

IT1060 – Software Process Modeling**April - 2024****Assignment 2 Cover Sheet**

| | |
|------------------------|----------------------------------|
| CASE STUDY NAME | Life Insurance Management System |
| PROJECT ID | MLB_04.02_08 |

Group Details:

| | Student Registration Number | Student Name |
|----------|------------------------------------|---------------------|
| 1 | IT23228276 | Aaqib A.R. |
| 2 | IT23223530 | Thakkif Ahamed I.M. |
| 3 | IT23220942 | Thanis Ahamed A.R. |
| 4 | IT23222236 | Erathnage T.N. |
| 5 | IT23222786 | Budara V.P.R. |

Assignment 2 Certify Sheet

I hereby certify,



The attached is my own work and no further changes will be made.



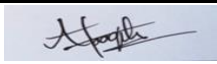
I have contributed in this assignment to the best of my ability.

And I understand,



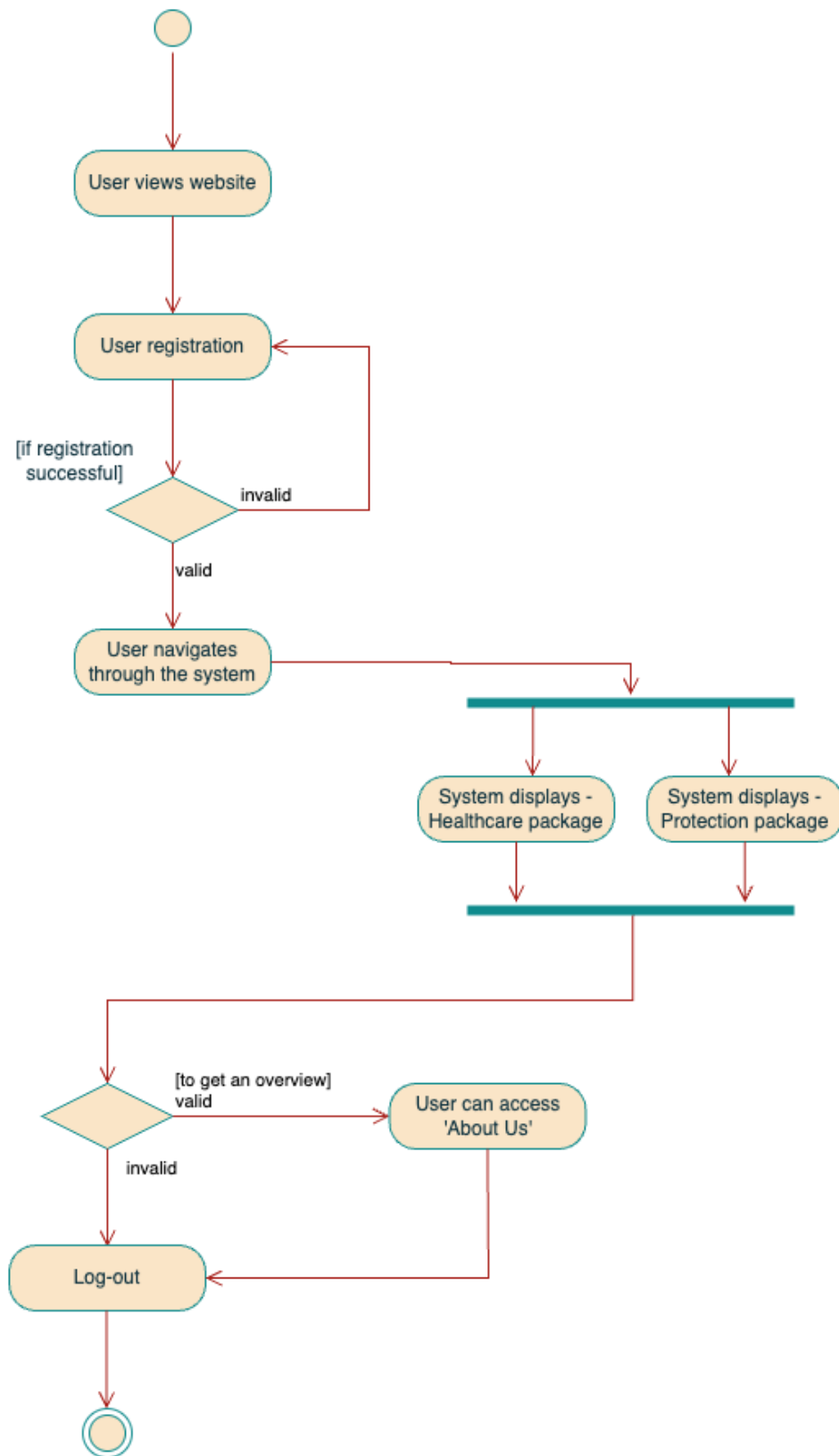
I may be subject to student discipline processes in the event of an act of academic misconduct by me including an act of plagiarism or cheating.

Student Details:

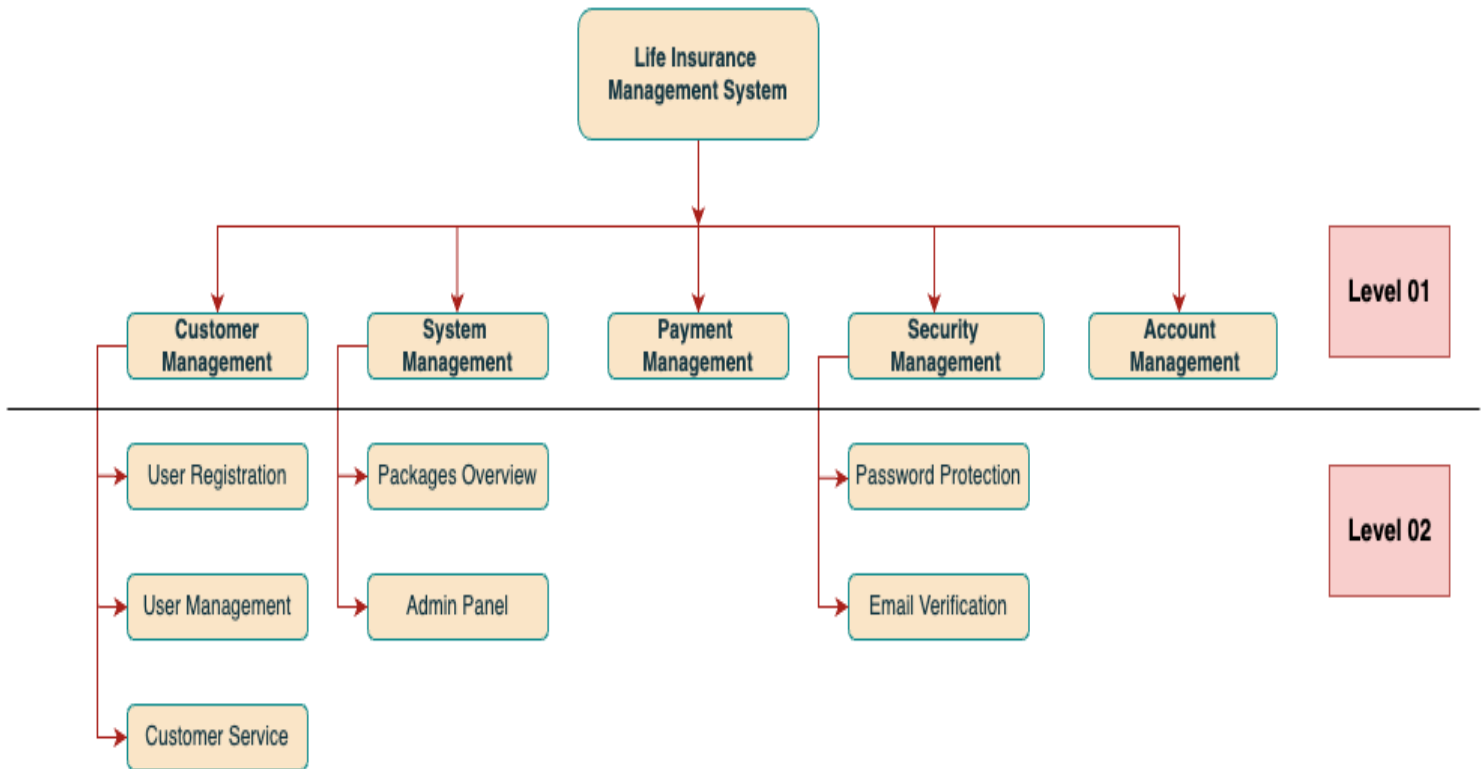
| Student Name | Student Registration Number | Date | Signature |
|---------------------|------------------------------------|-------------|---|
| Aaqib A.R. | IT23228276 | 28/03/2024 |  |

| | | |
|-----------------------|---|--|
| Number | IT23228276 | |
| Use Case ID | UC001 | |
| Use Case Name | Viewing the Products | |
| Summary | Guest customers can only view products and cannot purchase or navigate further until he/she registers themselves to it. | |
| Priority | 3 | |
| Pre-condition | The guest customer is not registered to the system | |
| Post-condition | The guest's information is stored into the system. The guest customer is registered in the system. | |
| Primary actor | Guest Customer | |
| Trigger | A guest customer should register themselves as a registered customer to purchase any product. | |
| Main scenario | Step | Action |
| | 01 | The user initiates a search to find specific information or products on our website. |
| | 02 | A new user registers by creating an account, providing necessary information to access personalized services and features. <ul style="list-style-type: none"> • Sign-in with Email. • Sign-in with Google. |
| | 03 | Users navigate through the system to view available insurance, including coverage details, benefits, and premium rates. <ul style="list-style-type: none"> • Protection. • Health Care. |
| | 04 | Users submit inquiries through the system's FAQ section to receive quick answers to common questions about policies, claims, and coverage. |
| | 05 | Users access "About Us" section for a brief overview of the insurance company's background, values, and mission. |
| Extensions | Step | Branching Action |
| | 2a | <ul style="list-style-type: none"> • The user must check their mail. • The user must check their username. |

