

**IT1060 – Software Process Modeling**

**April - 2024**

### **Assignment 2 Cover Sheet**

<b>CASE STUDY NAME</b>	Life Insurance Management System
<b>PROJECT ID</b>	MLB_04.02_08

#### **Group Details:**

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

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**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,



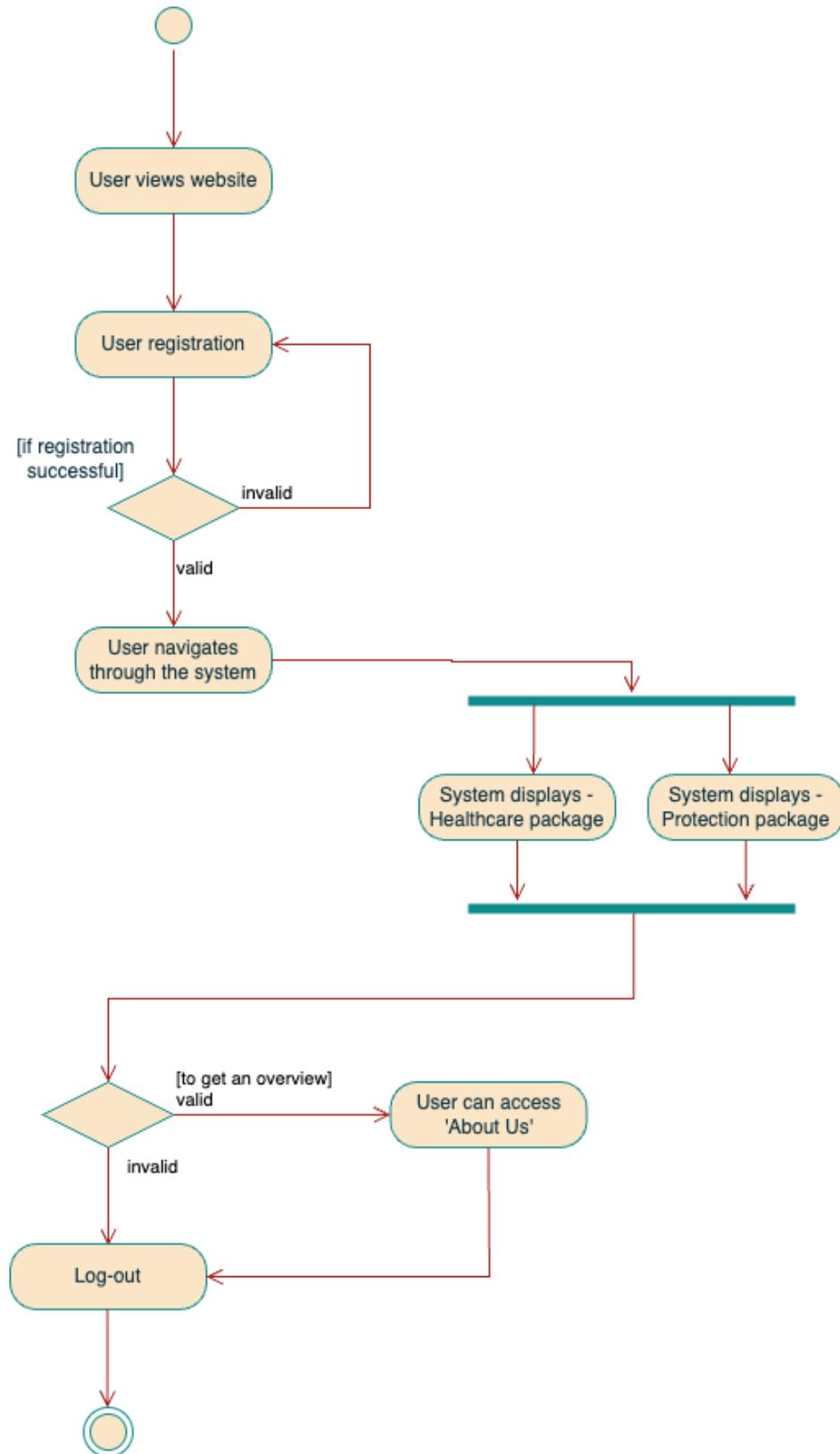
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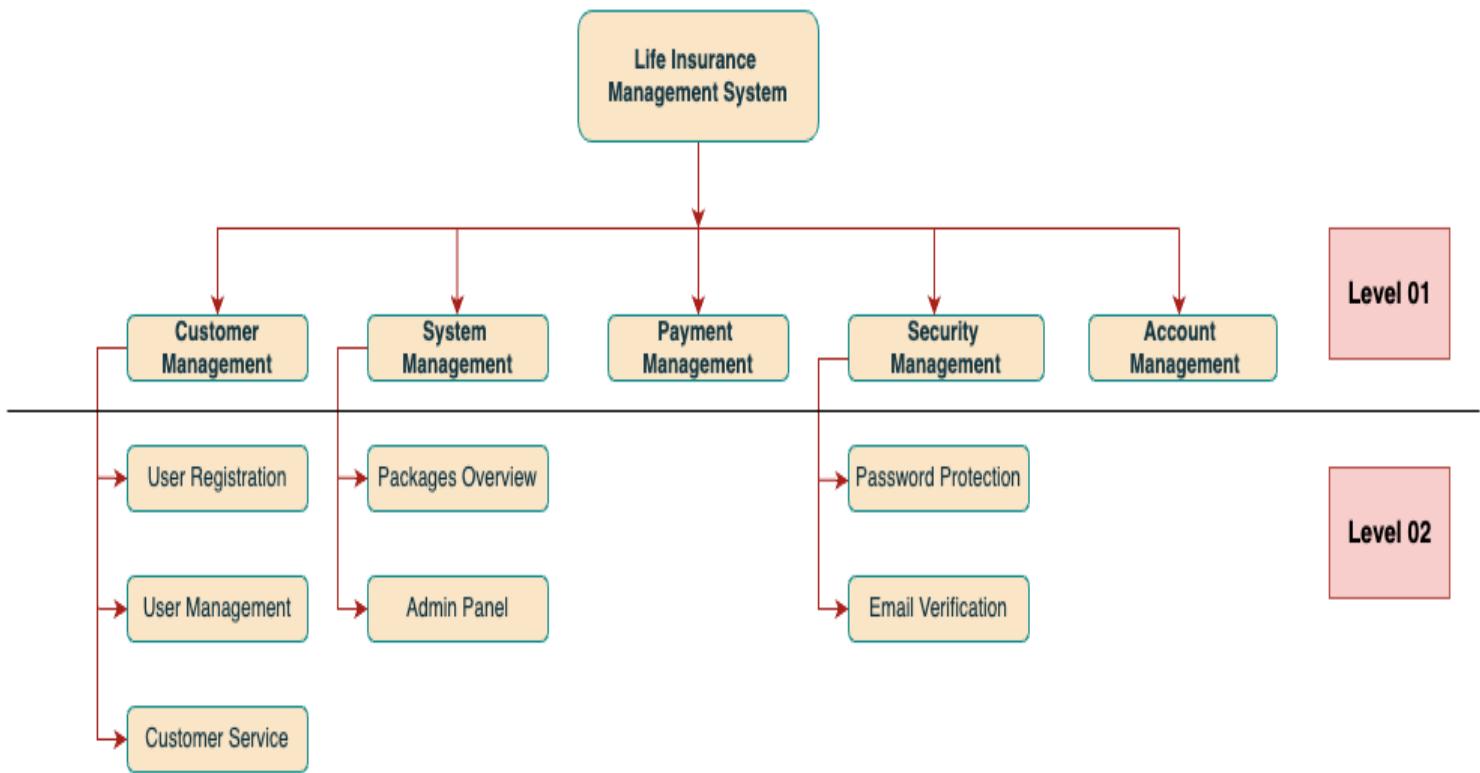
Student Name	Student Registration Number	Date	Signature
Aaqib A.R.	IT23228276	28/03/2024	

