

# Project presentation

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# Online Enrollment System

Enhancing User Experience



# Scenario Overview

01.

## Current Enrollment Challenges:

- Manual process
- Inefficiencies
- Delays are common in traditional enrollment systems, leading to frustrations
- Error prone enrollment

02.

## Importance of Online Systems:

- Online enrollment system will address
- 1. Automating tasks
- 2. Improve accessibility
- 3. Provide real-time updates
- 4. Enhance user satisfaction
- 5. Save man-hour

# 01.

## USER BASE:

- The system will cater to a diverse user base with varying levels of digital literacy, requiring an intuitive design

# 02.

## SECURITY:

- Data protection is crucial, necessitating strong encryption, access controls, and compliance with regulations like GDPR

# Assumptions

# 03.

## ACCESSIBILITY:

- The system should be accessible from various devices, ensuring usability across different platforms and time zones.

# 04.

## SCALABILITY:

- The system must handle fluctuating user loads, especially during peak enrollment periods, with seamless performance

# Business Analysis Techniques

## Stakeholder Analysis

- Identify and understand the needs and influence of all stakeholders to ensure the system meets their requirements

## SWOT Analysis

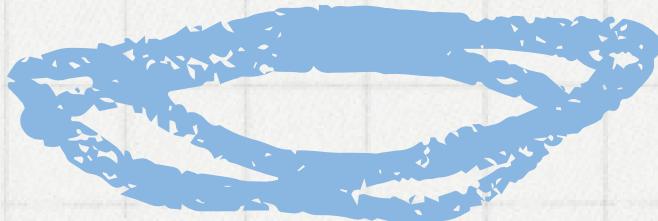
- **Strengths:** Potential for increased enrollment, reduced administrative burden.
- **Weaknesses:** Initial development costs, potential resistance to change
- **Opportunities:** Attracting a broader audience, improving member satisfaction.
- **Threats:** Security risks, technical challenges.

## Requirement Elicitation

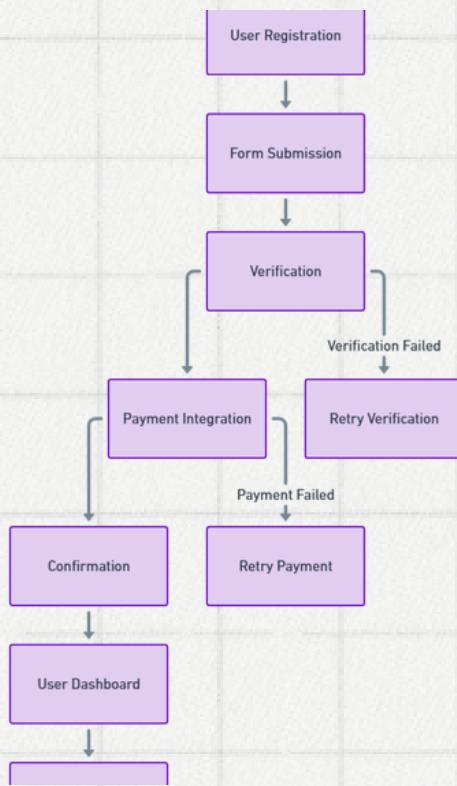
- Gather detailed requirements through interviews
- Hold workshops to brainstorm and prioritize features

## Use Case Analysis

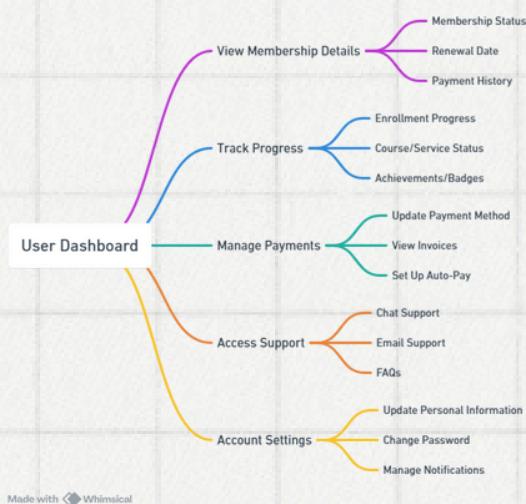
- Describe the interactions between the user and the system. e.g.: 'New Member Completes enrollment Form'
- Identify scenarios and potential system responses



