard access in:  > ‘My Brokerage’  > Group Insurances  under the existing headings (Management Liability & Crime Insurance or Cyber) as shown below in Figure 1    Click to navigate to the Cyber Security section of the page  Click to navigate to the Management Liability section of the page  [*Figure 1 – Group Insurance right-hand side links*](#_Tables_of_Figures)   * Insert text as detailed in the Table below. Figure 2 and Figure 3 - Screen mockups are for illustration purposes only to show where the text fields are required. The [Broker Website Style Guidelines](https://projects.invisionapp.com/share/Q2Q3FMQTSAP#/screens) are to be applied.  |  |  |  |  | | --- | --- | --- | --- | | **Text** | **Position** | **UI rules** | **Style Guidelines** | | To join or renew the Group Management Liability policy for 2021/22 click here | Management Liability section  *Below:*  “… Management Liability… application form.”  *Above:*  Item Description (blue box) | * Hyperlink the words “click here”. * When the hyperlink is clicked the Management Liability Questionnaire is displayed. | [Broker Website Style Guidelines](https://projects.invisionapp.com/share/Q2Q3FMQTSAP#/screens) to apply – Figure 2 & 3 illustration purposes only. | | To join or renew the Group Cyber Security policy for 2021/22 click here | Cyber section  *Below:*  Cyber heading  *Above:*  Item Description (blue box) | * Hyperlink the words “click here”. * When the hyperlink is clicked the Cyber Security Questionnaire is displayed. |     [*Figure 2 – Management Liability text to be inserted on page*](#_Tables_of_Figures)    [*Figure 3 – Cyber Security text to be inserted on page*](#_Tables_of_Figures) |
| SOL 3.1.3 | A Broker can only complete one form per policy at a time. The form is completed at the Broker account level regardless of whether the Super Admin, Branch Admin or Standard Principal has accessed the account i.e. if a Super Admin completes questions 1 and 2 then saves, and the Branch Admin later wants to finish the form, the Branch Admin will see the questions 1 and 2 as completed by the Super Admin.  The hyperlink to each form (Management Liability and Cyber Security) will display the form in its current state of completion as shown below.  For more detailed information relating to the data display for new, saved and submitted forms refer to [Section 6 - Form Process Flow](#_Form_Process_Flow).   |  |  |  | | --- | --- | --- | | State of Completion | Form Status | Display | | New form | New | * Salesforce pre-populated fields defined in [Appendix 1](#_Appendix_2:_Data) as read-only * All other fields (empty) | | Saved (in-progress/not submitted) | Draft | * Salesforce pre-populated fields defined in Appendix 1 as read-only; and * All other fields with saved data as read-only | | Submitted (complete) | Submitted | * All fields as read-only | |

# Specification: Form Design & Style

## Design and Styling

Business Requirement Traceability: R.3.1, R.3.2, R.3.3, R.6.4, R.3.5, R.4.5

|  |  |
| --- | --- |
| SOL ID# | Solution Description |
| SOL 4.1.1 | The design of the forms is consistent with the current Broker website and will follow the Steadfast [Broker Website Style Guidelines](https://projects.invisionapp.com/share/Q2Q3FMQTSAP#/screens). |
| SOL 4.1.2 | The Broker forms are based off the ‘Broker Assist’ style.    [*Figure 4 – Existing ‘Broker Assist’ styling*](#_Tables_of_Figures) |
| SOL 4.1.3 | Standard Broker website functionality is to apply for mandatory fields.   * All fields in both forms are mandatory with exception for the field in the table below:  |  |  | | --- | --- | | Field Label Name | Mandatory | | Trading Name if any | Not mandatory |  * Mandatory fields are validated on the Submit button. * Mandatory fields to be denoted by a red asterix (\*), consistent with ‘Broker Assist’ functionality in the Broker website – as shown in Figure 5.     [*Figure 5 – Mandatory fields based off ‘Broker Assist’ form*](#_Tables_of_Figures) |
| SOL 4.1.4 | Standard Broker website functionality is to apply for validations – refer to Figure 6 for validation display.   * Validation will occur on the Submit button. * Validation is not required on the Save button. * If a specific field requires validation this will be detailed in [Appendix 1](#_Appendix_2:_Management) including details of the validation error message to be displayed.   **Validation Error Messages**   * Validation errors are displayed by:   + The field box highlighted in red   + An error message below the field with the text shown in the table below:  |  |  | | --- | --- | | Field with Sitecore Data Type | Validation Error Message | | Radio buttons | Please answer yes or no | | Checkbox | |  |  |  | | --- | --- | --- | | Declaration | Value | Validation Error Message | | No Claims Declaration | If value ≠yes | Please confirm you have read and agree with the Declaration to proceed | | Form Declaration | If value ≠yes | Please confirm you have read and agree with the Declaration | | | All other fields | Please enter the <field name> |   A screen mock-up of a mandatory field validation is shown below in Figure 6.    [*Figure 6 – Validation of mandatory fields based off ‘Broker Assist’ form*](#_Tables_of_Figures) |
| SOL 4.1.5 | Standard Broker website functionality is to apply for Help text.   * All data pulled from Salesforce as read-only fields will have Help text explaining how to edit the read-only information as shown in the table below. * The Help text can be displayed by mouse hover or by clicking on a Help icon – to be advised by the developer and based on existing website functionality.  |  |  |  | | --- | --- | --- | | **Field** | **Help Text to Display** | **Display Text Condition** | | All fields pulled from Salesforce as defined in [Appendix 1](#_Appendix_2:_Management) | Changes to this information can be made through My Brokerage | * Mouse hover over field; OR * by clicking on Help icon   Dependent on existing website functionality | |