<b>Number</b>	IT23228276	
<b>Use Case ID</b>	UC001	
<b>Use Case Name</b>	Viewing the Products	
<b>Summary</b>	Guest customers can only view products and cannot purchase or navigate further until he/she registers themselves to it.	
<b>Priority</b>	3	
<b>Pre-condition</b>	The guest customer is not registered to the system	
<b>Post-condition</b>	The guest's information is stored into the system. The guest customer is registered in the system.	
<b>Primary actor</b>	Guest Customer	
<b>Trigger</b>	A guest customer should register themselves as a registered customer to purchase any product.	
<b>Main scenario</b>	<b>Step</b>	<b>Action</b>
	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"> <li>• Sign-in with Email.</li> <li>• Sign-in with Google.</li> </ul>
	03	Users navigate through the system to view available insurance, including coverage details, benefits, and premium rates. <ul style="list-style-type: none"> <li>• Protection.</li> <li>• Health Care.</li> </ul>
	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.
<b>Extensions</b>	<b>Step</b>	<b>Branching Action</b>
	2a	<ul style="list-style-type: none"> <li>• The user must check their mail.</li> <li>• The user must check their username.</li> </ul>

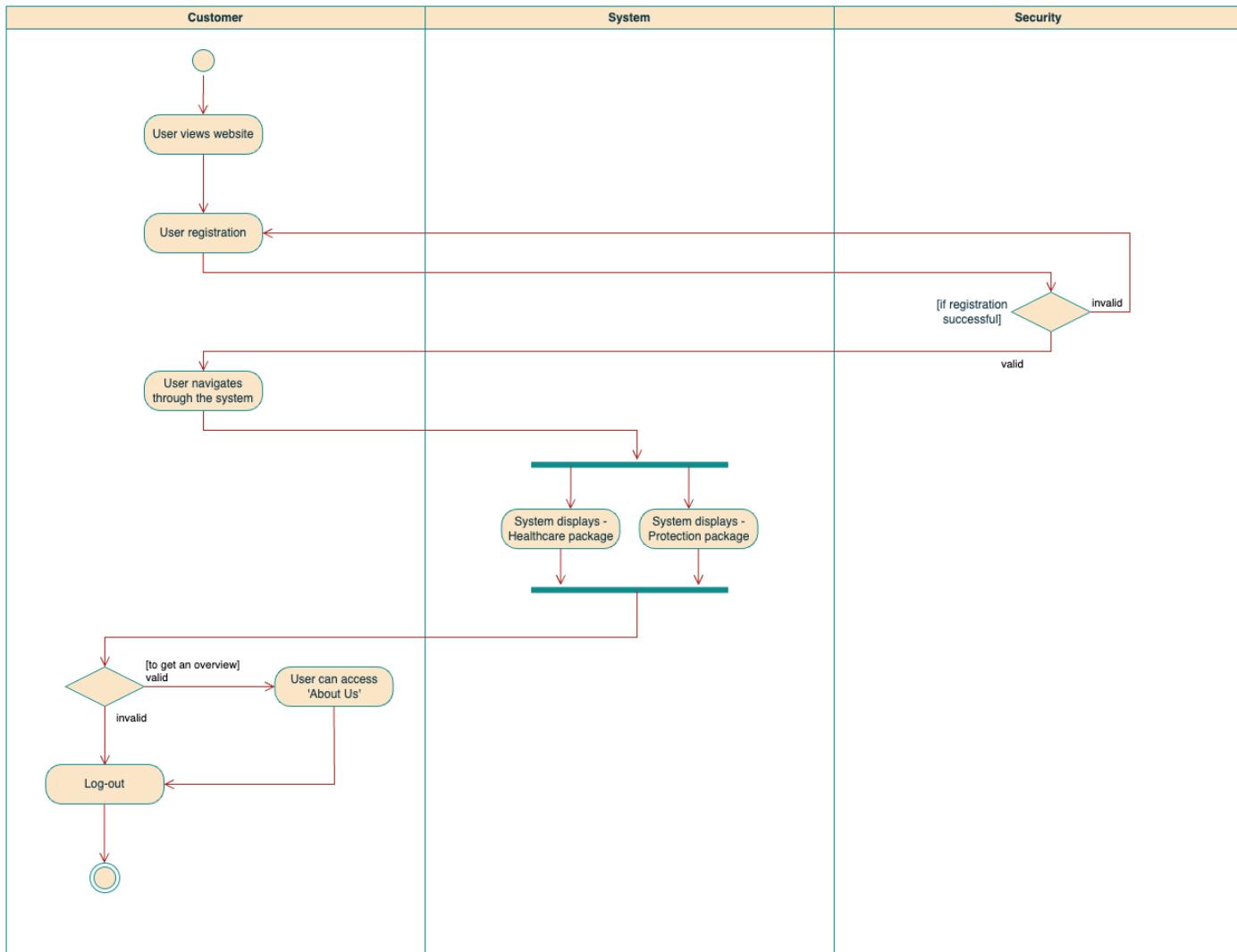
## Part 1 - Activity Diagram (without Partitioning)