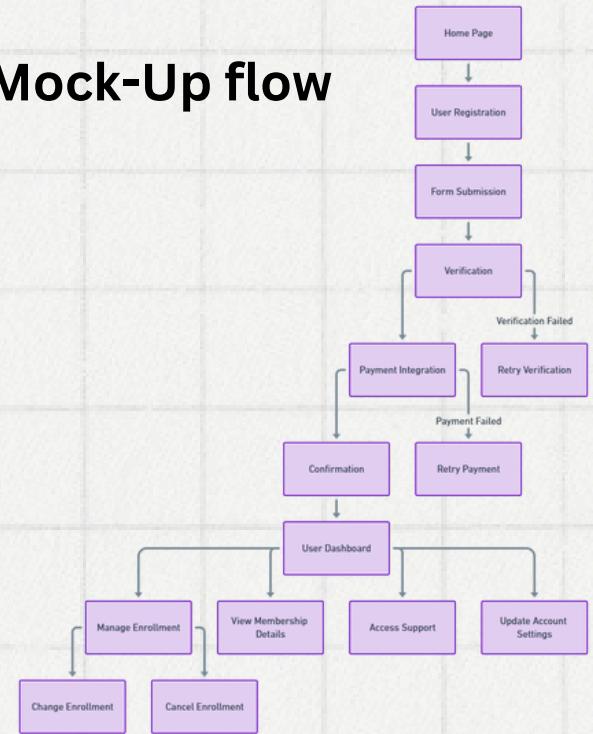
## Flowchart



## User Dashboard



## Mock-Up flow



# Meeting Business Needs

Exploring creativity



## User-Friendly Interface:

- Easy-to-use interface, designed to be user-friendly and increases completion rates within 10 minutes with minimal assistance.



## Data Accuracy:

- Validation checks for minimized errors
- Seamless integration with the client's CRM and database system to ensure data consistency



## Security & Compliance:

- Protection of sensitive information. Includes secure login, data encryption and compliance with data protection regulations



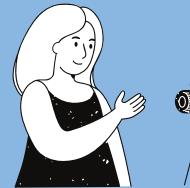
## Scalability:

- Design will be able to handle a large number of concurrent users without performance issues



## Real-Time Data:

- Members can view status of enrollment in real-time



## Accessibility:

Adheres to WCAG guidelines, ensuring the system is accessible to all users

# Non-Functional Requirements

Exploring creativity



## Performance:

- The system must deliver fast and responsive performance, even under heavy load conditions



## Scalability:

- Design the system to scale seamlessly with increasing user demand, especially during peak periods.



## Security:

- Implement strong security protocols, including encryption, access controls and compliance with regulations like GDPR



## Reliability:

- Ensure high availability and uptime, with robust data integrity mechanisms to prevent data loss



## Maintainability:

- Modular architecture and comprehensive documentation facilitates easy updates and maintenance



#### Load Testing:

- Simulate varying user loads using tools like LoadUI Pro to test system scalability under different scenarios



# Testing Auto-Scaling



#### Horizontal vs. Vertical Scaling:

- Test both horizontal and vertical scaling strategies to determine the most effective method for handling increased demand

## Exploring creativity



#### Performance Monitoring:

- Monitor key metrics such as response time, CPU usage, and throughput to ensure the system scales effectively

# Stake holder Questions

## Understanding Stakeholder Needs

Key Stakeholders: IT, Marketing, Customer Service, Compliance, Potential Members

- **Questions to Ask:**
  - What are your primary goals?
  - What are your current pain points?
  - What features are essential?
  - What are your concerns?
  - How will you measure success?

## Strengths

- Efficiency:
- User Experience:
- Data Management:
- Scalability:
- Accessibility:

## Weaknesses

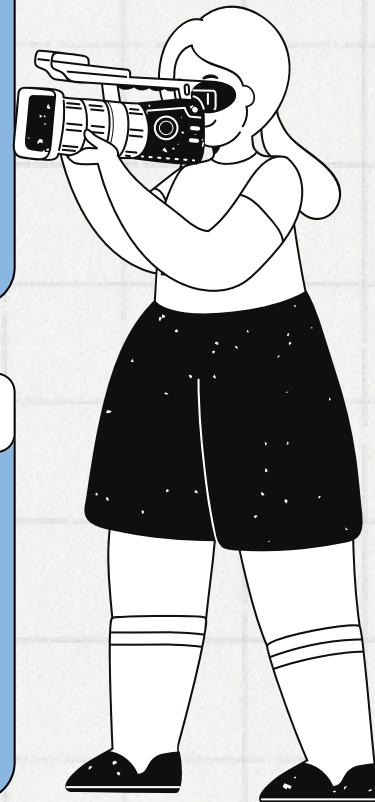
- Initial Development Costs
- Technical Challenges
- User Adaptation
- Maintenance

## Opportunities

- Market Expansion
- Improved Customer Satisfaction
- Data Insights
- Technological Advancements