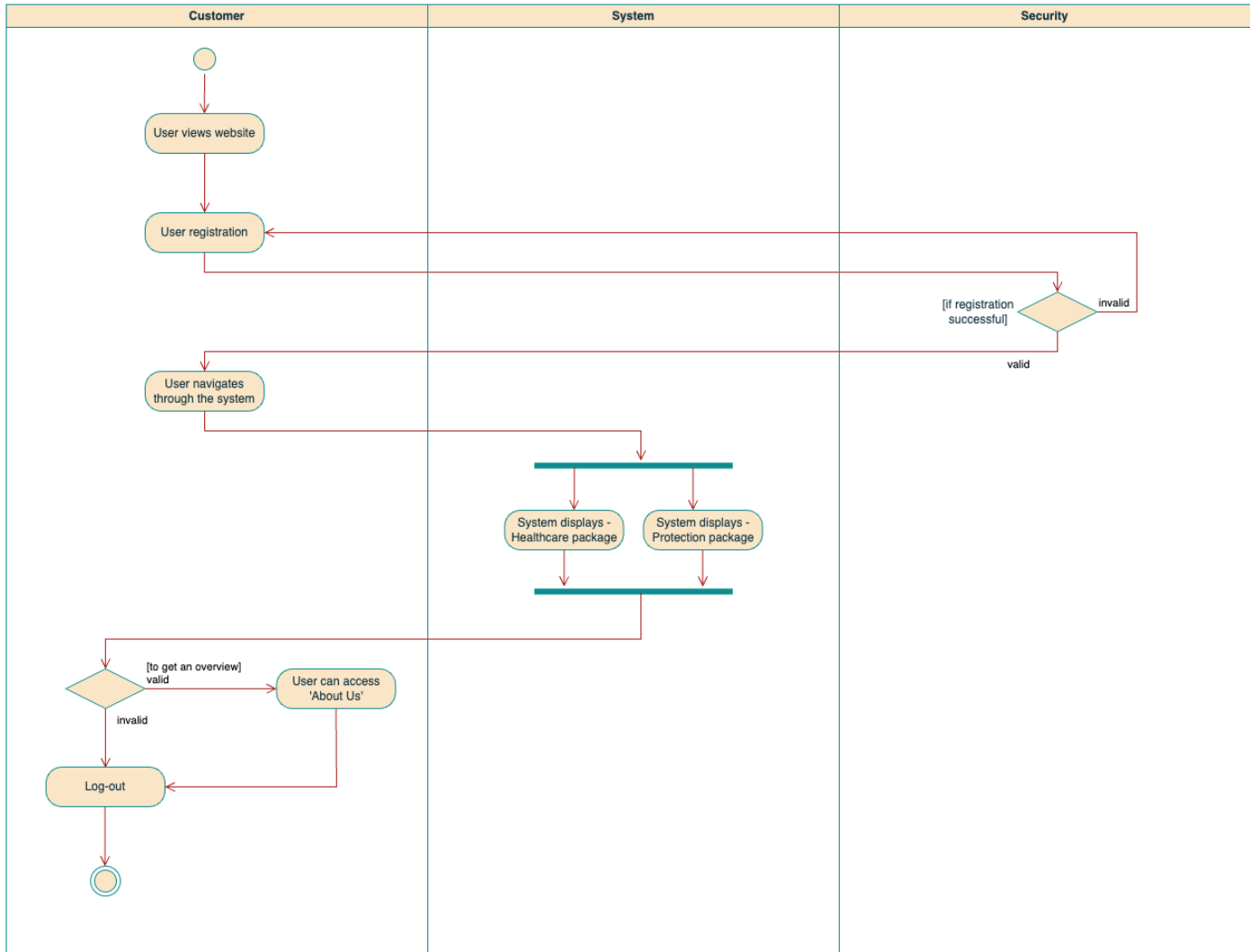
Part 1 - Activity Diagram (without Partitioning)



Part II - Sub Systems



PART II - Activity Diagram (with Partitioning)



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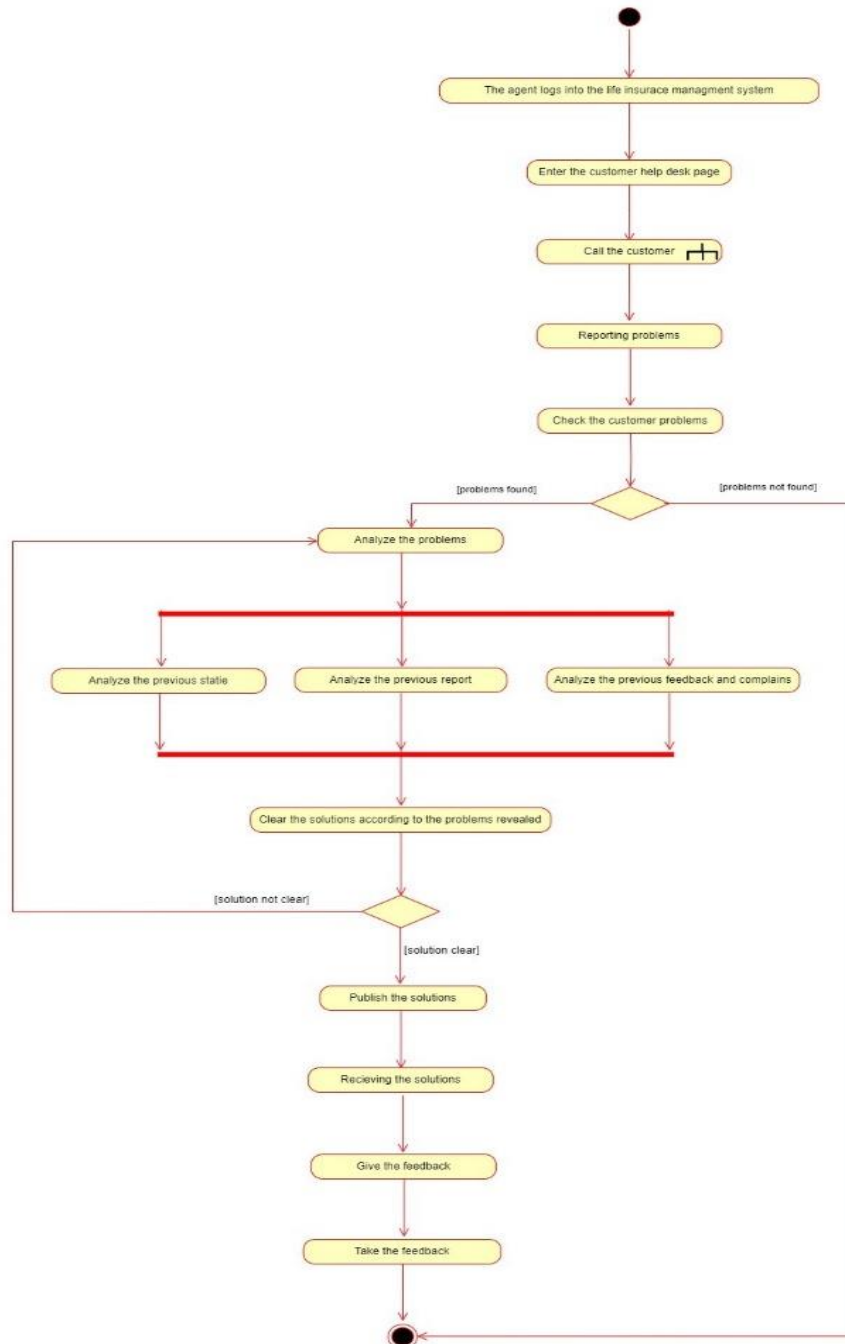
Student Details:

| Student Name | Student Registration Number | Date | Signature |
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| Thakkif Ahamed I.M. | IT23223530 | 28/03/2024 |  |