## Part II - Sub Systems



## PART II - Activity Diagram (with Partitioning)



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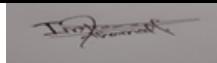
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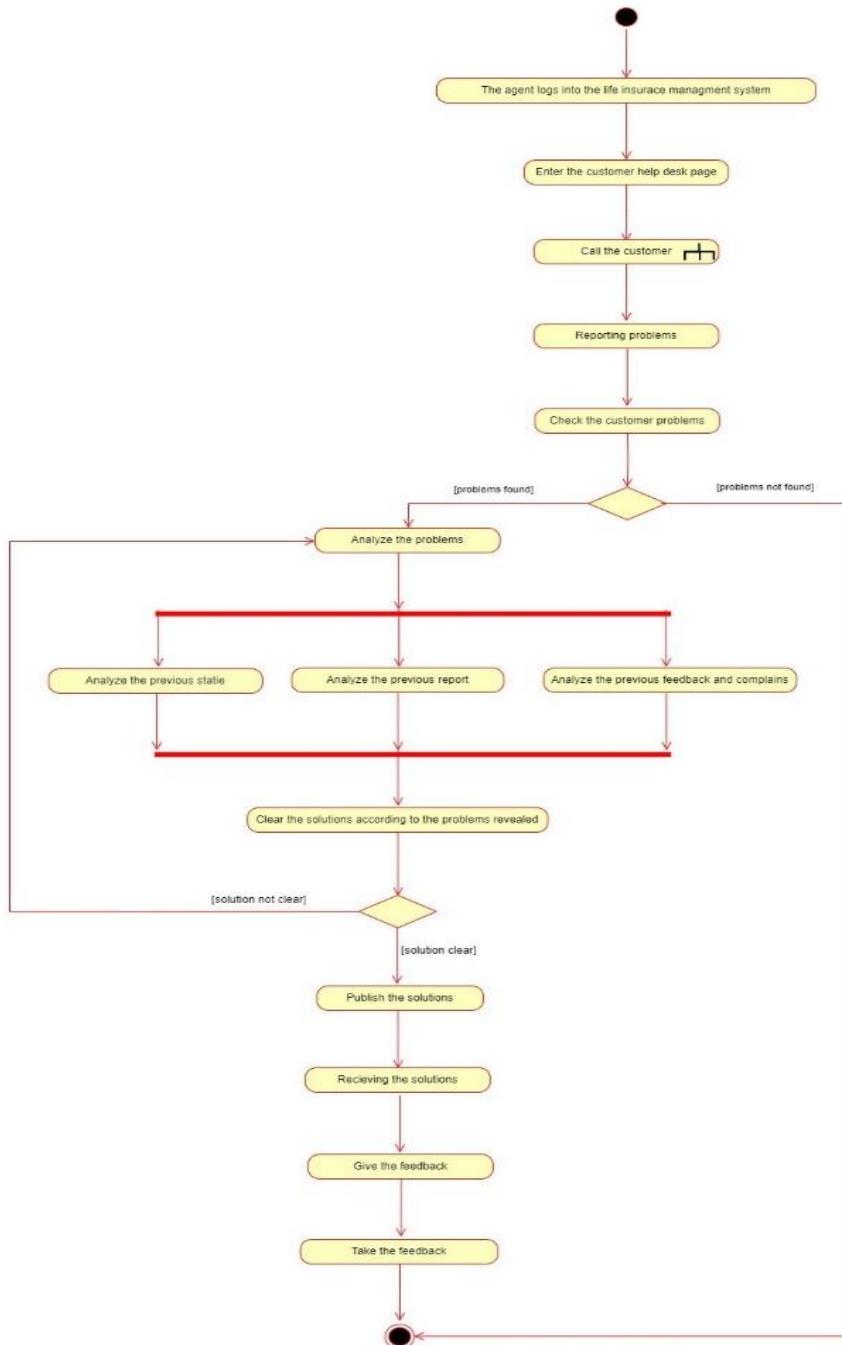
### Student Details:

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

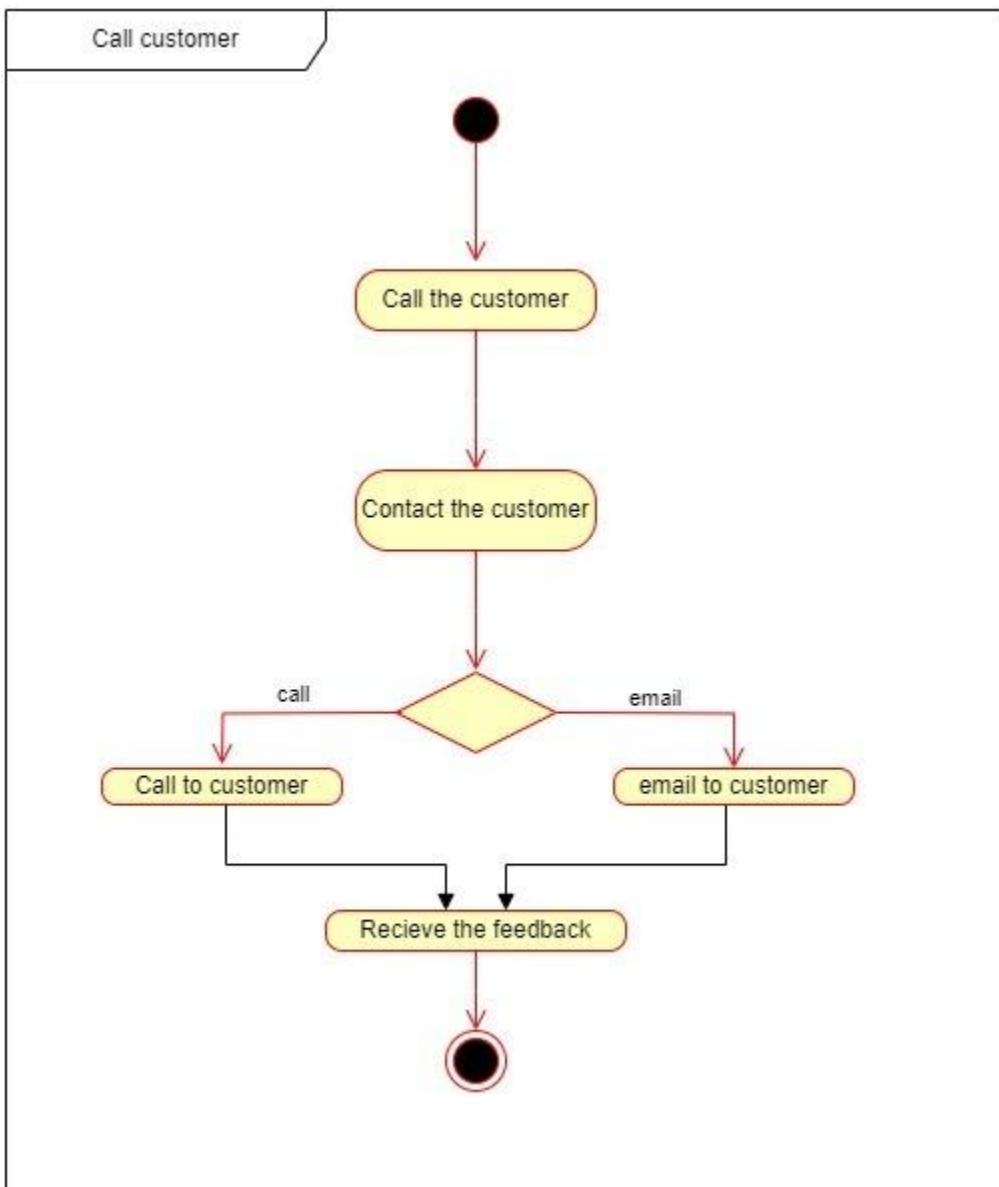
## Part 1 – Use case Scenario

<b>Number</b>	IT23223530	
<b>Use Case ID</b>	US003	
<b>Use Case Name</b>	Support with customer problem.	
<b>Summary</b>	Agent check what are the problems and give solutions according to the problem.	
<b>Priority</b>	4	
<b>Pre-condition</b>	Enter login credentials and log in to the system.	
<b>Post-condition</b>	Publish solution to customer.	
<b>Primary actor</b>	Agent	
<b>Trigger</b>	Agent wants to give solutions according to the problems	
<b>Main scenario</b>	<b>Step</b>	<b>Action</b>
	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
<b>Extensions</b>	<b>Step</b>	<b>Branching Action</b>
	3a.	Analyze the previous static
	3b.	Analyze the previous report
	3c.	Analyze the previous feedback and complains