# Specification: Data Collection, Mapping & Validation

## Data Collection

|  |  |
| --- | --- |
| SOL ID# | Solution Description |
| SOL 5.1.1 | The Forms will be displayed and based off the Broker Assist form on the Broker Website.   * Field labels, data types and conditions are defined in [Appendix 1.](#_Appendix_2:_Management) |
| 5.1.2 | New Salesforce fields are required to be created for Sitecore integration and data collection.   * Field labels and names are detailed in [Appendix 1](#_Appendix_2:_Management). |
| 5.1.3 | Some fields are dependent on the answers from a previous question. These fields are defined in [Appendix 1](#_Appendix_1:_Data).  **Cyber Security Fields**  Question 13 – If yes  Figures 11, 12 & 13 are screen mock-ups of how to display the sub-fields for Question 13 of the Cyber Security Form if yes is selected in the radio buttons. This is for illustrative purposes only and the Broker Website Style Guidelines should be applied.    [*Figure 11 – CS Question 13 If Yes field display*](#_Appendix_2:_)  The “If Yes” functionality associated with Figure 11 is detailed in the table below.   |  |  |  | | --- | --- | --- | | **Question 13 Data Type** | **Event/Trigger** | **Display** | | Radio button | Value = Yes | * Sub-question fields:  |  |  |  | | --- | --- | --- | | **Question text** | **Data Type** | **Data Validation** | | Company Name | Free form text (max 255) | Mandatory fields if Q13 = Yes | | ABN | Free form short text (20) | Mandatory fields if Q13 = Yes | | Activities | Free form long text (32768) | Mandatory fields if Q13 = Yes |  * Display Button:  |  |  | | --- | --- | | **Button Name** | **Position** | | Add | As shown in Figure 11 (4). | | | Radio button | Value = No | * Hide sub-questions * Hide Add button * Remove/clear any previously entered data from all sub-question fields such as Company Name, ABN etc. (if Yes had been selected previously, data entered, then changed to No) |     [*Figure 12 – CS Question 13 If Yes field display column Add Button*](#_Tables_of_Figures)  The “If Yes” functionality associated with the Add button in Figure 12 is detailed in the table below.   |  |  |  |  | | --- | --- | --- | --- | | **Button Name** | **Display Condition** | **Event/Trigger** | **Response** | | Add | Q13 value = Yes | Add button is clicked | * Column Headings are displayed:   + Company Name   + ABN   + Activities * Sub-question fields are displayed in a row to a maximum of 24 rows. * Remove button is displayed at the end of the row. * Sub-question text box fields are cleared of values. | | Add | Q13 value = Yes; AND  Add button has been clicked 24 times | Add button is clicked | There is no change to screen display:   * Data entered into the Company Name, ABN and Activites field is not displayed in a row AND * Data remains displayed in the Company Name, ABN and Activities field. |     [*Figure 13 – CS Question 13 If Yes field display Remove button functionality 1*](#_Tables_of_Figures)    [*Figure 14 – CS Question 13 If Yes field display Remove button functionality 2*](#_Tables_of_Figures)   |  |  |  |  | | --- | --- | --- | --- | | **Button Name** | **Display Condition** | **Event/Trigger** | **Response** | | Remove | Q13 value = Yes; AND  Add button click to add sub-questions to display row | Remove button is clicked | * Associated row of data is deleted from the page. |   Question 14  Figures 15 & 16 are screen mock-ups of how to display the sub-question fields for Question 14 of the Cyber Security Form if yes and no are selected in the radio buttons. This is for illustrative purposes only and the Broker Website Style Guidelines should be applied.  If Q14 = Yes    [*Figure 15 – CS Question 14 If Yes display fields*](#_Tables_of_Figures)  If Q14 = No    [*Figure 16 = CS Question 14 If No is selected*](#_Tables_of_Figures)  The “If Yes/No” functionality associated with Figure 15 & Figure 16 is detailed in the table below.   |  |  |  | | --- | --- | --- | | **Question 14 Data Type** | **Event / Trigger** | **Display** | | Radio button | Value = Yes | Sub-question fields:   |  |  |  | | --- | --- | --- | | **Question text** | **Data Type** | **Data Validation** | | Insurer | Free form (max 255) | Mandatory field if Q14 = Yes | | Policy Number | Free form (max 255) | Mandatory field if Q14 = Yes |   As shown in Figure 15 | | Radio button | Value = No | * Display the next Section/Question * Remove/clear any previously entered data from sub fields i.e. Insurer & Policy Number etc. (if Yes had been selected previously, data entered, then changed to No)   As shown in Figure 16 |   Question 15c and 15f  Figure 17 is a screen mock-up of how to display the sub-question fields for Question 15c and 15f of the Cyber Security Form if yes is selected in the radio buttons. This is for illustrative purposes only and the Broker Website Style Guidelines should be applied.    [*Figure 17 – CS Question 15c & 15f if Yes is selected*](#_Tables_of_Figures)  The “If Yes” functionality associated with Figure 17 is detailed in the table below.   |  |  |  | | --- | --- | --- | | **Question 15c Data Type** | **Event / Trigger** | **Display** | | Radio button | Value = Yes | Sub-question fields for 15c:   |  |  |  | | --- | --- | --- | | **Question text** | **Data Type** | **Data Validation** | | If Yes to 15c are these backups encrypted and/or stored offsite? | Radio buttons – Yes/No | Mandatory fields if Q15c = Yes |   As shown in Figure 17 | | Radio button | Value = No | * Display the next Section/Question i.e. Question 15d | | **Question 15f Data Type** | **Event / Trigger** | **Display** | | Radio button | Value = Yes | Sub-question fields for 15f:   |  |  |  | | --- | --- | --- | | **Question text** | **Data Type** | **Data Validation** | | If Yes to 15f which products do you utilise? | Free form (max 255) | Mandatory fields if Q15f = Yes |   As shown in Figure 17 | | Radio button | Value = No | * Display the next Section/Question i.e. Question 15g |   Question 17  The functionality for this question will work in a similar way to Question 14 – refer to  *[Figure 15 – CS Question 14 If Yes display fields](#_Data_Collection)* [and](#_Data_Collection) *[Figure 16 – CS Question 14 If No is selected.](#_Data_Collection)*  The “If Yes/No” functionality associated with Question 17 is detailed in the table below.   |  |  |  | | --- | --- | --- | | **Question 17 Data Type** | **Event / Trigger** | **Display** | | Radio button | Value = Yes | Sub-question fields:   |  |  |  | | --- | --- | --- | | **Question text** | **Data Type** | **Data Validation** | | If Yes, are you compliant with PCI DSS requirements? | Radio button – Yes/No | Mandatory fields if Q17 = Yes |   *Note: an illustration of similar functionality is shown in Figure 15 with different data* | | Radio button | Value = No | * Display the next question – Question 18.   *Note: an illustration of similar functionality is shown in Figure 16 with different data* |   Question 18  The functionality for this question will work in a similar way to Question 14 – refer to  *[Figure 15 – CS Question 14 If Yes display fields](#_Data_Collection)* [and](#_Data_Collection) *[Figure 16 – CS Question 14 If No is selected.](#_Data_Collection)*  The “If Yes/No” functionality associated with Question 18 is detailed in the table below.   |  |  |  | | --- | --- | --- | | **Question 18 Data Type** | **Event / Trigger** | **Display** | | Radio button | Value = Yes | Sub-question fields:   |  |  |  | | --- | --- | --- | | **Question text** | **Data Type** | **Data Validation** | | Date of occurrence | Free form text (max 255) | Mandatory fields if Q18 = Yes | | Financial impact incurred | Free form text (max 255) | Mandatory fields if Q18 = Yes | | Mitigating steps | Free form long text (max 32768) | Mandatory fields if Q18 = Yes |   *Note: an illustration of similar functionality is shown in Figure 15 with different data* | | Radio button | Value = No | * Display the Section 3 Header and Question 19 etc.   *Note: an illustration of similar functionality is shown in Figure 16 with different data* |   **Management Liability & Crime Fields**  Question 14 – If yes  This question will follow the same UI and functionality rules as Question 13 in the Cyber Security Form – please refer to Figures 11, 12 & 13 for screen mock-ups of how to display the sub-fields for Question 13. This is for illustrative purposes only and the Broker Website Style Guidelines should be applied.  Question 15 – If yes  This question is similar to Cyber Security Form Question 13 and will follow the same UI and functionality rules with the exception being there are 2 extra columns to display as shown being:   * What is the relationship to the AFSL Holder; and * Percentage of Shareholding owned in the entity by the Director/s that are common to the entity and the policy holder.   for the 5 sub (child) fields – please refer to Figures 11, 12 & 13 for screen mock-ups of how to display the sub-fields for Question 13.  This is for illustrative purposes only and the Broker Website Style Guidelines should be applied. |