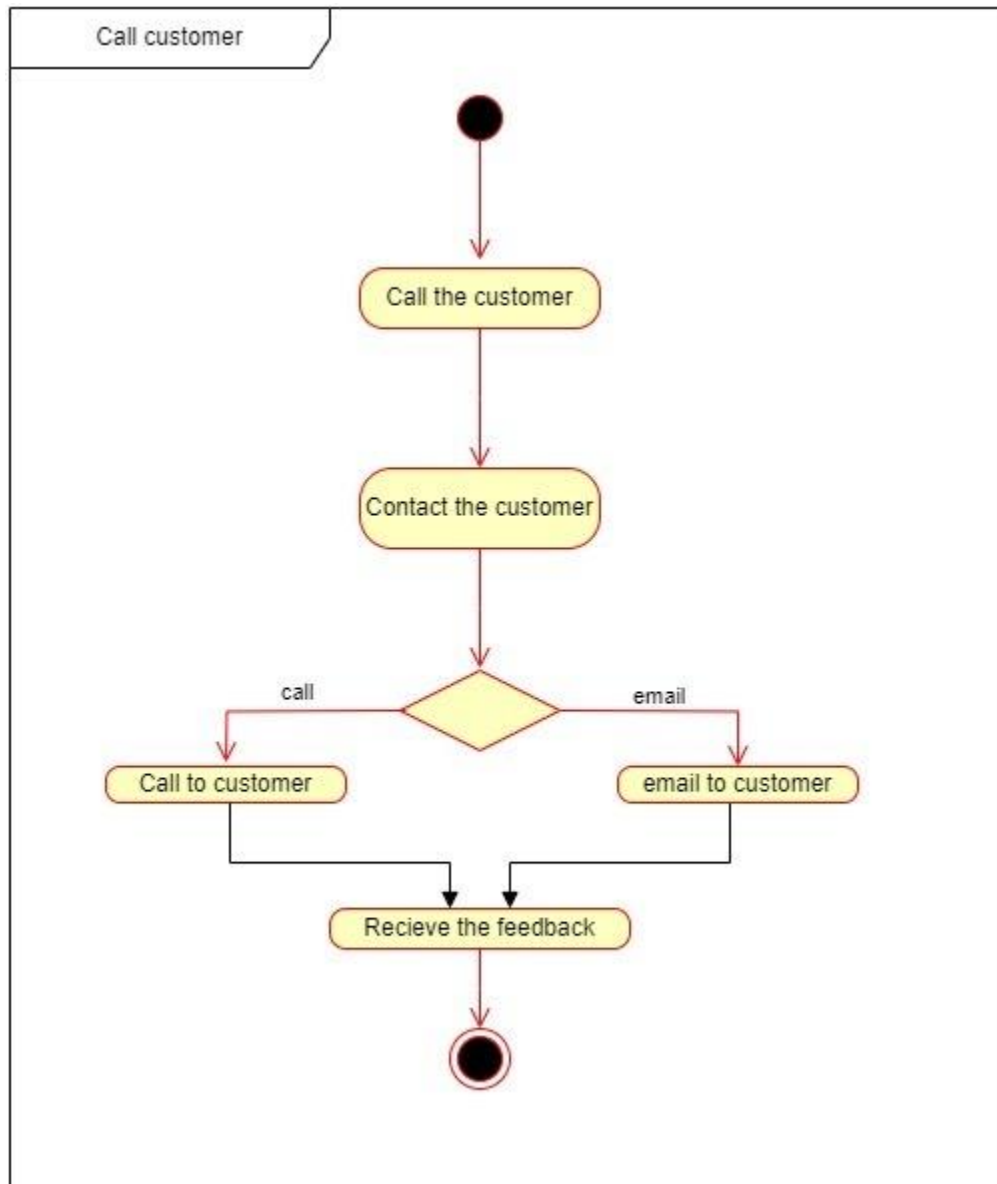
Part 1 – Use case Scenario

| | | |
|-----------------------|--|--|
| Number | IT23223530 | |
| Use Case ID | US003 | |
| Use Case Name | Support with customer problem. | |
| Summary | Agent check what are the problems and give solutions according to the problem. | |
| Priority | 4 | |
| Pre-condition | Enter login credentials and log in to the system. | |
| Post-condition | Publish solution to customer. | |
| Primary actor | Agent | |
| Trigger | Agent wants to give solutions according to the problems | |
| Main scenario | Step | Action |
| | 01 | Enter to the customer help desk page. |
| | 02 | Check the problems produce by the customer |
| | 03 | Analyze the problem |
| | 04 | Clear solutions according to the problems revealed |
| | 05 | Publish the solutions to the customer |
| | 06 | Take the feedback from the customer |
| Extensions | Step | Branching Action |
| | 3a. | Analyze the previous static |
| | 3b. | Analyze the previous report |
| | 3c. | Analyze the previous feedback and complains |

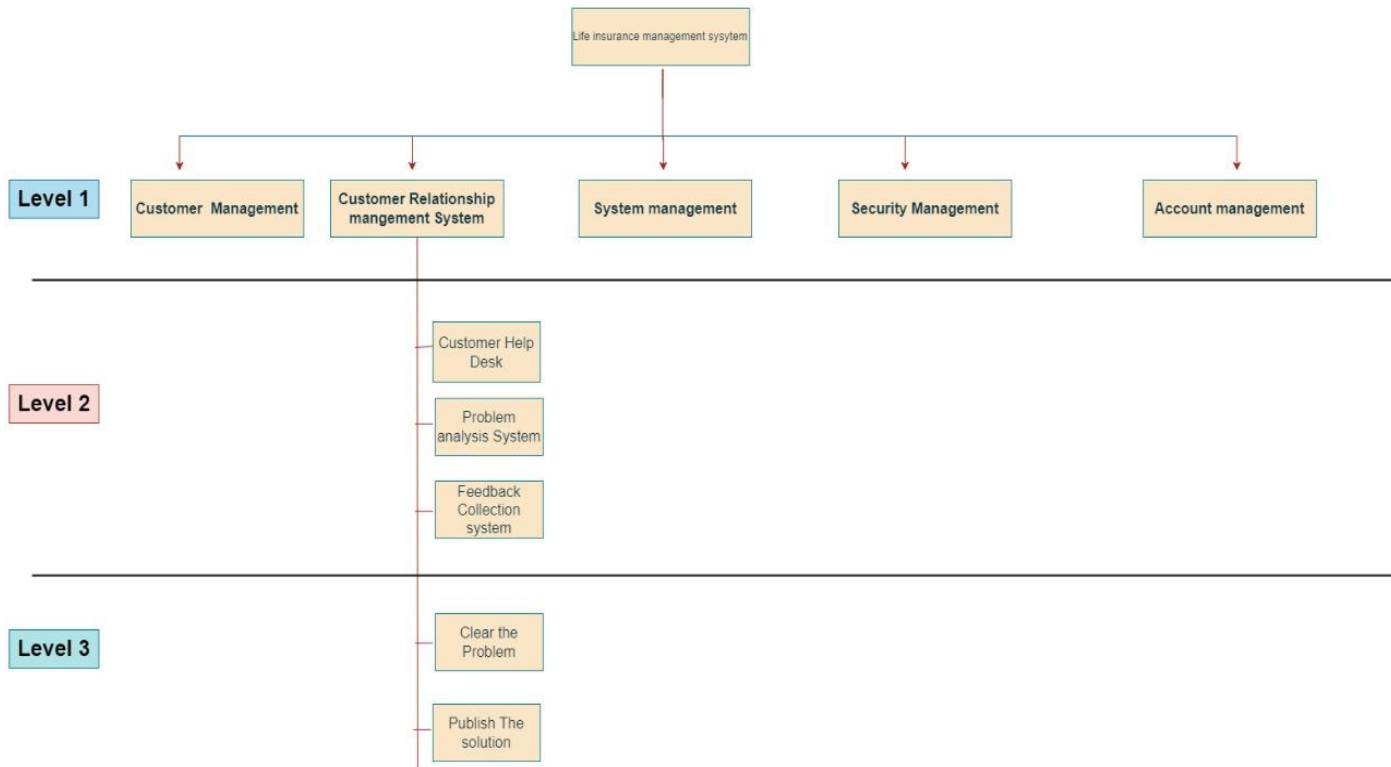
Part 1 - Activity Diagram (without Partitioning)



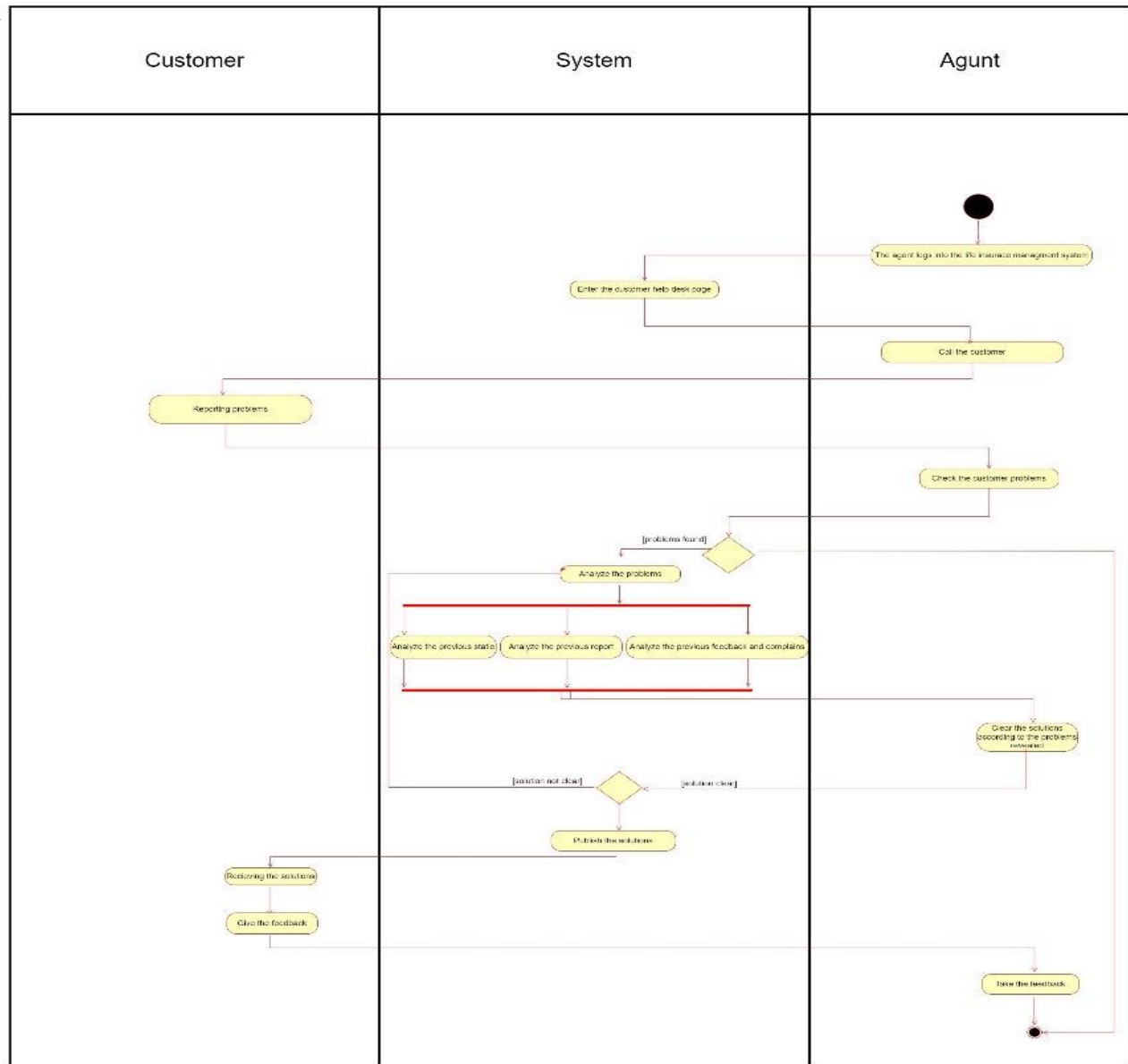
Part I - Call Actions / Sub Activities



Part II - Sub Systems



PART II - Activity Diagram (with Partitioning)