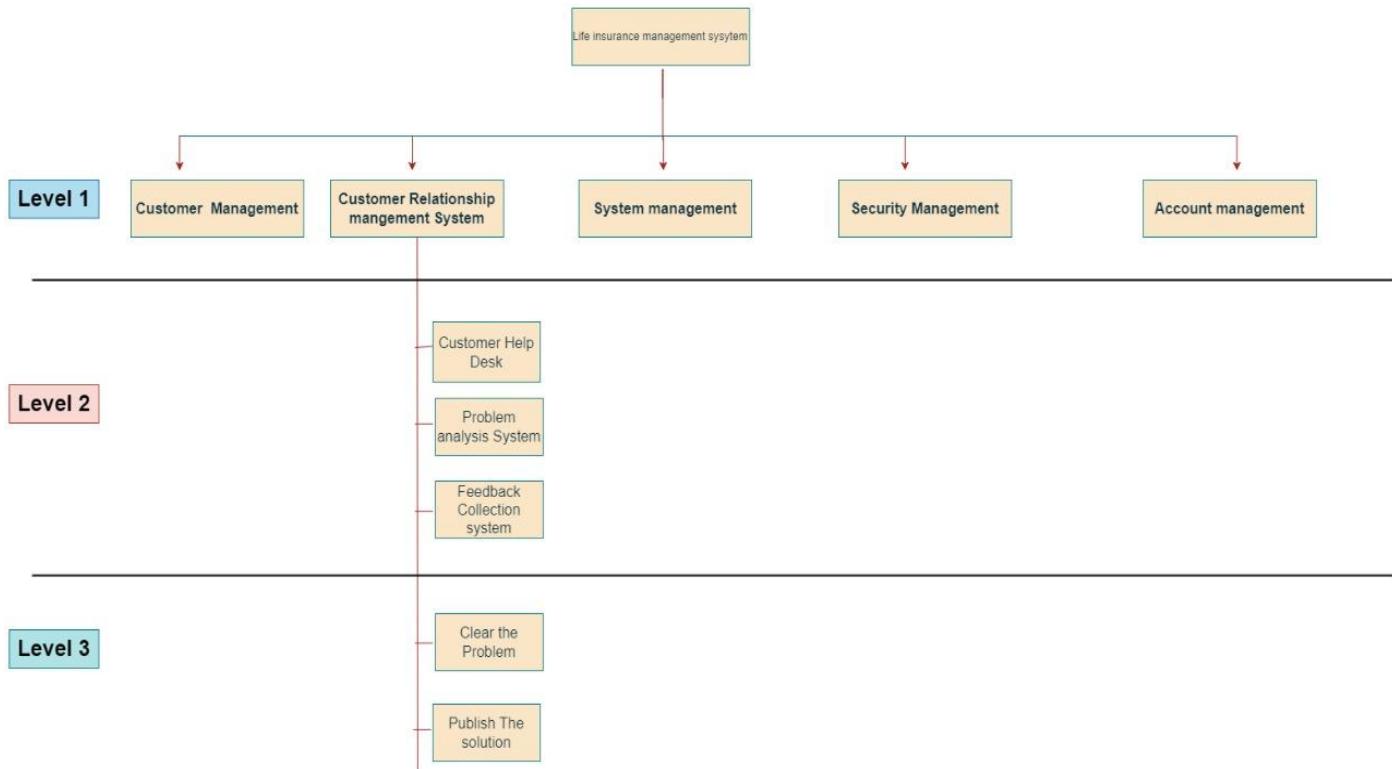
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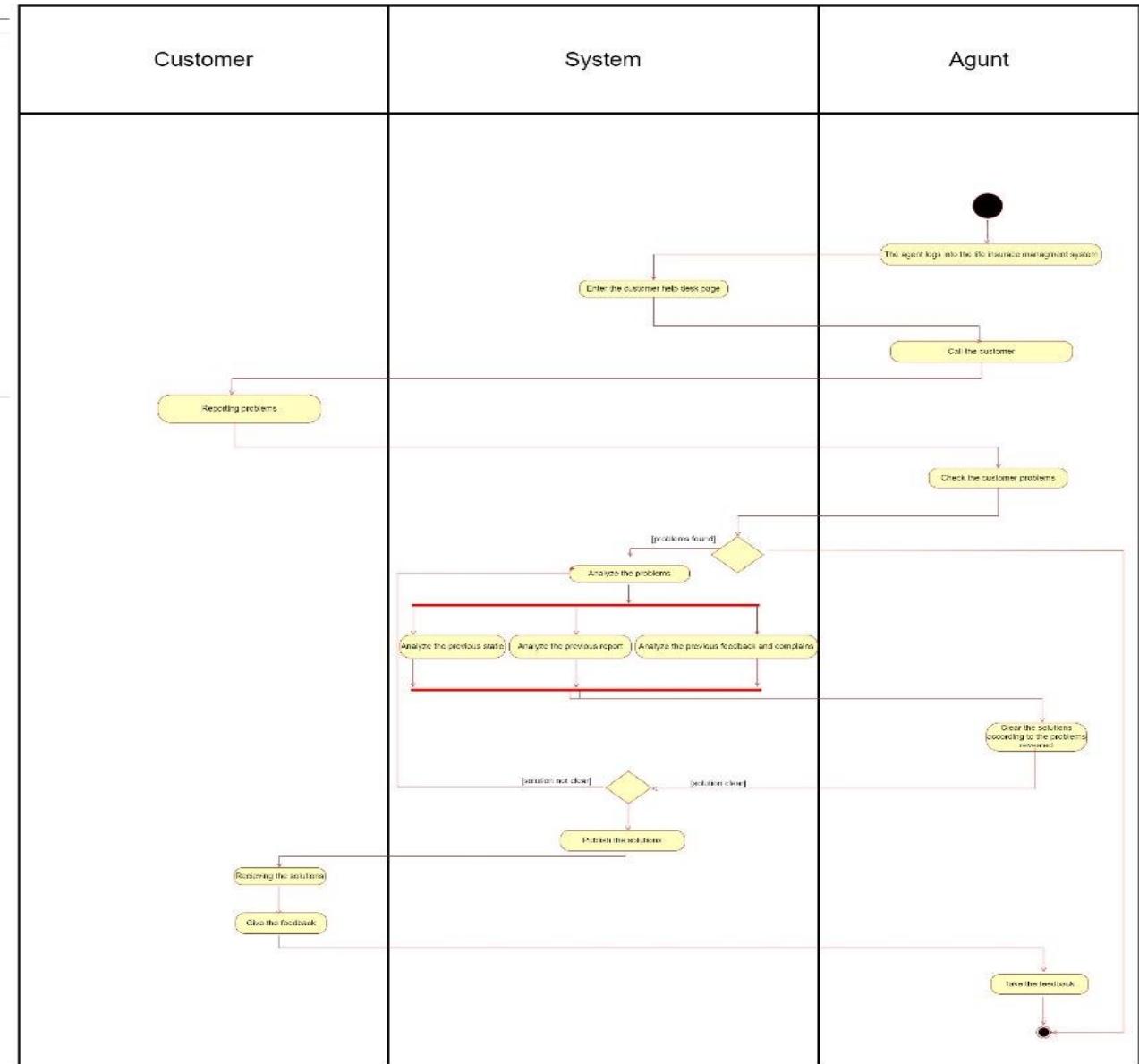
## Part I - Call Actions / Sub Activities



