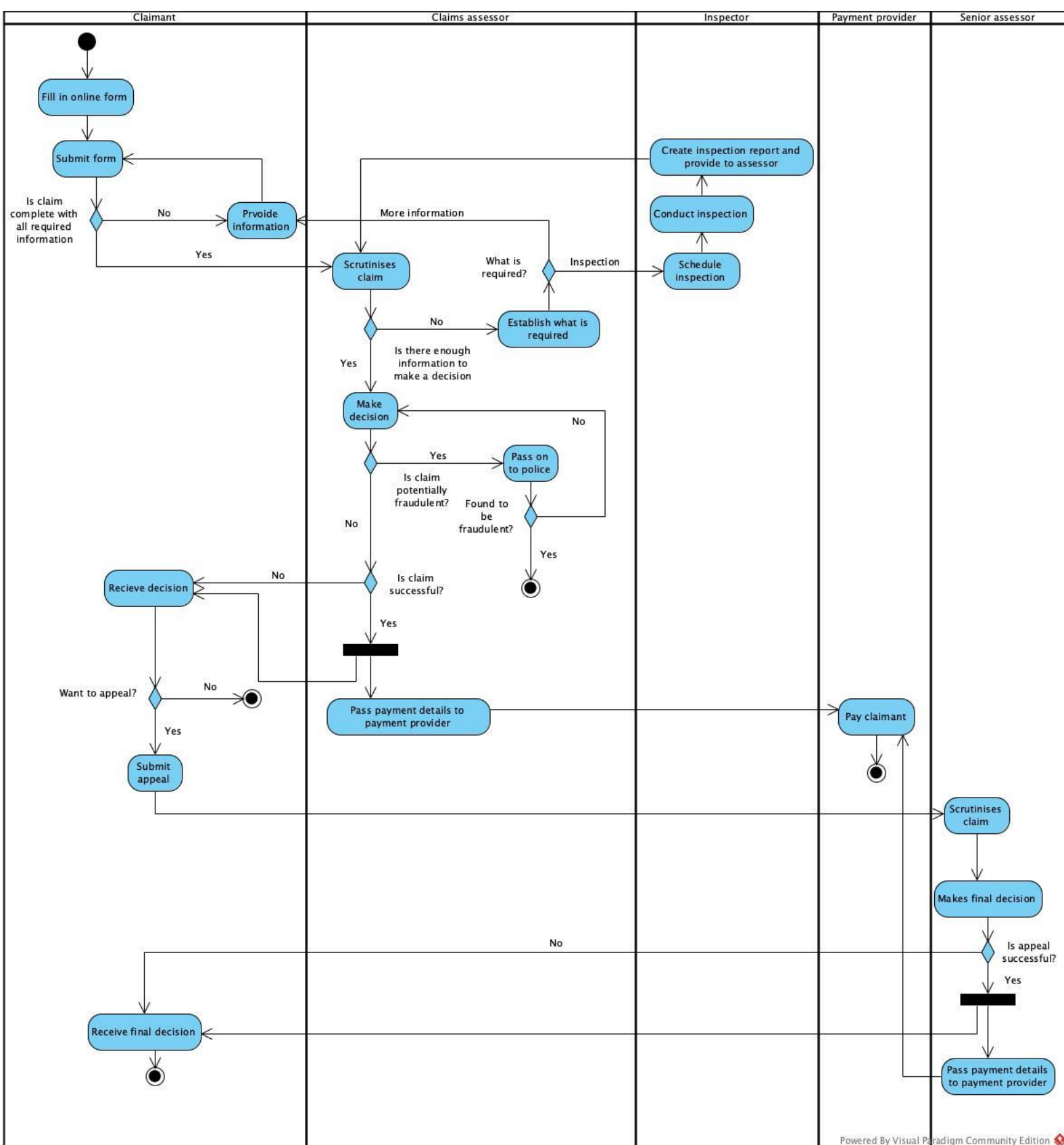1.
- a.
    - i. As a claimant I want a centralised location where I can track the status of my claims so that I can have clarity on the process

      As an assessor I want a system that automatically sends out the decision to the claimant so that I do not have to waste time doing admin work and I can be more efficient in making decisions

      As an inspector I want a list of all houses to be inspected and why so that I can schedule inspections and know what I am looking for

      As a claimant I want official emails/letters to be sent to me throughout the process so that I have written confirmation from the insurance company in the event that I want to take legal action