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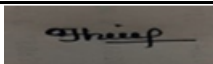
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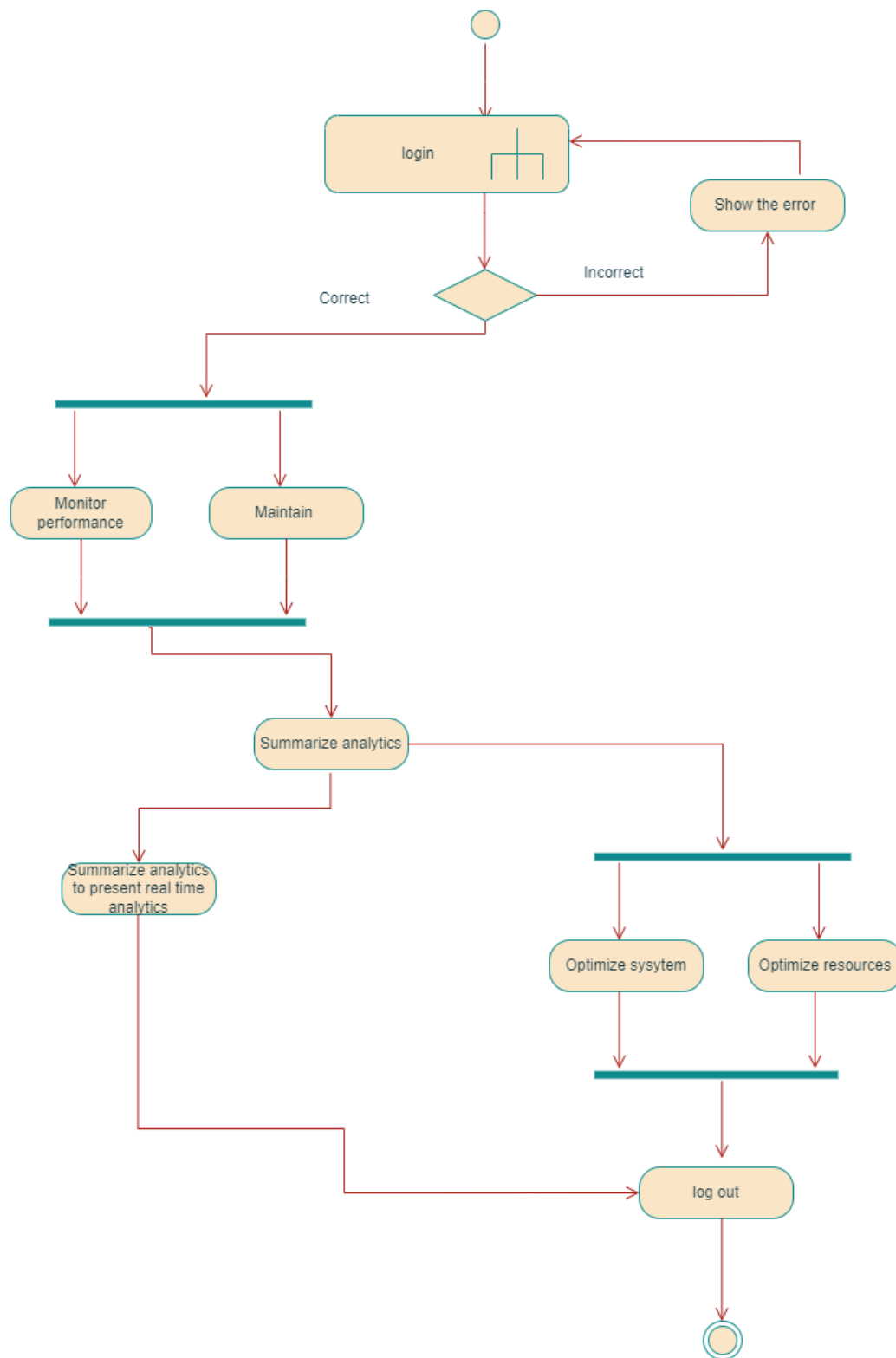
Student Details:

| Student Name | Student Registration Number | Date | Signature |
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| Thanis Ahamed A.R. | IT23220942 | 28/03/2024 |  |

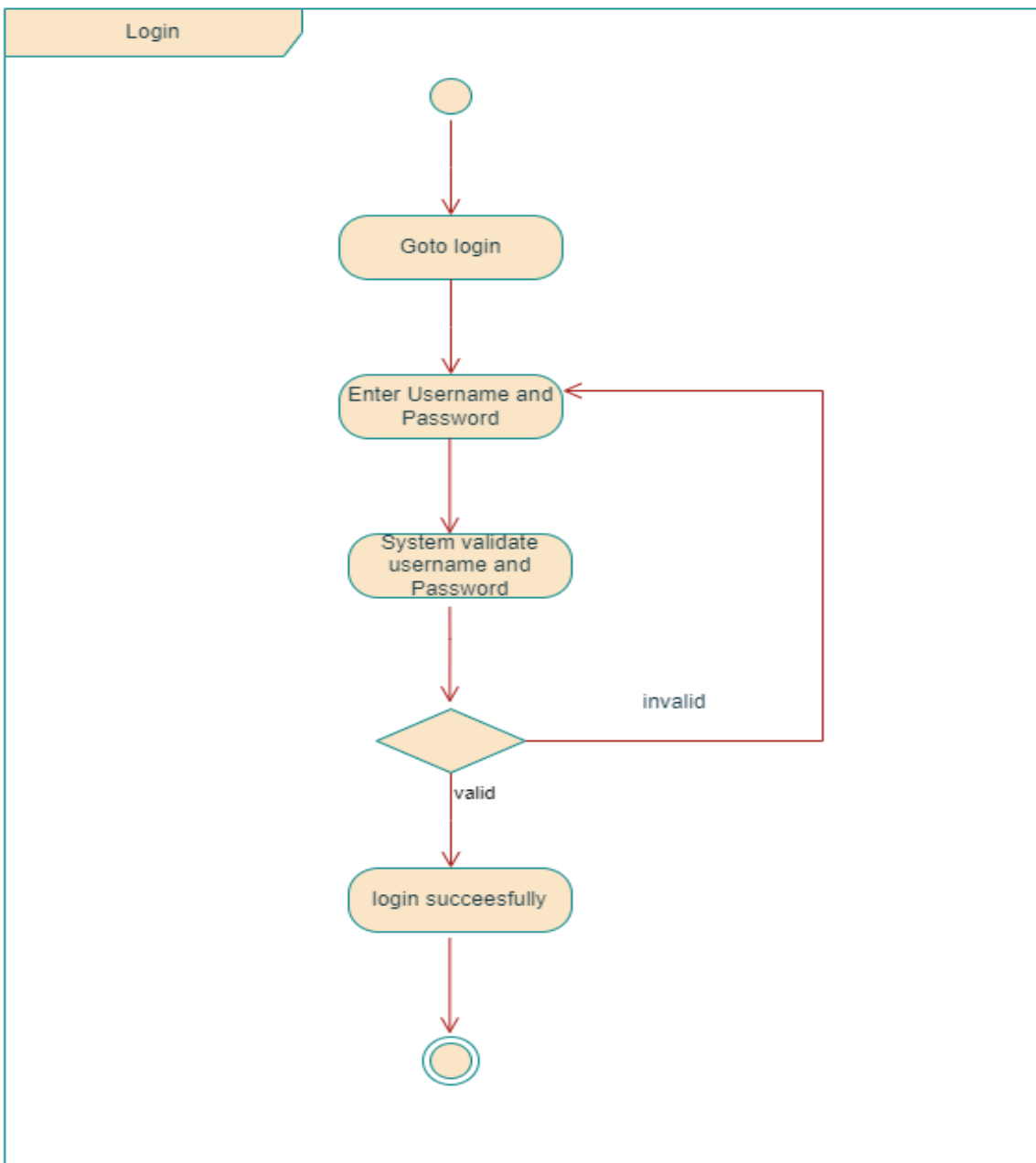
Part 1 – Use case Scenario

| | | |
|-----------------------|--|---|
| Number | IT23220942 | |
| Use Case ID | UC006 | |
| Use Case Name | Monitor Website performance | |
| Summary | Web admin needs to insure weather website runs smoothly | |
| Priority | 4 | |
| Pre-condition | Logs into the admin panel | |
| Post-condition | Web admin has been logged into his account | |
| Primary actor | Web Admin | |
| Trigger | Web admin should have been logged into admin account to access customer data | |
| Main scenario | Step | Action |
| | 01 | web admin should login into the administer panel |
| | 02 | performance Monitoring will be maintain by admin |
| | 03 | Real-time analytics will be summarize by the admin |
| | 04 | Admin take necessary action to optimize system and resources |
| | 05 | Admin logged from the administer panel |
| Extensions | Step | Branching Action |
| | 1a. | Show the error message when admin username and password incorrect |
| | 3a | Admin should maintain a record to present real-time analytics |