## Part II - Sub Systems



## PART II - Activity Diagram (with Partitioning)



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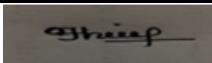
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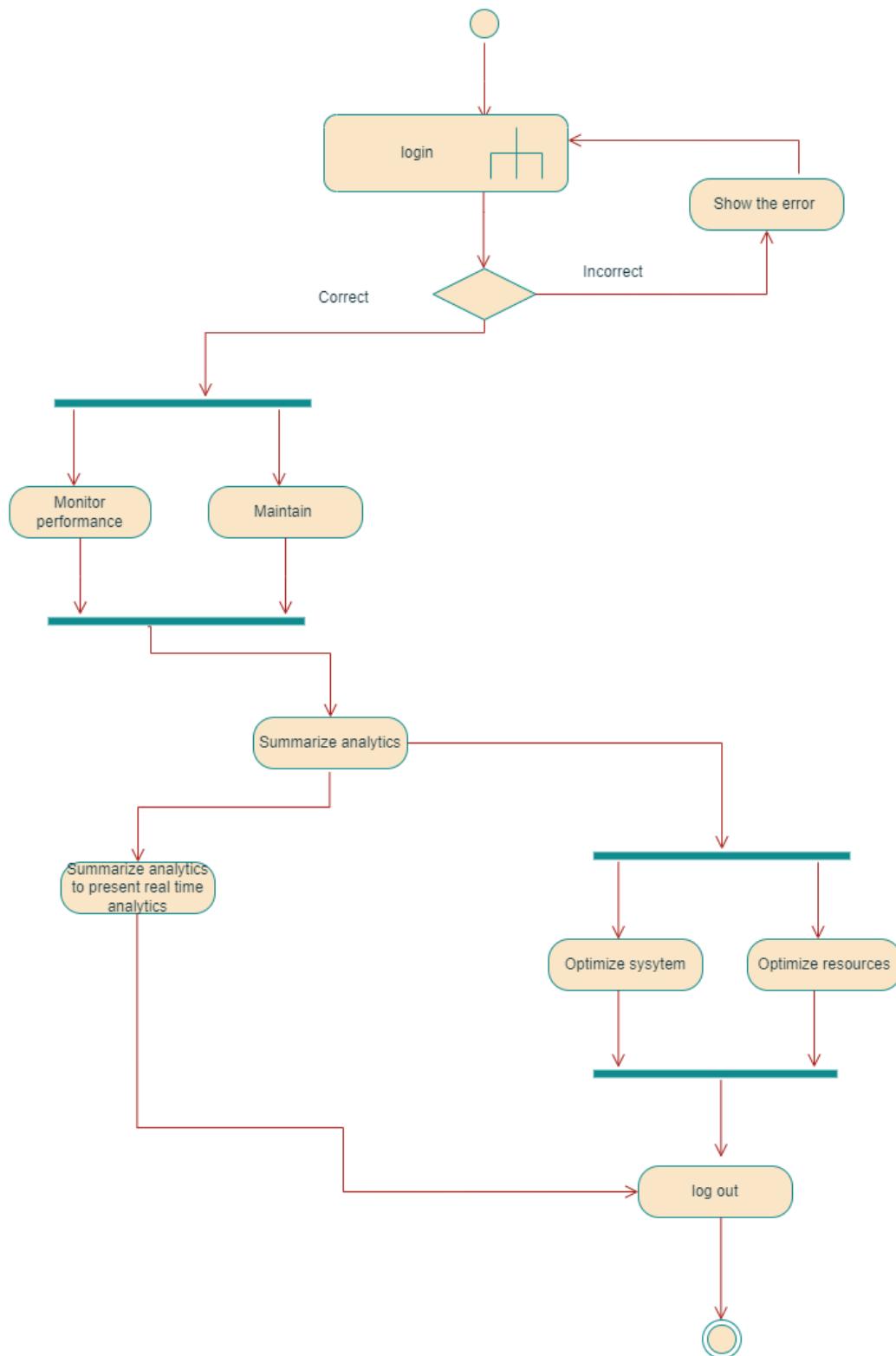
### Student Details:

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

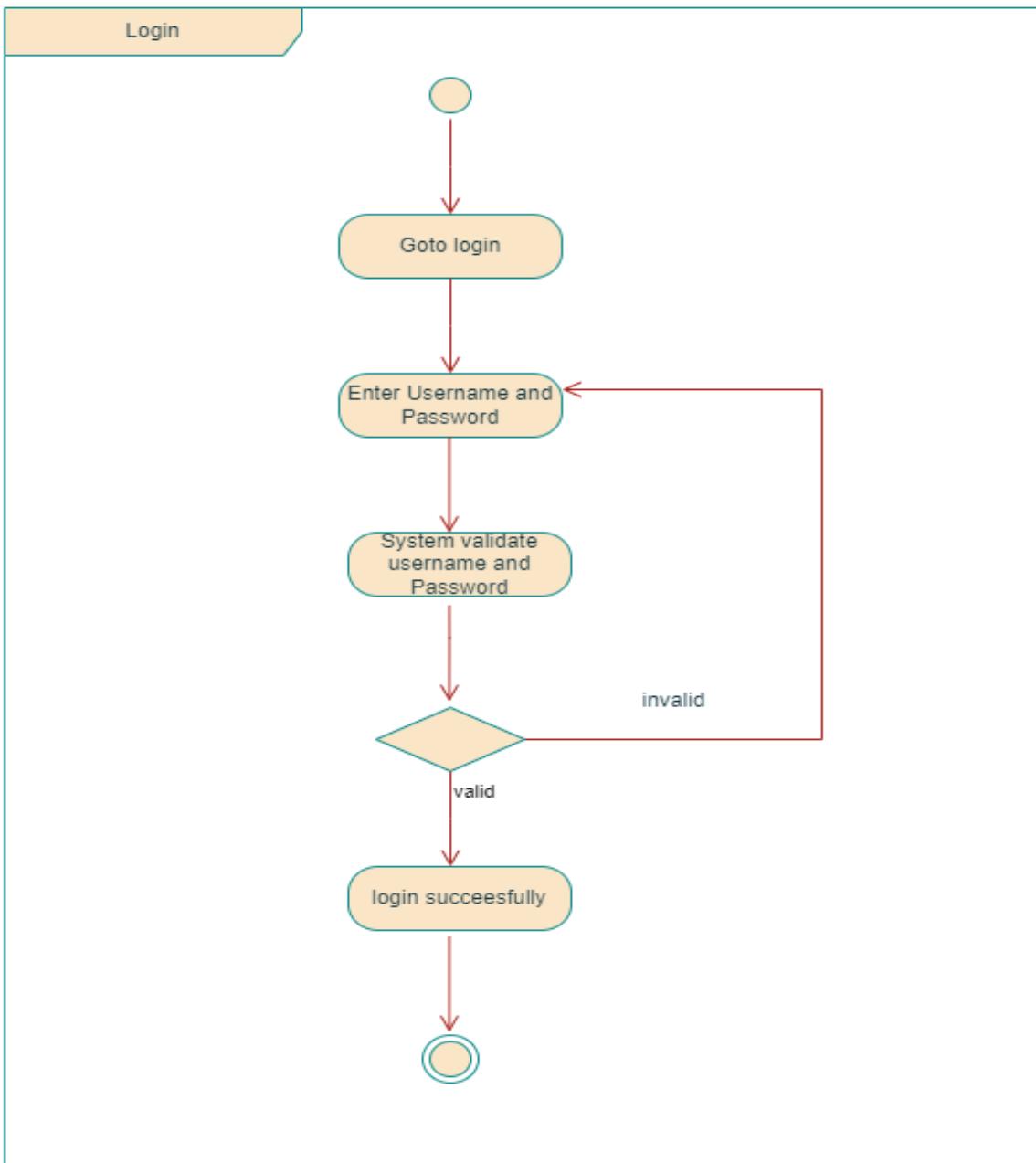
## Part 1 – Use case Scenario

<b>Number</b>	IT23220942	
<b>Use Case ID</b>	UC006	
<b>Use Case Name</b>	Monitor Website performance	
<b>Summary</b>	Web admin needs to insure weather website runs smoothly	
<b>Priority</b>	4	
<b>Pre-condition</b>	Logs into the admin panel	
<b>Post-condition</b>	Web admin has been logged into his account	
<b>Primary actor</b>	Web Admin	
<b>Trigger</b>	Web admin should have been logged into admin account to access customer data	
<b>Main scenario</b>	<b>Step</b>	<b>Action</b>
	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
<b>Extensions</b>	<b>Step</b>	<b>Branching Action</b>
	1a.	Show the error message when admin username and password incorrect
	3a	Admin should maintain a record to present real-time analytics

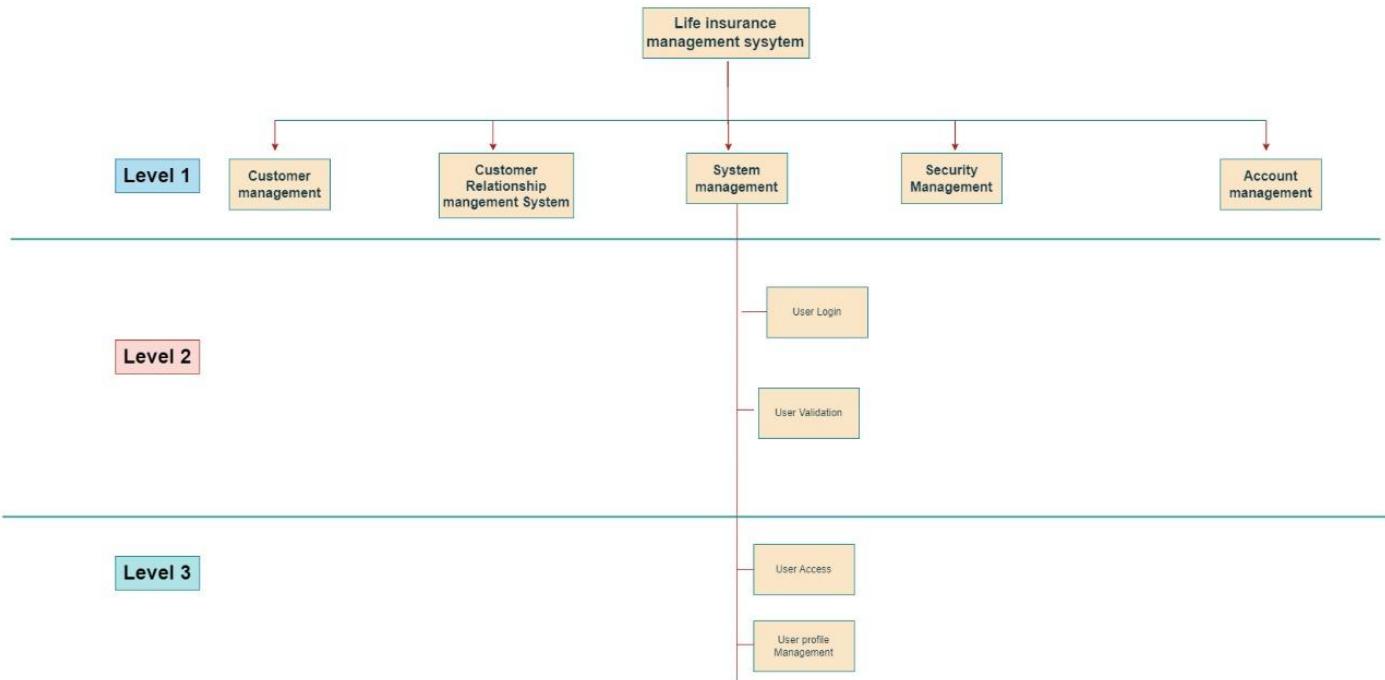
## Part 1 - Activity Diagram (without Partitioning)



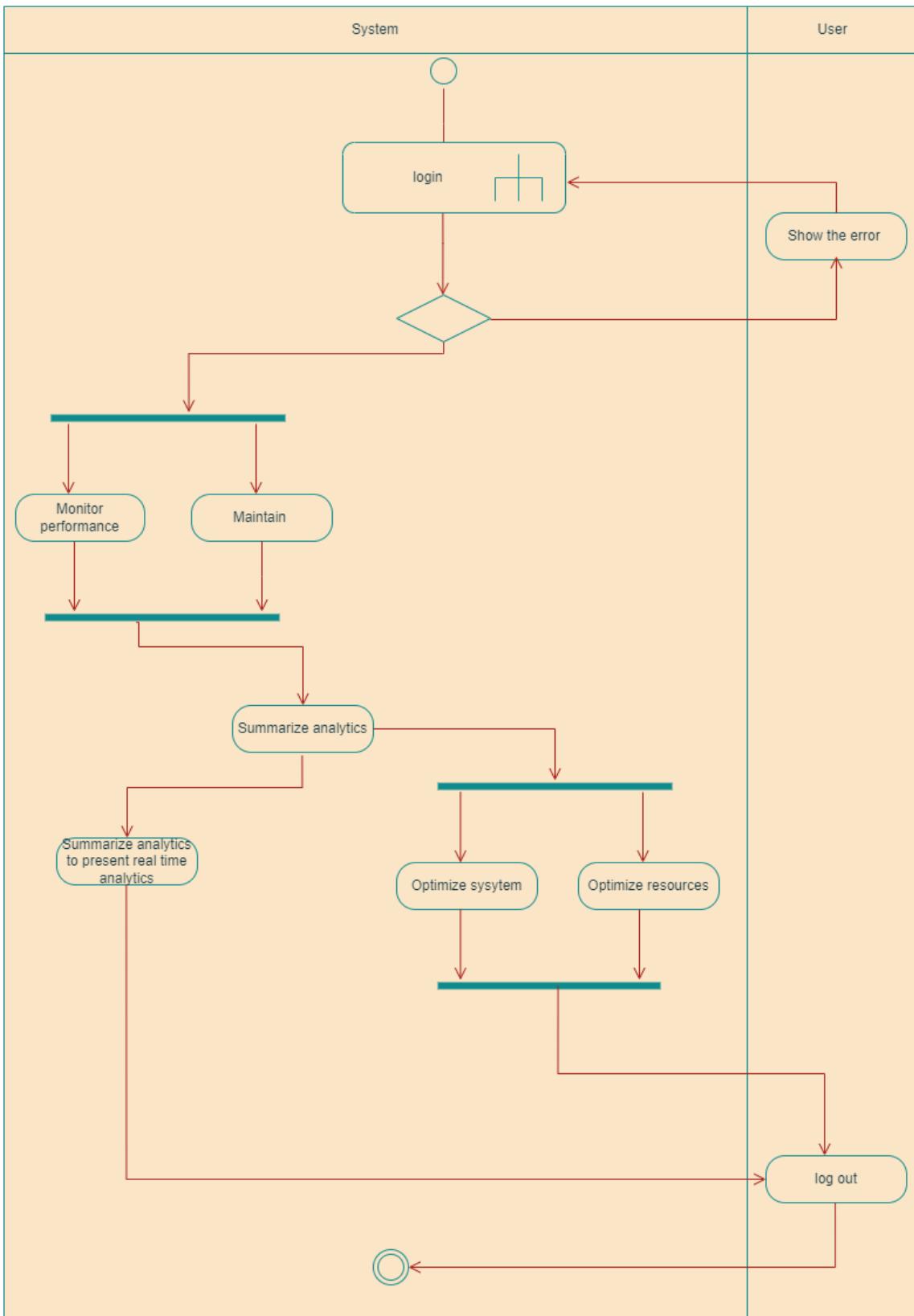
## Part I - Call Actions / Sub Activities



