



Workflow 1

Module Assignment 2: Penguin Insurers

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Document History

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Document History

Version	Date	Description	Author
MA1	2019-12-15	Module Assignment 1	Tina Mary Holdcroft
MA1-01	2019-12-23	Revision do to feedback on version MA1	Tina Mary Holdcroft
MA2	2019-12-29	Module Assignment 2	Tina Mary Holdcroft

Introduction

Penguin is one of the largest insurance companies in Europe with a member base of 50 000 members. As part of their new digital strategy, the stakeholders at Penguin have decided to build a one-stop portal where their members can access all their policies throughout the company¹.

Purpose of the Document

The purpose of this document is to document the business requirements and functional rules of the Penguin Insurers website. This document will include a basic mock-up of the website. All system requirements will be documented.

Objective

Penguin consists of four business units; Retirement Annuity, Vehicle Insurance, Life Policies, Funeral Policies. Each of the business units have their own website with a different and unique login for their members for each of the websites. This is causing a lot of frustration for their members. Penguin wants to create a one-stop portal for all their members, where all business units will be displayed on one central portal. Each of these business units will have integrate to each other. This will allow the members in turn to access their policies using one username and password.

Challenges

- Identify how the systems will link which each other.
- Identify what unique identifier is used by all the business units to identify their members, bearing in mind some will use date of birth only and some will use member numbers.
- Identify if the data modelling and processes can be merged or should a new database be created.

Milestones

Initial Contact

Milestone Title	Description	Deadline Date
Meet the Client	Gather information; the goal here is to understand the client's requirements, company, goals and target audience	02.12.2019
Costumer Survey	Client will complete a quick survey so that more details about their vision can be gathered	04.12.2019

Planning and Research Phase

Milestone Title	Description	Deadline Date
Plan Project	Create a detailed plan for how to complete the project. This may include a Gantt Chart	09.12.2019
System Survey	Create a representations of the system as it is today	16.12.2019
Risks and Assumptions	List all risks and assumptions. Note the level of risk, impact and who's responsible for the task	23.12.2019
Research	Research similar sites	08.01.2020

¹ Noroff: Workflow 1

Milestone Title	Description	Deadline Date
Solution Overview and Functional Specification	Create a representations of the system that describes the desired functions and features of the finished product. This may include a site maps and a table listing all functionalities	30.01.2020

Design and Content Phase

Milestone Title	Description	Deadline Date
Mock-Up	Make a mock-up of the site and mobile app	10.02.2020
Content Strategy	Plan structure, SEO, hierarchy, API, create and audit all content	21.02.2020
Integration Requirements	Identify the integration needs	24.02.2020
Website Wireframe/Prototype	Create a screen blueprint using Adobe XD	30.02.2020
User Test 1	Have potential users test the prototype. Adjust prototype if needed	08.03.2020

Development Phase

Milestone Title	Description	Deadline Date
Illustrations and Icons	Create all unique icons and illustrations using Adobe Illustrator and Adobe Photoshop. This includes adjustments to photographs	16.03.2020
HTML and CSS	Start coding for the website	31.03.2020
JavaScript	Implement JavaScript	06.04.2020
Responsive Design	Make the website responsive	13.04.2020
User Test 2	Have potential users test the website	21.04.2020

Launch Phase

Milestone Title	Description	Deadline Date
Bug Fixes	Fix bugs that may have in the testing so far	24.04.2020
Cross Platform and Browser testing	Test that the site is compatible with the relevant platforms. Make adjustments if needed	25.04.2020
User Test 3	Last user test before launch	30.04.2020
Refinements	Fix any last minute issues	15.05.2020
Launch Site	Launch the website	16.05.2020

Functional Specification

The site should be a one stop site for all the information related to Penguin Insurance. The goal is to allow all members to access their policies using one username and password.

The client requires the Penguin Insurance website to be responsive on all platforms. The site should have a customer service contact form with JavaScript validation. The site needs to be easy to use with a clean and elegant design. The also site needs to be informative to fit the costumers needs.

List of Functionalities

- Create a new domain
- Integrate Retirement Annuity, Vehicle Insurance, Life Policies, Funeral Policies using API
- One login for all policies using one username and password
- Add costumer service contact form with JS validation

Wireframe Mock-up

The wireframe illustrates the layout of the Penguin Insurance website. At the top left is a placeholder for a logo, represented by a square with an 'X'. To its right are three tabs labeled 'Tab'. Further right is a search bar with the text 'Search'. Below these elements is a large rectangular area, also marked with an 'X', representing the main content space. Underneath this area is a horizontal row of four buttons: 'Retirement Annuity', 'Vehicle Insurance', 'Life Policies', and 'Funeral Policies'. At the bottom of the wireframe is a login section, which is a large rectangle containing two horizontal input fields for username and password, and a 'LOGIN' button centered below them.