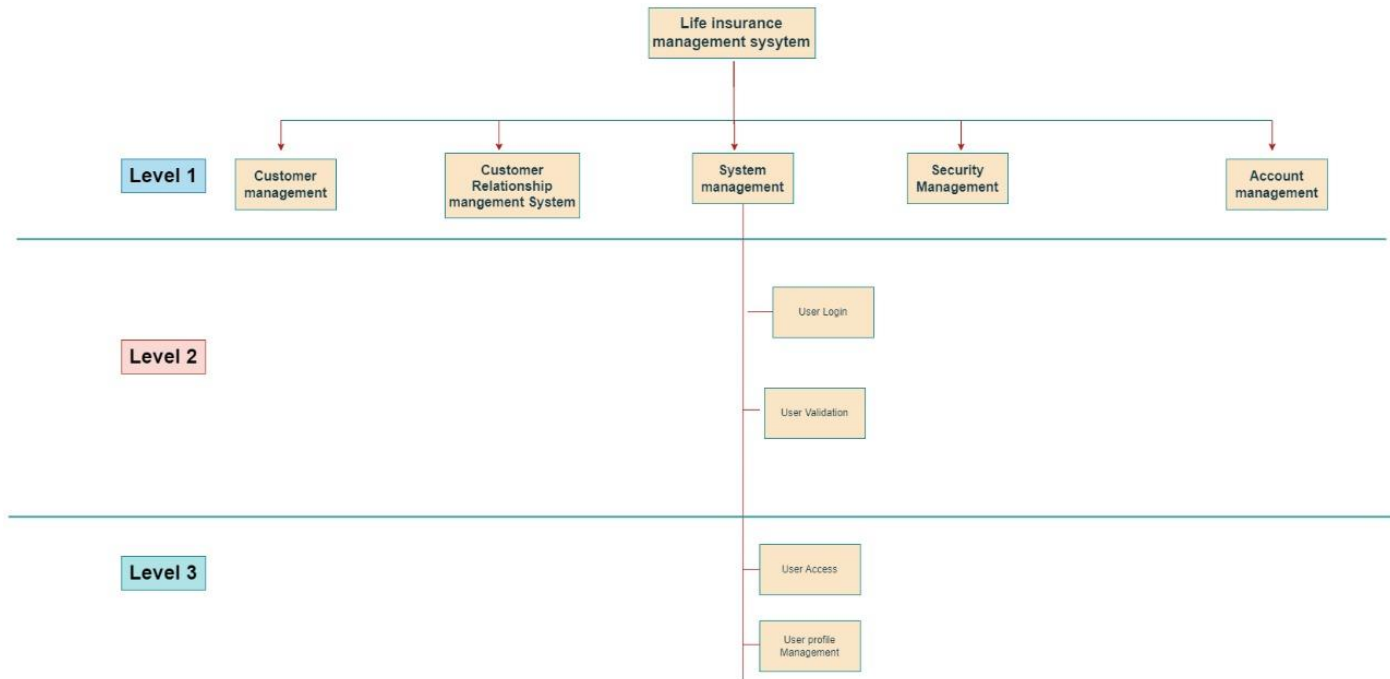
Part 1 - Activity Diagram (without Partitioning)



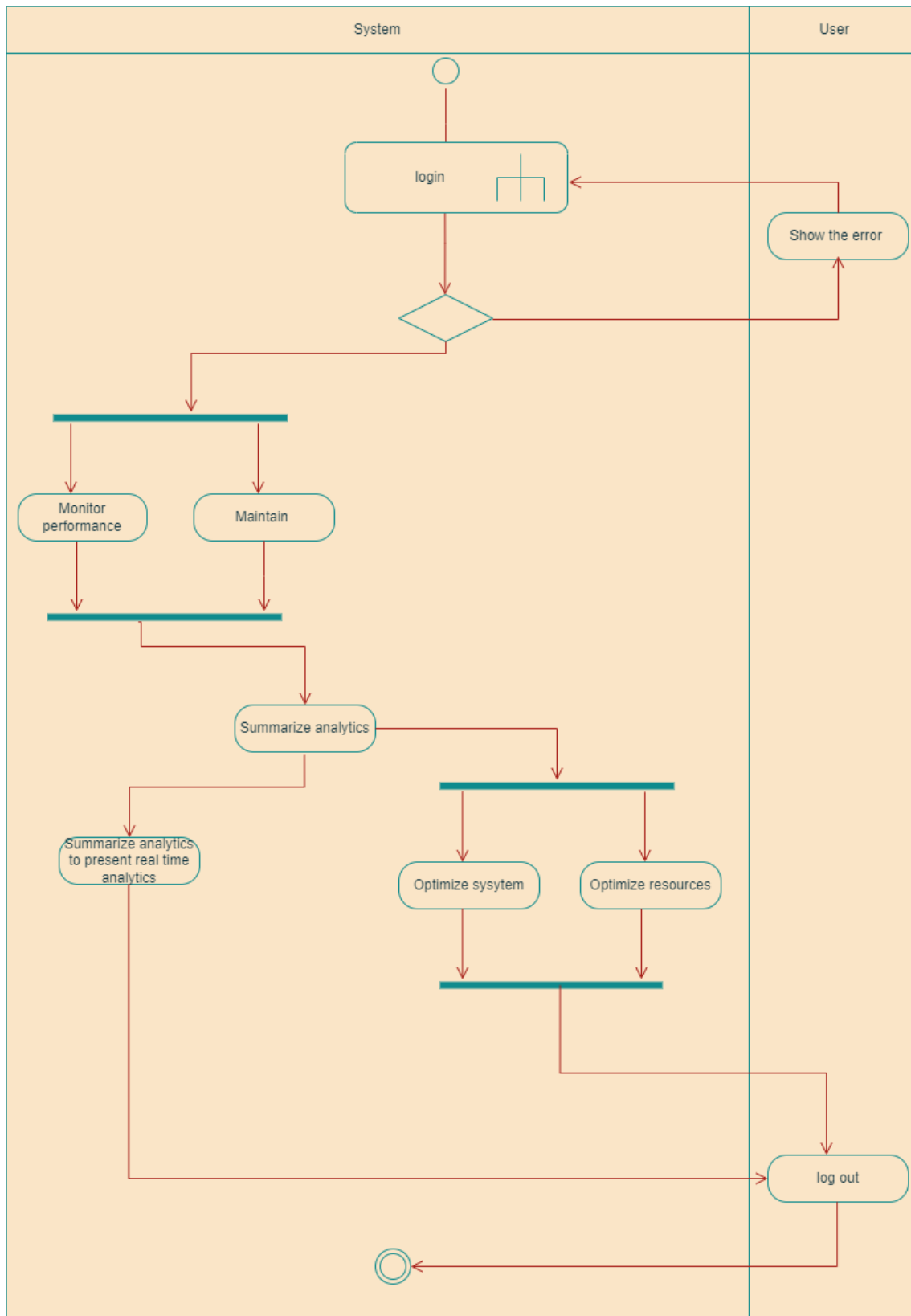
Part I - Call Actions / Sub Activities



Part II - Sub Systems



PART II - Activity Diagram (with Partitioning)