## Data Mapping

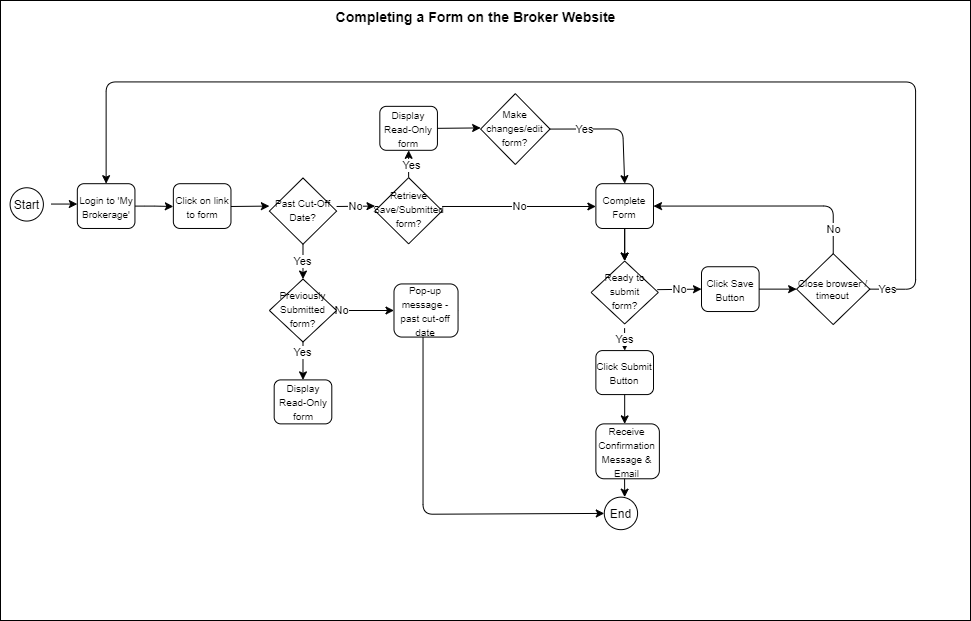
|  |  |
| --- | --- |
| SOL ID# | Solution Description |
| 5.2.1 | New Salesforce fields will be created for Sitecore integration and data collection.   * Data mapping of field names in Salesforce to field labels in Sitecore are documented in [Appendix 1](#_Appendix_2:_Management). |

## Data Validation

|  |  |
| --- | --- |
| SOL ID# | Solution Description |
| 5.3.1 | Fields requiring validation are defined in [Appendix 1](#_Appendix_2:_Management) along with their associated validation messages.  For an illustration of how validations are displayed on the page refer to SOL 4.1.4 and [*Figure 6 – Validation of mandatory fields based off ‘Broker Assist’ form*](#_Tables_of_Figures) *.* |

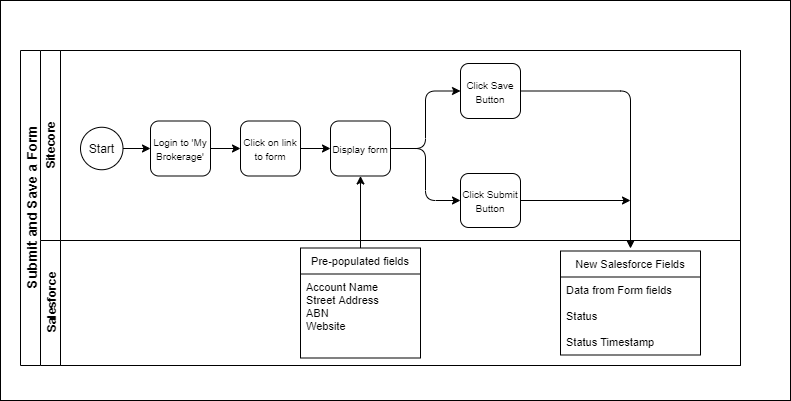
# Form Process Flow

The diagram below shows the workflow associated with the data entry as the Broker completes the Management Liability & Crime and Cyber Security Forms.