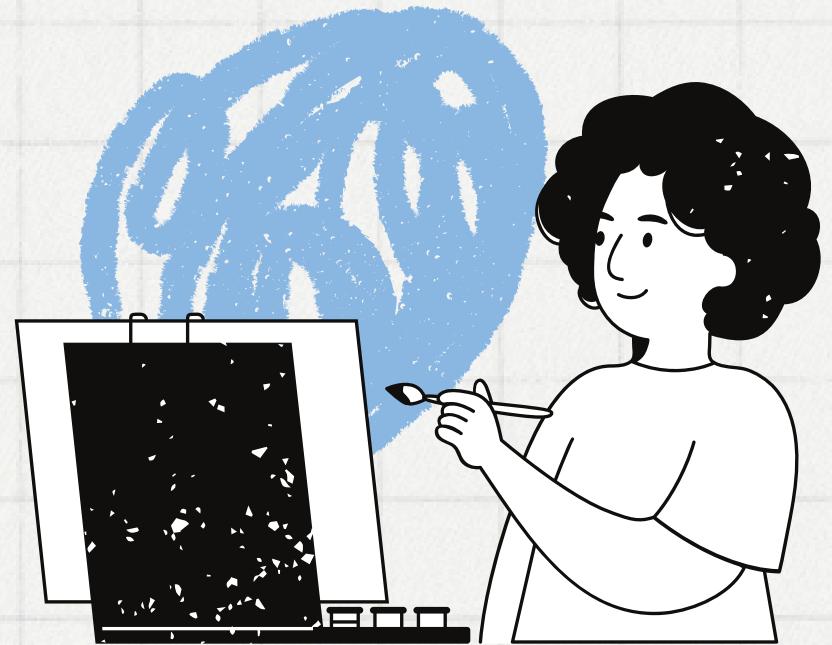
## Threats

- Security Risks
- Regulatory Compliance
- Competition
- User Resistance



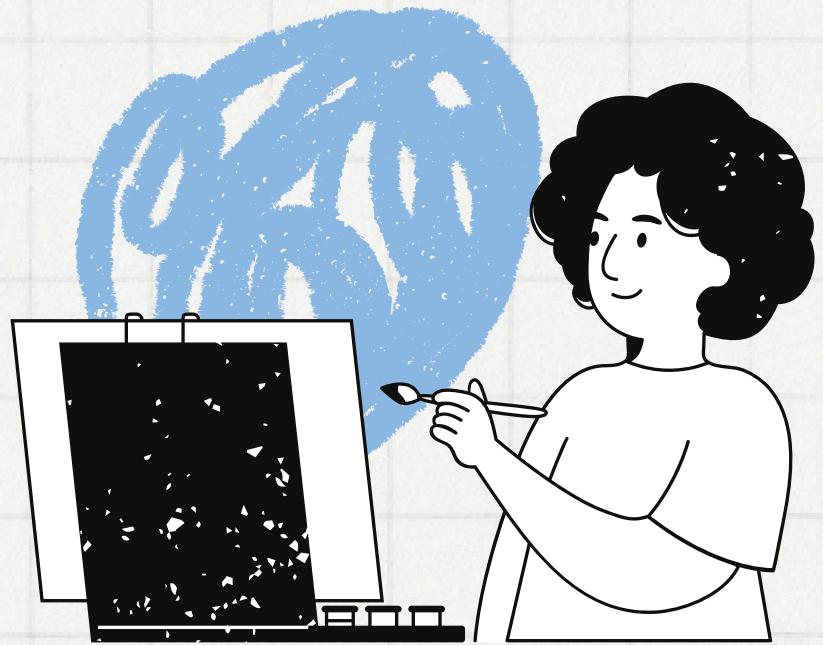
# Takeaway Highlights

- Efficiency:** Automate the enrollment process, reducing administrative workload and errors.
- User Experience:** Provide a seamless, user-friendly interface that encourage more sign-ups.
- Security:** Ensure data protection and compliance with relevant regulations.
- Scalability:** Designed to handle increasing user loads without performance degradation.
- Reliability:** Guarantee high uptime and data integrity, ensuring a dependable system.
- Maintainability:** Modular code and comprehensive documentation facilitate easy updates and maintenance.



# Conclusion

- **Summary of Key Points:** The online enrollment system enhances efficiency, user experience, and security while being scalable and reliable
- **Next Steps:** We would finalize system design based on stakeholder feedback, begin development, and prepare for implementation
- **Action items:** Gather final requirements, schedule development milestones, and plan for testing and deployment.



# Thank you very much!

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