Technical Specification

We are creating a new domain that will integrate four existing websites. We will be hiring a webhosting service that will also provide us with data center services.

List of Technical Specifications

- Hardware:
 - › Computer (hard drive, keyboard, mouse and screens)
 - › Modem and cables for internet connection
- Software:
 - › Microsoft 365 Business
 - › FileZilla
 - › Visual Studio Code
 - › Chrome Web Browser
 - › Adobe Cloud
- Web Hosting and Data Center service
 - › Webhotel and Cloud Data Storage from One.com
- Programming languages and skills:
 - › HTML
 - › CSS
 - › JavaScript

Themes and Features

A one stop site for all insurance related needs.

Epics and User Stories

Penguin member I need to be able to access all my policies in one place, sign up for new policies and be able to submit a claim when something goes wrong.

- As a Penguin member I need to view my life insurance policy so that I can do my estate planning
- As a Penguin member I need to file a claim so that I can get my car repaired after an accident
- As a Penguin member I need to by additional insurance so that I am completely covered

Potential Penguin member I need to be able to get information on the different policies and sign up for policies.

- As a potential Penguin member I need more information on what Penguins policies cover so I can decide whether or not to by any insurance
- As a potential Penguin member I need to be able to sign up so that I can become a Penguin member

Roles and Responsibilities

Product Owner

The Product Owner will be a representative from Penguin Insurers whose main goal is protecting the process and preventing distractions.

Responsibilities include:

- Translate the requirement from the business to the development team.
- Prioritising the product backlog
- Determining which user stories are of importance
- To act as the link between Penguin and the development team
- Provide regular updates to Penguin Insurers

Team Leader

The Team Leader will coach and assists the team to reach their goals. The Team Leader is considered a part of the Development Team.

Responsibilities include:

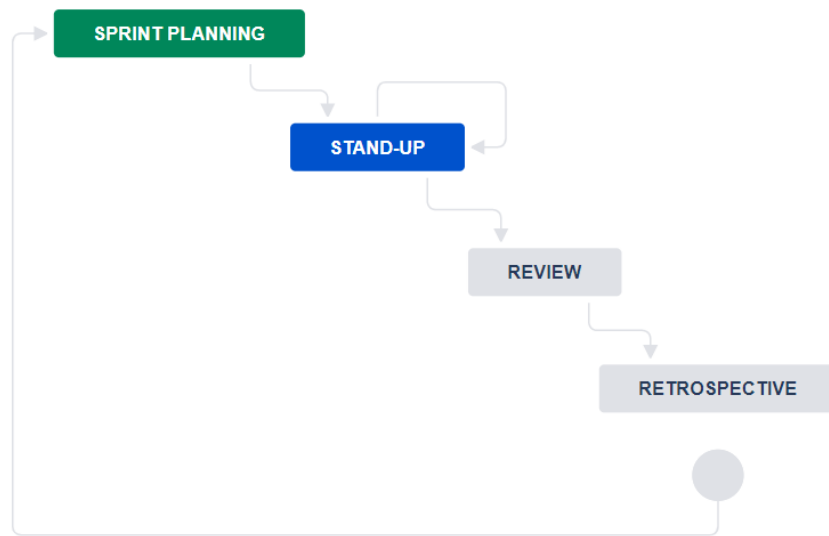
- Protecting the process and preventing distractions
- Helping the development team in understanding the processes by training and coaching the team
- Assists the Product Owner by giving regular feedback on the development process

Development Team

A team of 6 Developers who will be responsible for the successful delivery of the user stories in the sprint as well as the product backlog.

Development Cycle

In the Development Phase each milestone will be reached by completing a Sprint. Each Sprint is divided into events.



Sprint Events

Event	Description
Sprint Planning	Product backlog is discussed and assigned to the Development Team. The Development Team decide on the user stories to be delivered to the sprint. Each product backlog is noted.
Stand-Up	The Development Team and Team Leader meet for 15 minutes to give an update on the tasks being handled. Each person in the Development Team will have a chance to give an update.
Review	At the end of each sprint the Team Leader meet with Product Owner to discuss the product backlog items which have been completed during the sprint.
Retrospective	Before a new sprint begins the Development Team discuss and give feedback on the sprint which they have just completed. In this meeting, the process of the sprint and any lessons learnt during the sprint is discussed.

Other references

- Noroff: Workflow 1
- Feather Icons: <https://feathericons.com/>
- SQA: Outcome 2: Developing a Project Schedule: <https://www.sqa.org.uk/e-learning/ProjMan02CD/index.htm>
- Scrum Alliance, Scrum Roles Demystified: <https://www.scrumalliance.org/agile-resources/scrum-roles-demystified>
- Scrum, What is a Scrum Development Team?: <https://www.scrum.org/resources/what-is-a-scrum-development-team>