[*Figure 9 – Process workflow of data collection on forms*](#_Tables_of_Figures)

The diagram below shows the dataflow associated the Display, Save and Submit functions.



[*Figure 10 - Dataflow associated the Display, Save and Submit functions*](#_Tables_of_Figures)

## Salesforce Fields for Form Status

Business Requirement Traceability: R.4.6, R.6.2, R.6.4, R.6.5

|  |  |
| --- | --- |
| SOL ID# | Solution Description |
| SOL 6.1.1 | As the form progresses through to completion, the status is required to be captured when the form is saved or submitted. This is required for Salesforce reporting purposes so the data can be displayed in a column and filtered when a csv file is generated.  New Salesforce fields need to be created to capture:   * The form status of:   + Saved/Draft   + Submitted * A timestamp associated with the form status   as shown in the table below   |  |  |  | | --- | --- | --- | | **New Salesforce Field** | **Status Value** | **Description** | | Status | Draft | Status when data is Saved | | Submitted | Status when data is Submitted | | Status Timestamp | <timestamp> | The Status field will have an associated Timestamp that records when the Status of a form is saved or changed. | |
| SOL 6.1.2 | Form data with a status of Submitted is required to be saved in Salesforce for 7 years before archiving. |

## Cut-off Dates

Business Requirement Traceability: R.6.4, R.6.5, R.6.6, R.6.7

|  |  |
| --- | --- |
| SOL ID# | Solution Description |
| SOL 6.2.1 | **Cut-off Dates**  The cut-off date:   * is a date that determines whether a Broker can:   + start a new form   + submit a form   + save a form   + edit a saved or submitted form * is configurable in Salesforce at the individual Broker Account level (this is to accommodate forms requiring review/editing and also the onboarding of new Brokers into the Steadfast network). * If the cut-off date needs to be changed (for a Broker) a request will be submitted through the Service Desk, however, the date needs to be easily configurable and not require significant development effort to change at Broker level. * The configurable default cut-off date should be set to 30th June 2021 for all Brokers.  |  |  |  |  | | --- | --- | --- | --- | | **Form Description** | **Salesforce Object** | **Salesforce Field Label** | **Salesforce Field Name** | | Steadfast Group Management Liability & Crime Policy | Account | ML Group Insurance cut-off date | ML\_Group\_Insurance\_cut\_off\_date\_\_c | | Steadfast Group Cyber Security Policy | Account | CS Group Insurance cut-off date | CS\_Cut\_Off\_Date\_\_c | |
| SOL 6.2.2 | **Salesforce display of cut-off date fields**  The cut-off date is configurable in Salesforce and displayed in the Accounts tab of Salesforce as shown in Figure 18 below.    [*Figure 18 – Cut-off date configurable field in Salesforce*](#_Tables_of_Figures)  **Access to edit Group Insurance cut-off dates**  The Project Owner from Broker Services, David Boursnell will have access to the Accounts screen in Salesforce where the CS Group Insurance cut-off date and ML Group Insurance cut-off date fields will be displayed. |

## Starting a New Form

Business Requirement Traceability: R.1.4, R.1.5, R.4.2, R.4.3

|  |  |
| --- | --- |
| SOL ID# | Solution Description |
| SOL 6.3.1 | A new form is launched by clicking on the associated link in the Broker Website.   |  |  |  | | --- | --- | --- | | **Display Condition** | **Event/Trigger** | **Response** | | If today’s date is on or before the cut-off date | Click on hyperlink to Form in Broker website | * Data from Salesforce will populate defined fields as read-only as indicated in [Appendix 1](#_Appendix_2:_Management). * All other fields displayed as indicated in [Appendix 1](#_Appendix_2:_Management). * Button displays are shown in the table below.  |  |  | | --- | --- | | **Button Name** | **Display** | | Edit | Disabled (not visible) | | Clear | Enabled | | Save | Enabled | | Submit | Enabled | | | If today’s date is after the cut-off date | Click on hyperlink to Form in Broker website | * New form will not launch/display. * Pop up message appears:   past cut-off date please contact Broker Services <insert number> | |