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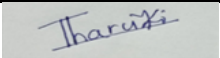
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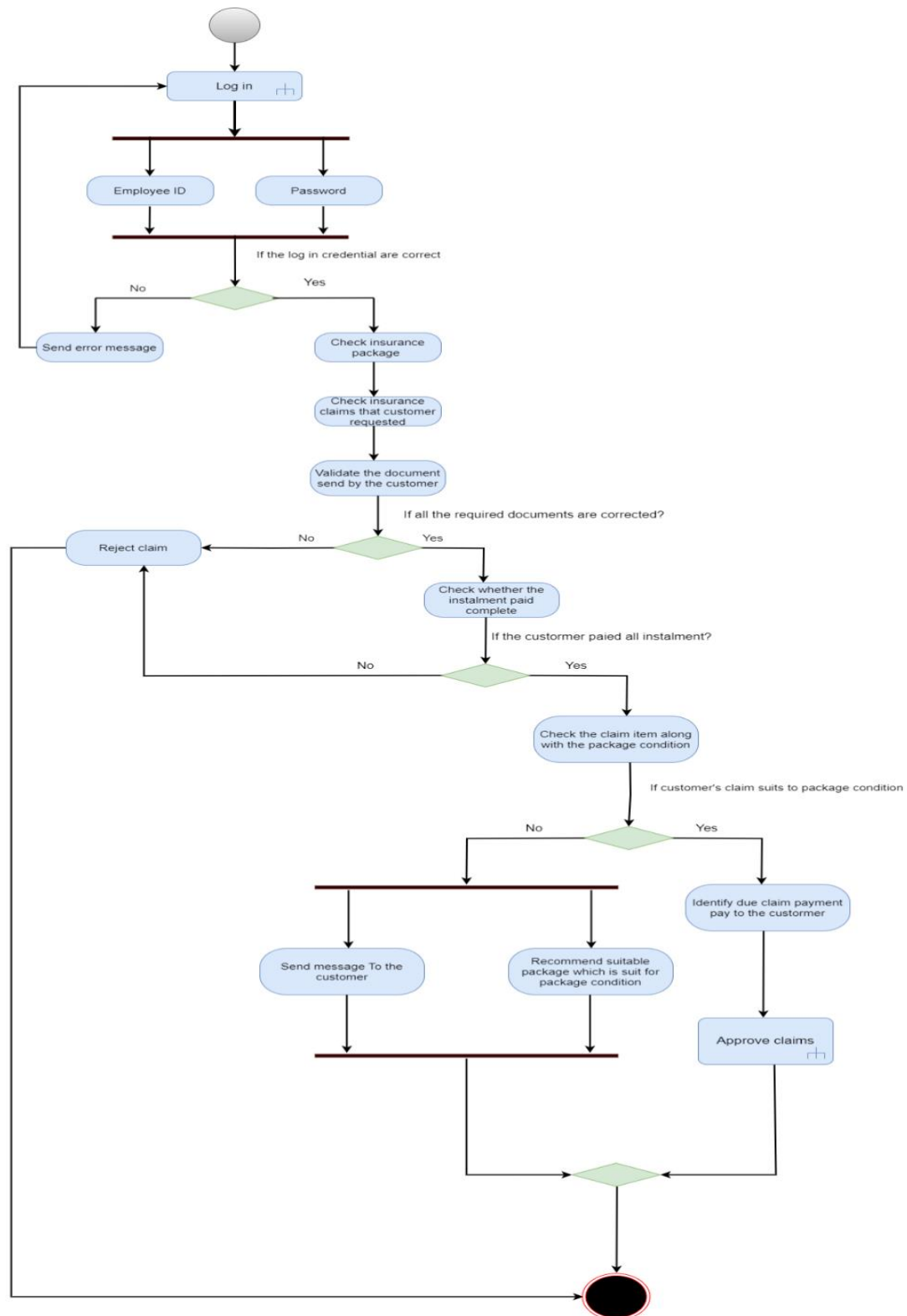
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Student Details:

| Student Name | Student Registration Number | Date | Signature |
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| Erathnage T.N. | IT23222236 | 28/03/2024 |  |

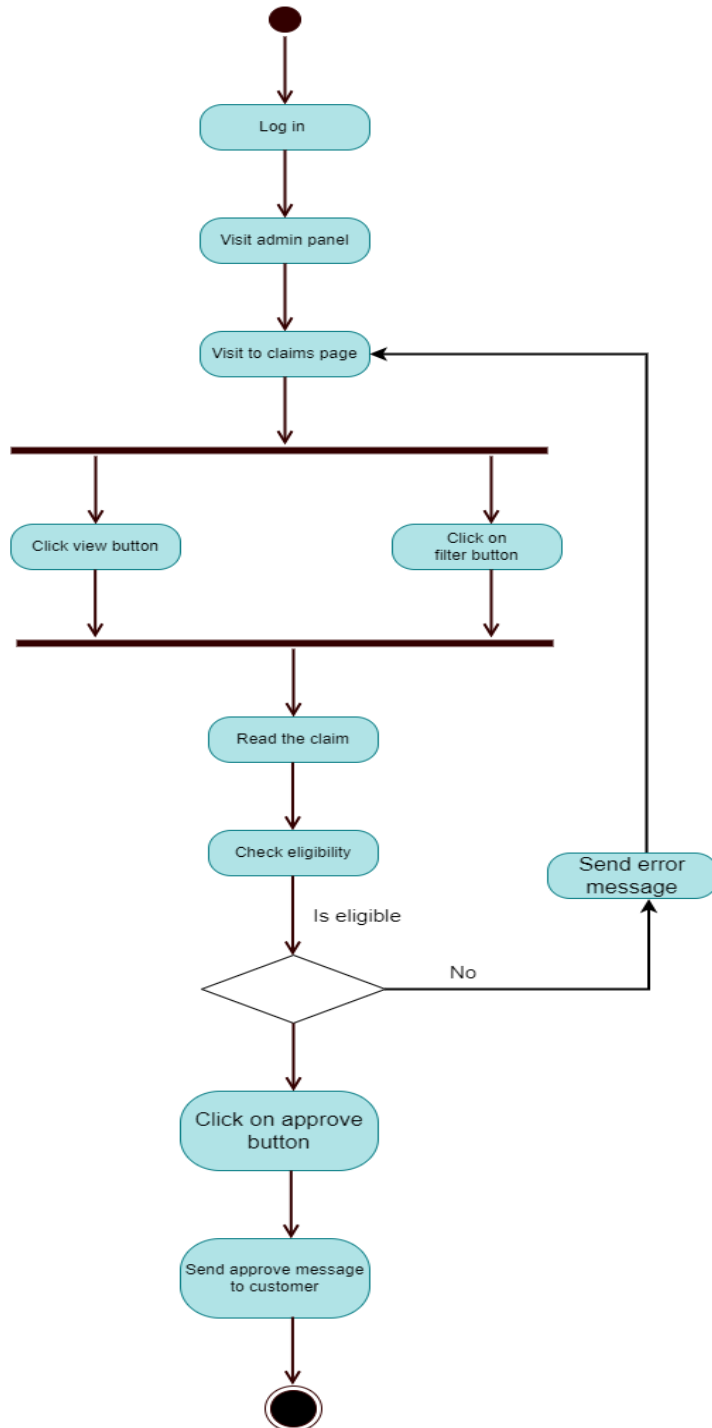
| | | |
|-----------------------|--|--|
| number | UC006 | |
| Use Case ID | IT23222236 | |
| Use Case Name | Approve claims | |
| Summary | The manager checks what are the applied claims by the customer and approve or rejected them. | |
| Priority | 8 | |
| Pre-condition | Enter login credentials and log in to the system. | |
| Post-condition | Approve claims and pay. | |
| Primary actor | Manager | |
| Tigger | Manager decided to approve and review the customer claims. | |
| Main scenario | Step | Action |
| | 01 | Log in to the website using user Id and password. |
| | 02 | Check what is the insurance package requested by customer. |
| | 03 | Check whether the insurance application with required medical document and the paid medical bills submitted correctly. |
| | 04 | Check whether the installments of insurance paid in time by customer. |
| | 05 | Check the claim items along with the package conditions. |
| | 06 | Identify the due amount of the claim actually paid to the customer. |
| | 07 | Appovement will be given and the payment will be made to the customer account. |
| Extensions | Step | Branching Action |
| | 01. | If user credentials are wrong, send error message and back to the login. |
| | 03. | If customer has submitted incomplete documents and claim form. Claim rejected |
| | 04. | If the customer doesn't pay the installment regularly, claim will get rejected. |
| Open Issues | 01. | Under evaluation leads to the bad effect of the company goodwill. |
| | 02. | Over evaluation leads to minimize the profit margin of the company. |

Part 1 - Activity Diagram (without Partitioning)