      As a claimant I want to be notified when I am required to upload evidence so that I can take action as soon as possible.
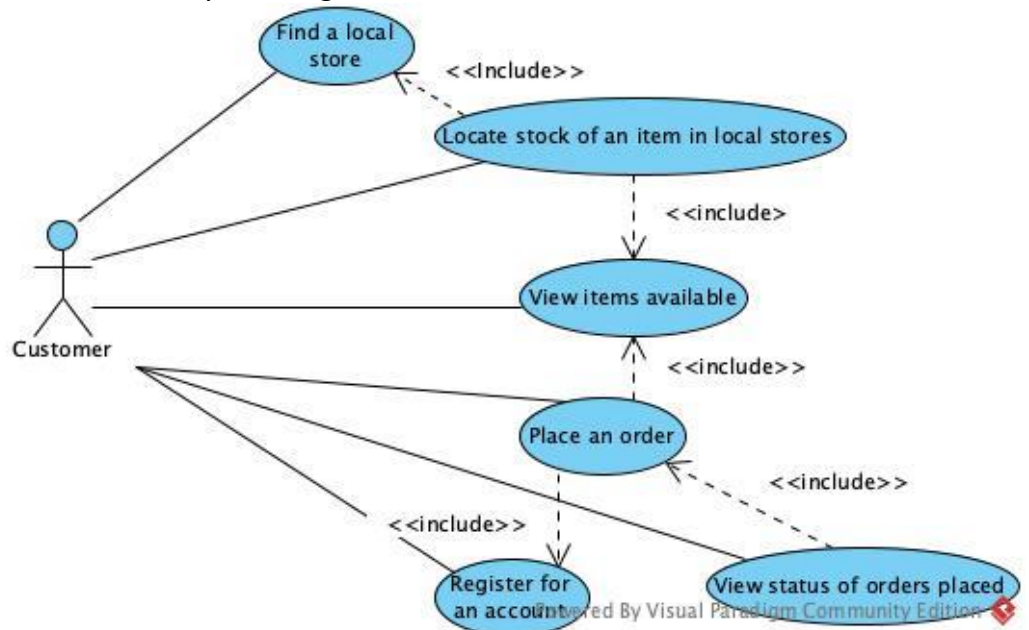   - ii.

Claimant | **Claims assessor** | **Inspector** | **Payment provider** | **Senior assessor**

Fill in online form

Submit form

Is claim complete with all required information — No → Prvoide information

Yes

Scrutinises claim

More information

What is required? — Inspection → Schedule inspection

Conduct inspection

Create inspection report and provide to assessor

Establish what is required — No

Is there enough information to make a decision — Yes

Make decision

Is claim potentially fraudulent? — Yes → Pass on to police

No

Found to be fraudulent? — No / Yes

Is claim successful? — No → Recieve decision

Yes

Pass payment details to payment provider → Pay claimant

Want to appeal? — No / Yes

Submit appeal

Scrutinises claim

Makes final decision

Is appeal successful? — No / Yes

Pass payment details to payment provider

Receive final decision

iii. Claim: type, details, evidence, inspections, payout requested, decision, payment, assessor

Claimant: name, date of birth, address, policy details, claims, payment details
Payment: amount, bank account details, date processed
Appeal: claim, reason, senior assessor, decision

2.

a. One benefit is that the business's confidence is increased by rapid, continuous delivery of useful software, which is especially important for a new system which the company will want to start adopting as soon as possible. Another benefit is that there is scope for regular adaptation to changing circumstances. This is especially useful for a company which is storing hundreds of thousands of records where there may be a need for a change in requirements, since this will be easier to implement during the development process rather than after it. ***********************

b. This is a tall organisational structure. One of the benefits of this type of structure is that there are more opportunities for promotion which can lead to greater staff motivation. Tall organisations also provide clear, distinct layers with obvious lines of responsibility and control. Also, line managers will have on average less employees to manage in comparison to an equivalent flat organisation, so this means line managers can spend more time providing support to each staff member. Finally, there is a high degree of supervision for the same reason of ach line manager manages fewer employees.

c.

   i. Use case diagrams allow you to summarise which system features are available to each type of user. In this scenario, the diagrams will allow the project team to understand which actors will be using the website and what they will be using it for, allowing the team to formulate a set of requirements that are needed so that the website can provide the functions needed. It may also inform research decisions by identifying which actors they should gather feedback from.

   ii.

3.

a. Inputs may be a scan of a barcode or a tap on a touchscreen. Outputs include visuals on a screen and a paper receipt that is printed by the till and delivered to the customer.

b. There are many challenges that businesses face in this modern age. One challenge is that business strategies are changing fast, which is making it difficult for IT departments to keep up. It is also difficult because there are constant changes to organisational aspirations, as well as technology possibility. Some other big challenges with IT are that IT is expensive, and with so many new innovations companies need to have effective project management to keep track on what is going on. Having complex IT systems also means you need to spend a lot of time and money on maintainence.

c. A suitable framework could be COBIT. COBIT is a set of best practices used by business managers and auditors to develop IT governance and control. IT is an internationally accepted set of tools that ensure that IT is working effectively, which will give LegalGuru more credibility and trustworthiness within the international community. COBIT is useful since it defines IT activities in a generic process model within four domains along with a set of information criteria. These domains are plan and organise, acquire and implement, deliver and support, and monitor and evaluate. Using COBIT will bring many benefits to LegalGuru, including more effective tools for IT to support business goals, more transparent and predictable full life-cycle IT costs (which is especially important to its clients), more timely and reliable information from IT (gives clients clarity), higher quality IT services and more successful projects, and finally more effective management of IT-related risks (especially important for law-related technology).

d. Within all companies, the marketing department will always play the role of advertising and raising awareness for its products and services, to make sure clients are aware that these are an option and what the benefits of these are. When working within the legal technology industry, it is important that you have a positive brand image so that key clients know that you are a reputable player and can be relied on. The marketing department will work on creating and perfecting this image. The marketing department will also work on identifying the company's target audience and who the key clients to focus on are. This will involve a lot of market research. They will also want to identify competitors in the field and which products/services rival the ones that LegalGuru is offering.