## Save Request

Business Requirement Traceability: R.4.4

|  |  |
| --- | --- |
| SOL ID# | Solution Description |
| SOL 6.4.1 | The form can be saved prior to Submit. There is no validation required on Save. Forms with a Status of Submitted cannot be Saved. They must be resubmitted.   |  |  |  |  | | --- | --- | --- | --- | | **Button Name** | **Display Condition** | **Event/Trigger** | **Response** | | Save | If today’s date is on or before the cut-off date; AND  Form Status ≠ ‘Submitted’ | Save button is clicked | * Data will be recorded against the corresponding field in Salesforce – refer [Appendix 1](#_Appendix_2:_Management) * Salesforce field ‘Status’ = Draft * Salesforce Status timestamp field will be updated * Form will be remain visible on-screen. | |

## Submit Request

Business Requirement Traceability: R.6.1, R.6.2, R.6.3, R.6.10

|  |  |
| --- | --- |
| SOL ID# | Solution Description |
| SOL 6.5.1 | A form is submitted by clicking on the Submit button as shown in the table below.   |  |  |  |  | | --- | --- | --- | --- | | **Button Name** | **Display Condition** | **Event/Trigger** | **Response** | | Submit | New form:   * If today’s date is on or before the cut-off date   Retrieved form:   * If today’s date is on or before the cut-off date; and * edit has been clicked disabling read-only on form fields | Submit button is clicked | * Data will be recorded against the corresponding field in Salesforce – refer [Appendix 1](#_Appendix_2:_Management). * Salesforce field ‘Status’ = Submitted. * Salesforce Status timestamp field will be updated. * Validation of all fields as per [Appendix 1](#_Appendix_2:_Management). * A confirmation message is displayed on-screen advising the form has been submitted ([refer 7.1](#_On-screen_Confirmation)) if there are no error messages on the screen and all validations are satisfied. * An email is triggered ([refer 7.2](#_Email_to_the)) confirming the form has been submitted | |

## Clear Form Request

Business Requirement Traceability: R.4.8

|  |  |
| --- | --- |
| SOL ID# | Solution Description |
| SOL 6.6.1 | A form can be cleared to enable the user to start again and re-enter information.   |  |  |  |  | | --- | --- | --- | --- | | **Button Name** | **Display Condition** | **Event/Trigger** | **Response** | | Clear | New form:   * If today’s date is on or before the cut-off date   Retrieved form:   * If today’s date is on or before the cut-off date; and * edit has been clicked disabling read-only on form fields | Clear button is clicked | * Form is cleared of all data that was entered into fields. * Data that is pulled from Salesforce as read-only is refreshed and displayed in the pulled data fields as defined in [Appendix 1](#_Appendix_2:_Management). | |

## Retrieving a Saved or Submitted Form

Business Requirement Traceability: R.4.9

|  |  |
| --- | --- |
| SOL ID# | Solution Description |
| SOL 6.7.1 | A form is retrieved by clicking on the link to the form in ‘My Brokerage’.   |  |  |  | | --- | --- | --- | | **Display Condition** | **Event/Trigger** | **Response** | | If today’s date is on or before the cut-off date | Click on link to form in ‘My Brokerage’ | * Form is displayed in read-only format * Button displays are shown in below table  |  |  | | --- | --- | | **Button Name** | **Display** | | Edit | Enabled | | Clear | Disabled (not visible) | | Save | Disabled (not visible) | | Submit | Disabled (not visible) | | | If today’s date is after the cut-off date | Click on link to form in ‘My Brokerage | * Form is displayed in read-only format * All buttons are disabled (not visible) as shown in below table  |  |  | | --- | --- | | **Button Name** | **Display** | | Edit | Disabled (not visible) | | Clear | Disabled (not visible) | | Save | Disabled (not visible) | | Submit | Disabled (not visible) | | |