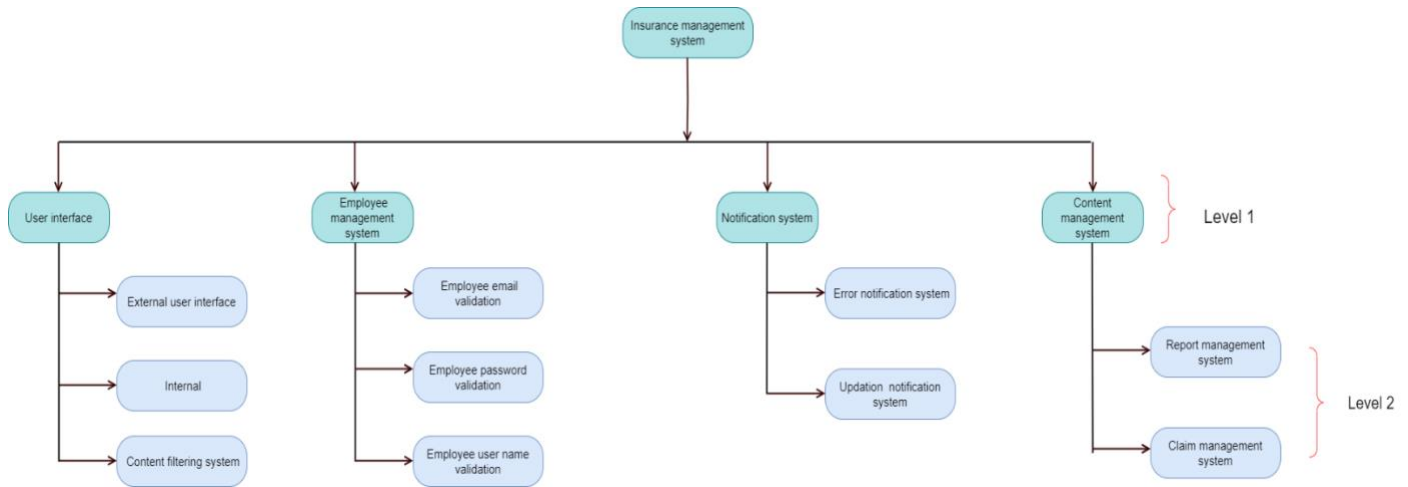


Part I - Call Actions / Sub Activities

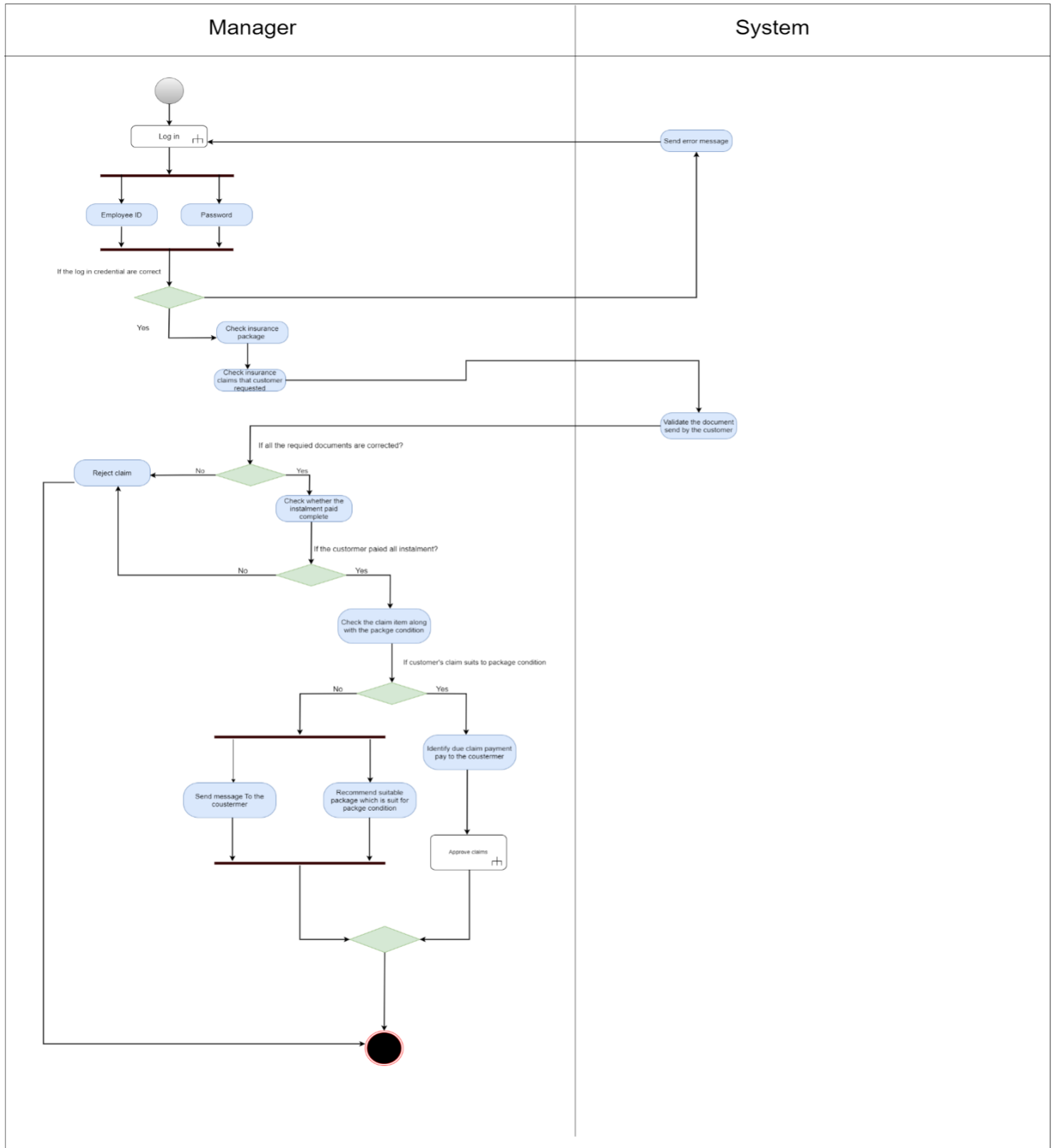
Log in to the admin panel



Part II - Sub Systems



PART II - Activity Diagram (with Partitioning)



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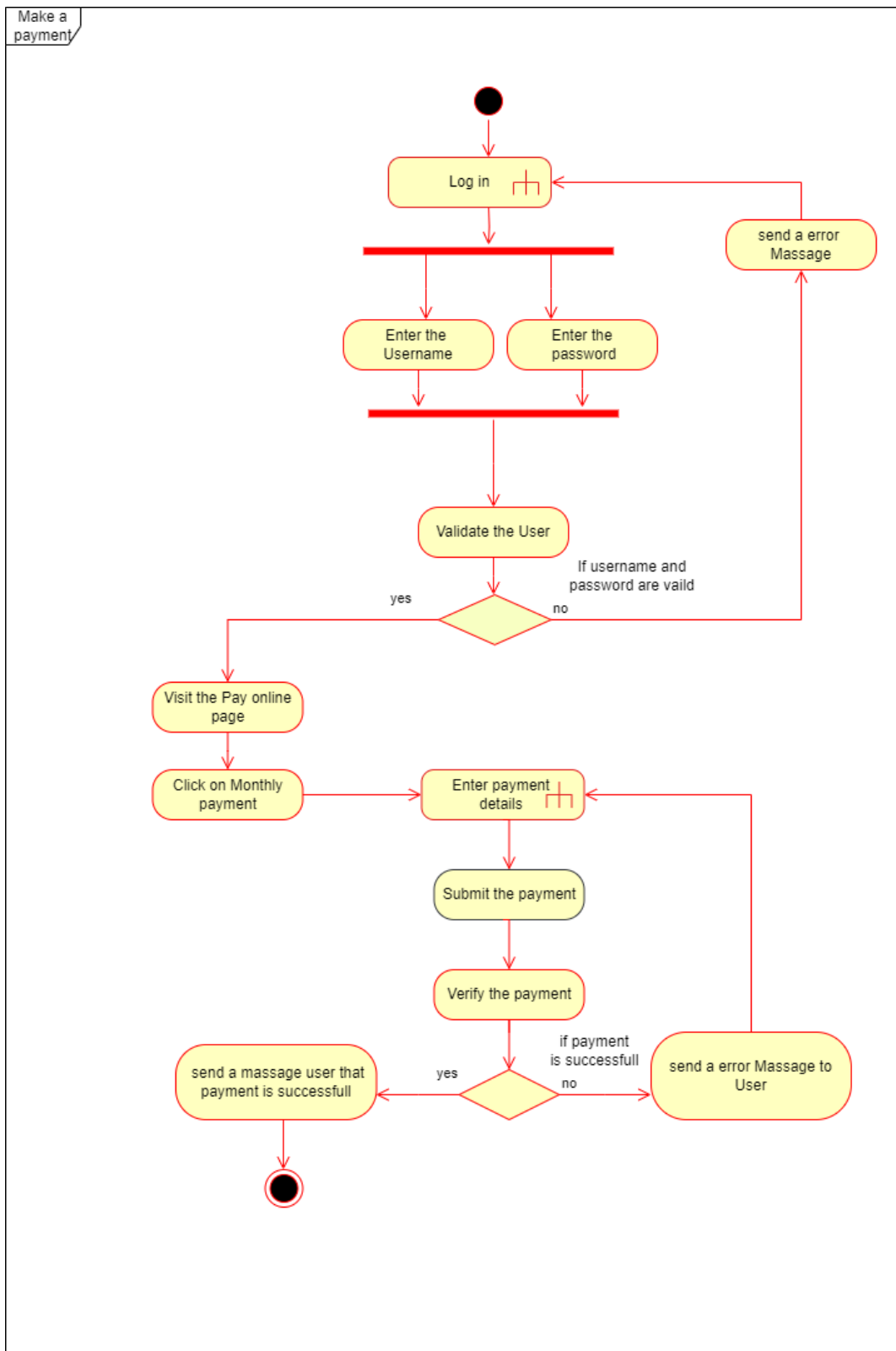
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Student Details:

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| Budara V.P.R. | IT23222786 | 28/03/2024 |  |