## Edit Request

Business Requirement Traceability: R.4.7, R.6.5, R.6.8, R.6.9

|  |  |
| --- | --- |
| SOL ID# | Solution Description |
| SOL 6.8.1 | A form can be edited after it has been retrieved if conditions are met as shown in the table below.   |  |  |  |  | | --- | --- | --- | --- | | **Button Name** | **Display Condition** | **Event/ Trigger** | **Response** | | Edit | * If today’s date is on or before the cut-off date; and * a form has a Status of Submitted or Draft (Saved) | Edit button is clicked | * Declaration checkbox values are cleared on-screen (in Sitecore) as shown in the table below  |  |  | | --- | --- | | **Field** | **Display Value** | | No Claims Declaration checkbox | Unticked (no value) | | Form Declaration checkbox | Unticked (no value) |  * Data is pulled from Salesforce into pre-defined fields refer [Appendix 1](#_Appendix_2:_Management) and displayed as read-only * Buttons on page appear as shown in the table below * The Save button will only display when edit is clicked if the status = Draft. If status = Submitted the form cannot be Saved (it must be resubmitted)  |  |  | | --- | --- | | **Button** | **Display Condition** | | Clear | Enable if form Status = Draft | | Save | Enable if form Status = Draft | | Submit | Enabled | | |

# Specification: Post Submit Notification

## On-screen Confirmation

Business Requirement Traceability: R.6.10

|  |  |
| --- | --- |
| SOL ID# | Solution Description |
| SOL 7.1.1 | Once the Broker has clicked Submit, an on-screen confirmation will be displayed.   * Insert text as detailed in the table below. * Remove the link to ‘click here’ for both ML and CS forms * [Figure 7](#_Tables_of_Figures) and Figure 8 screen mockups are for illustration purposes only to show where the text should be displayed. The [Broker Website Style Guidelines](https://projects.invisionapp.com/share/Q2Q3FMQTSAP#/screens) are to be applied.   **On-screen confirmation**   |  |  |  |  | | --- | --- | --- | --- | | **Text to Display** | **UI Rules** | **On-screen Placement/Position** | **Style Guidelines** | | Your request has been submitted | * Display as text only | Management Liability section of ‘My Brokerage’ page  *Below:*  To join or renew the Group Management Liability policy for 2021/22 click here  *Above:*  Item Description (blue box) | Broker Website Style Guidelines to apply – Figure 7 and Figure 8 illustration purposes only. | | View policy application | * Displayed as a hyperlink * When clicked the Management Liability read-only form is displayed | | Your request has been submitted | * Display as text only | Cyber section of ‘My Brokerage’ page  *Below:*  To join or renew the Group Cyber Security policy for 2021/22 click here  *Above:*  Item Description (blue box) | | View policy application | * Displayed as a hyperlink * When clicked the Cyber Security read-only form is displayed |     Remove/hide ‘click here’ for both ML & CS forms  [*Figure 7 – Management Liability Confirmation Text*](#_Appendix_4:_)    [*Figure 8 - Cyber Security Confirmation Text*](#_Tables_of_Figures) |

## Email to the Broker

Business Requirement Traceability: R.8.1

|  |  |
| --- | --- |
| SOL ID# | Solution Description |
| SOL 7.2.1 | Once the form has been submitted successfully, Salesforce will send an email to the Broker informing the Broker that the form has been received.  The email details are shown in the table below.   |  |  |  | | --- | --- | --- | | **When** | | Submit button is clicked | | **Sender Email Address** | | Steadfast Platform Support ([support@steadfasttech.com.au](mailto:support@steadfasttech.com.au)) | | **Recipient Email Address** | | <Contact Email Address> | | **Email Subject** | | Group Insurance <Management Liability/Cyber Security> Policy Application Received | | **Email Details** | | Hi <Contact Name>,  Your Group Insurance <Management Liability/Cyber Security> policy application has been received.  You can view your policy application on the Broker website here <hyperlink>.  We will contact you if we require any further information.  Policy details will be loaded on the Broker Website <hyperlink> once cover is confirmed.  Regards,  Steadfast Platform Support | | **Email Parameters** | | | | **Field** | **Description** | | | <Contact Name> | Automatically populate with data from the Contact Name field saved in Salesforce for the applicable form i.e. Management Liability or Cyber Security   |  |  | | --- | --- | | **Management Liability Salesforce Field Name** | | | Salesforce Object | Priyanka to advise once created | | Salesforce Field Name | Priyanka to advise once created | | **Cyber Security Salesforce Field Name** | | | Salesforce Object | Cyber Security Form | | Salesforce Field Name | Contact\_Name\_\_c | | | | <Contact Email Address> | Automatically populate with data from the Contact Email Address field saved in Salesforce for the applicable form i.e. Management Liability or Cyber Security   |  |  | | --- | --- | | **Management Liability Salesforce Field Name** | | | Salesforce Object | Priyanka to advise once created | | Salesforce Field Name | Priyanka to advise once created | | **Cyber Security Salesforce Field Name** | | | Salesforce Object | Cyber Security Form | | Salesforce Field Name | Contact\_Email\_Address\_\_c | | | | <here> | The word “here” is to hyperlink to the read-only submitted version of the form on the Broker website | | | <Broker Website> | The words “Broker Website” are to hyperlink to:  My Brokerage  > Group Insurances  > Management Liability or Cyber heading (depending on the form that has been completed) | | |