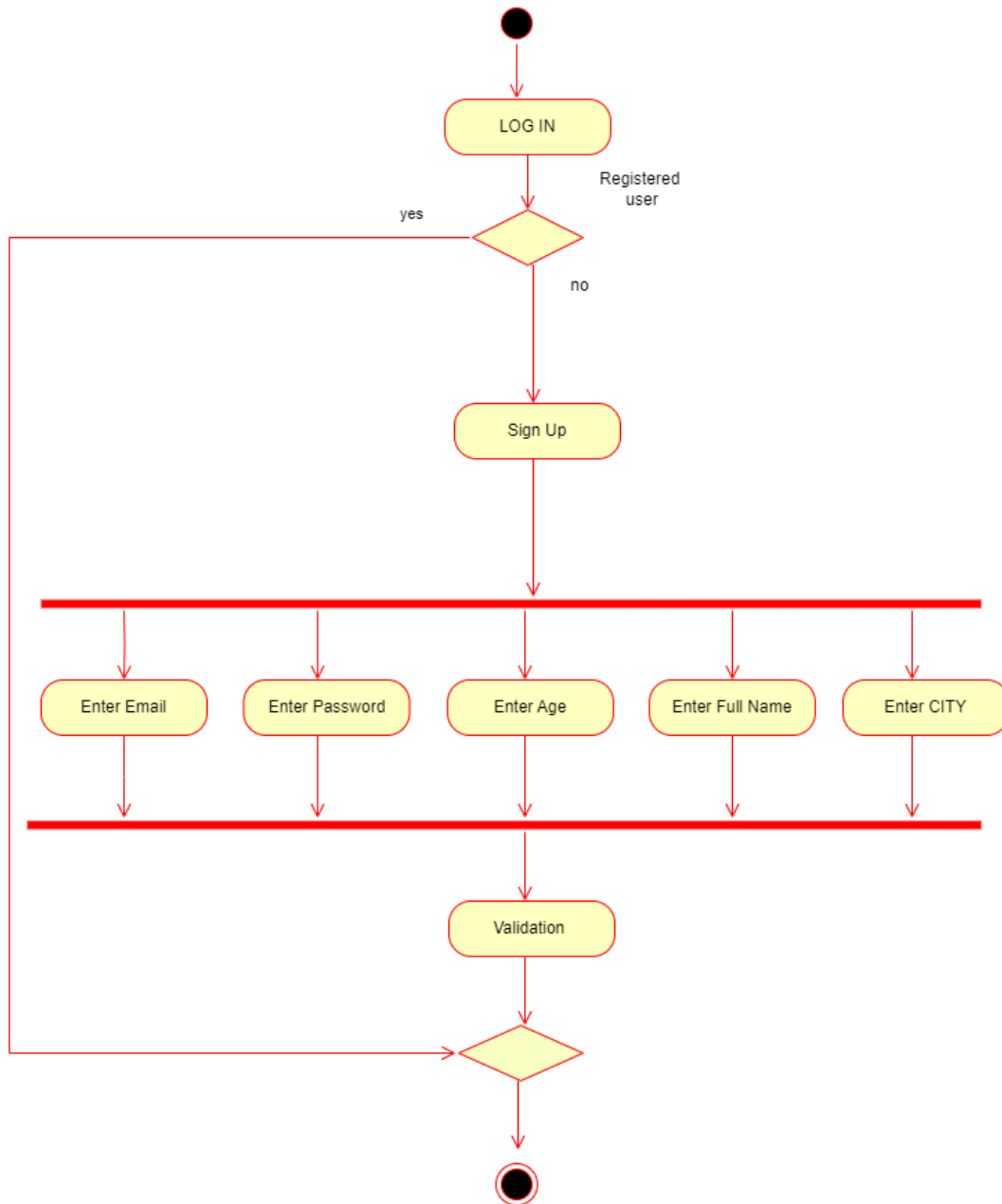
| | | |
|-----------------------|---|---|
| Number | IT23222786 | |
| Use Case ID | US009 | |
| Use Case Name | Pay the Monthly Payment | |
| Summary | Customer log in to the account and tries to pay the monthly payment. | |
| Priority | 08 | |
| Pre-condition | The User (Customer) must have to log into the account | |
| Post-condition | The Customer successfully paid the monthly payment | |
| Primary actor | Registered Customer | |
| Tigger | The Customer decides to pay the monthly payment | |
| Main scenario | Step | Action |
| | 01 | The Customer visits the website |
| | 02 | User (Customer) log in to the user account |
| | 03 | Navigates to the Pay Online page |
| | 04 | Click on Monthly Insurance payment |
| | 05 | Select a payment method |
| | 06 | Enter the pertinent payment information |
| | 07 | Click the PAY NOW option. |
| | 08 | Verifies that the money was sent successfully |
| Extensions | Step | Branching Action |
| | 2.a | The system generates an error message if the User Name is wrong |
| | 2.b | The system generates an error message if the password is wrong |
| | 5.a | Select the relevant bank account |
| | 5.b | Select the relevant e-wallet address |
| Open Issues | <ul style="list-style-type: none"> Because there were two factor authentication system can be trust Certain customers are unable to access their bank accounts because certain banks lack the required global capability. | |

Part 1 - Activity Diagram (without Partitioning)

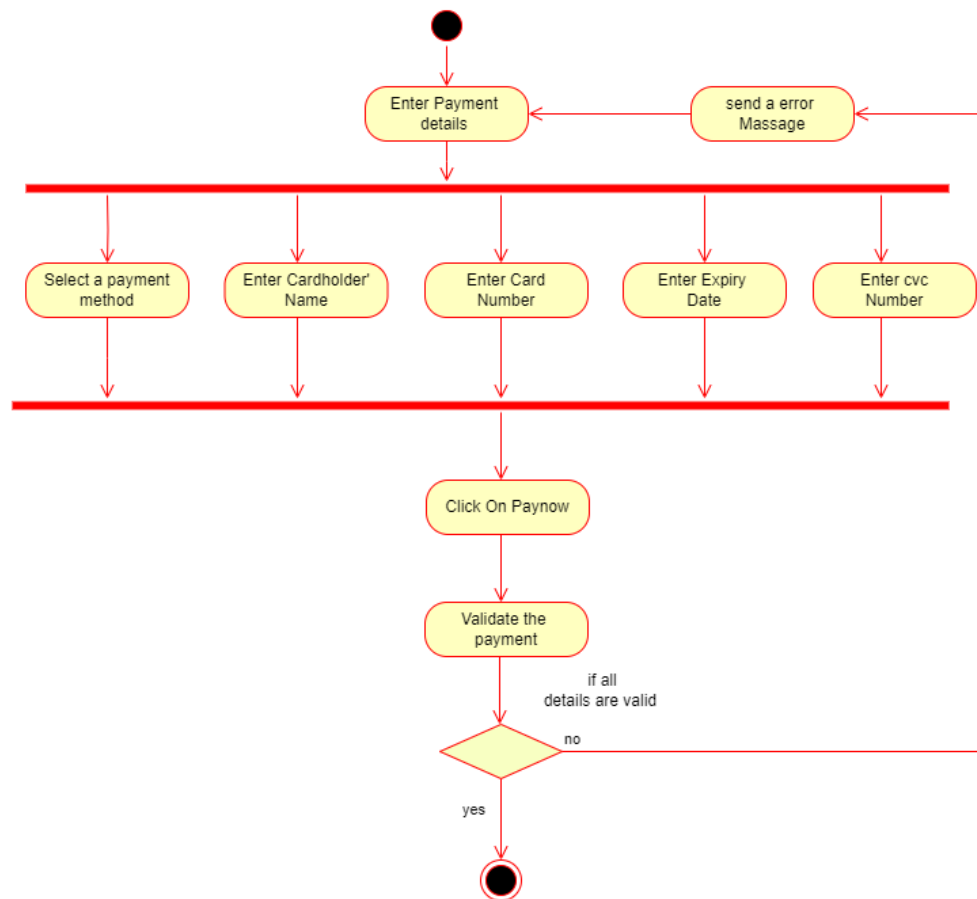


Part I - Call Actions / Sub Activities

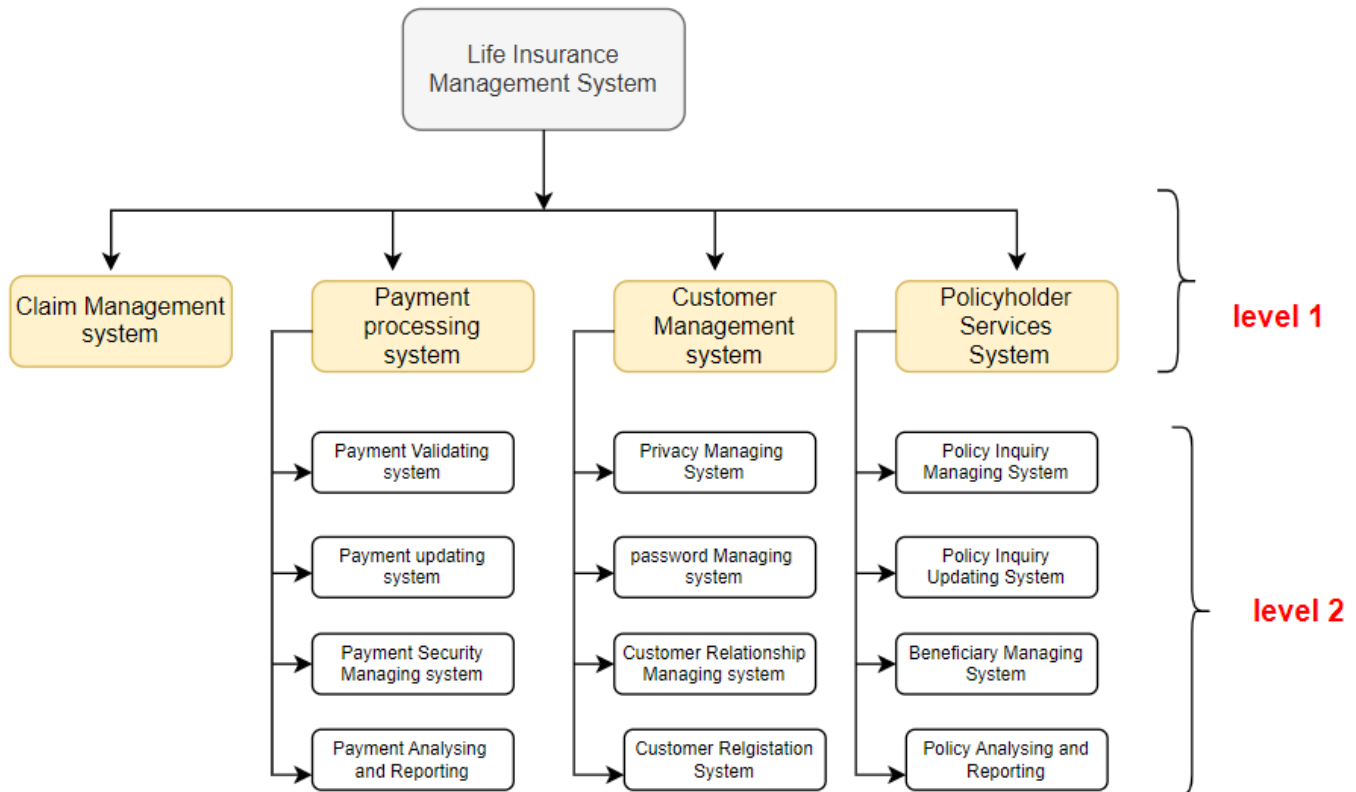
Log in to the Account



Enter payment details



Part II - Sub Systems



PART II - Activity Diagram (with Partitioning)