# Reporting

## Reporting in Salesforce

Business Requirement Traceability: R.7.1, R.7.2

|  |  |
| --- | --- |
| SOL ID# | Solution Description |
| SOL 8.1.1 | The Status of a form when saved or submitted is captured in Salesforce in new fields as shown in the table below.   * These fields are required for reporting purposes so the data can be displayed in a column and filtered when a csv file is generated. * The Project Owner in Broker Services (David Boursnell) must be able to retrieve the form data from Salesforce in CSV format.   In order to do this:   * + A report needs to be created in Salesforce using the information in the below table.   + Once the report has been run it can be saved and re-run by the Project Owner.   + The correct permissions need to be set for the Project Owner to run the report independently and as required.  |  |  | | --- | --- | | Report Criteria | The report will retrieve data captured for:   * Management Liability forms * Cyber Security forms | | Report Parameters | * All field names (questions) * All field values (answers) entered by Broker * Status e.g. draft, submitted * Status timestamp   Refer to [Appendix 1](#_Appendix_2:_Management) for all Salesforce field labels and names  Due to Salesforce reporting limitation of a maximum number of 100 columns two reports will be required for each form. See below for details of fields in each report:  **Management Liability Form Reports**  Total no. of fields = 247  Management Liability Form Report 1:  All fields questions & values to be included in Report 1 excluding Question 14 & 15, where the following will apply:  Question 14 – will report the first **10** sub-question fields i.e.  Sub\_Company\_Name\_1\_\_c  Sub\_ABN\_1\_\_c  Sub\_Activities\_1\_\_c up to the 10th sub-question (Sub\_Company\_Name\_10\_\_c etc.)  Question 15 – will report the first **5** sub-question fields i.e.  Related\_Entities\_Company\_Name\_1\_\_c  Related\_Entities\_ABN\_1\_\_c  Related\_Entities\_Activities\_1\_\_c  Relationship\_to\_the\_AFSL\_Holder\_1\_\_c  Percentage\_of\_Shareholding\_1\_\_c up to the 5th sub-question (Related\_Entities\_Company\_Name\_5\_\_c)  Management Liability Form Report – Report 2:  This report will contain the remaining fields for Questions 14 & 15 sub-question values i.e. the remaining 15 for Question 14 and remaining 20 for Question 15.  **Cyber Security Form Reports**  Total no. of fields = 129  Cyber Security Form Report 1:  All fields questions & values to be included in Report 1 excluding Question 14, where the following will apply:  Report the first **15** sub-question fields i.e.  Sub\_Company\_Name\_1\_\_c  Sub\_ABN\_1\_\_c  Sub\_Activities\_1\_\_c up to the 15th sub-question  (Sub\_Company\_Name\_15\_\_c)  Cyber Security Form Report 2:  This report will contain the remaining fields (x10) for Question 14 sub-questions | | Report Filters | * Not currently defined   Data can be filtered once exported to Excel. If filters are required in Salesforce, the Salesforce Administrator can set these up once the filter details are provided. | | Report Frequency | * Ad hoc basis   The report can be scheduled and emailed to David Boursnell if required. | |

# Appendices

## Appendix 1: Data Collection, Mapping and Validation

[Data Collection, Mapping & Validation for Management Liability and Cyber Security Form Fields](https://steadfastgrp.sharepoint.com/:x:/r/sites/Sitecore/Shared%20Documents/NIRD/3.%20EXECUTION/3.1%20SPECIFICATIONS/Data_Collection_Mapping_Validation%20Form%20Fields.xlsx?d=waef93395eea340af84150ad3fd55bfff&csf=1&web=1&e=aP3K4Z)

## Appendix 2: Table of Figures

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| [*Figure 2 – Management Liability text to be inserted on page*](#_Accessing_Forms_via) | 3.1 [Accessing Forms via ‘My Brokerage’](#_Accessing_Forms_via) |
| [*Figure 3 – Cyber Security text to be inserted on page*](#_Accessing_Forms_via) | 3.1 [Accessing Forms via ‘My Brokerage’](#_Accessing_Forms_via) |
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END