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## PART II - Activity Diagram (with Partitioning)



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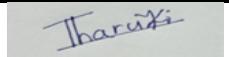
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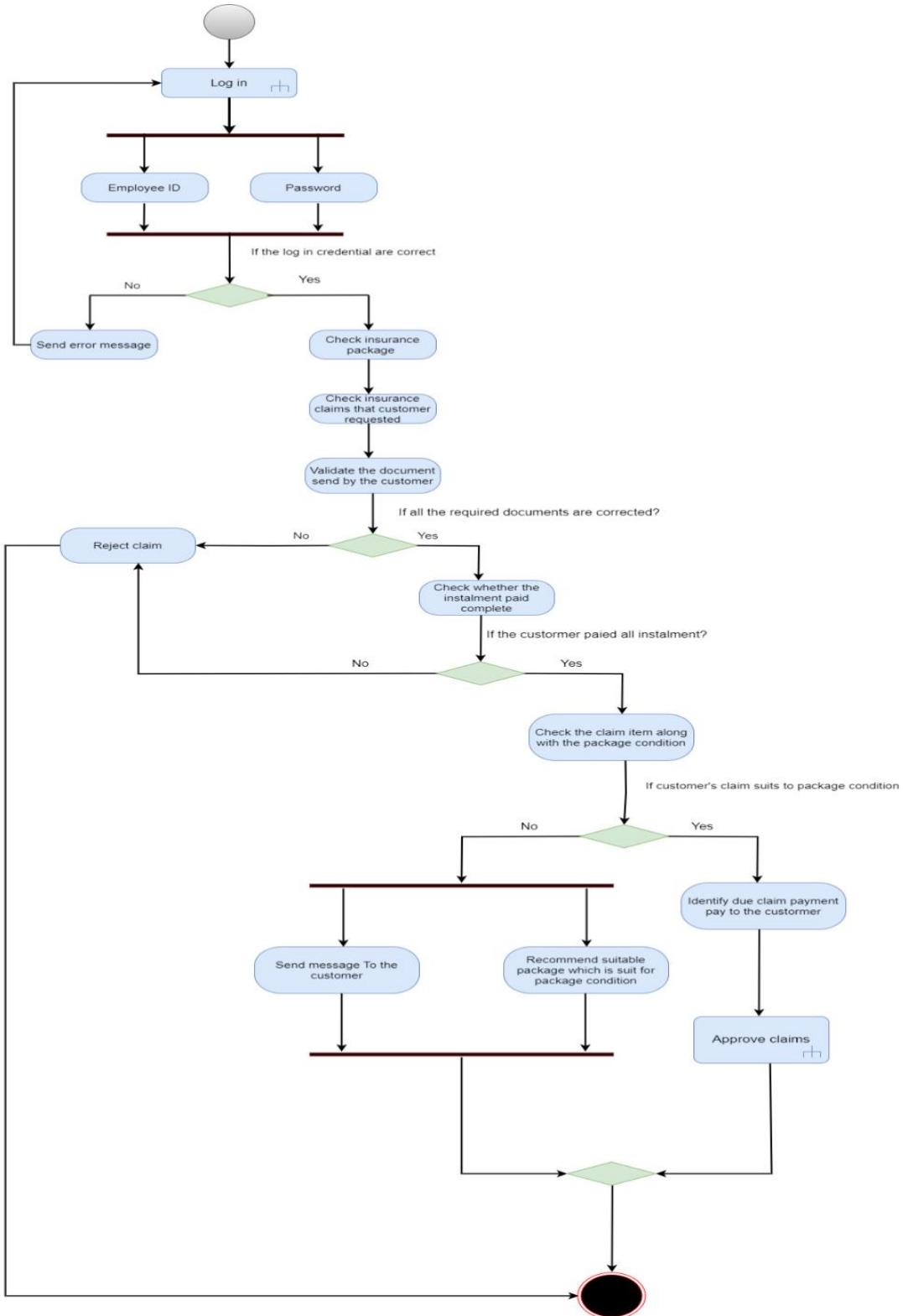
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### **Student Details:**

<b>Student Name</b>	<b>Student Registration Number</b>	<b>Date</b>	<b>Signature</b>
Erathnage T.N.	IT23222236	28/03/2024	

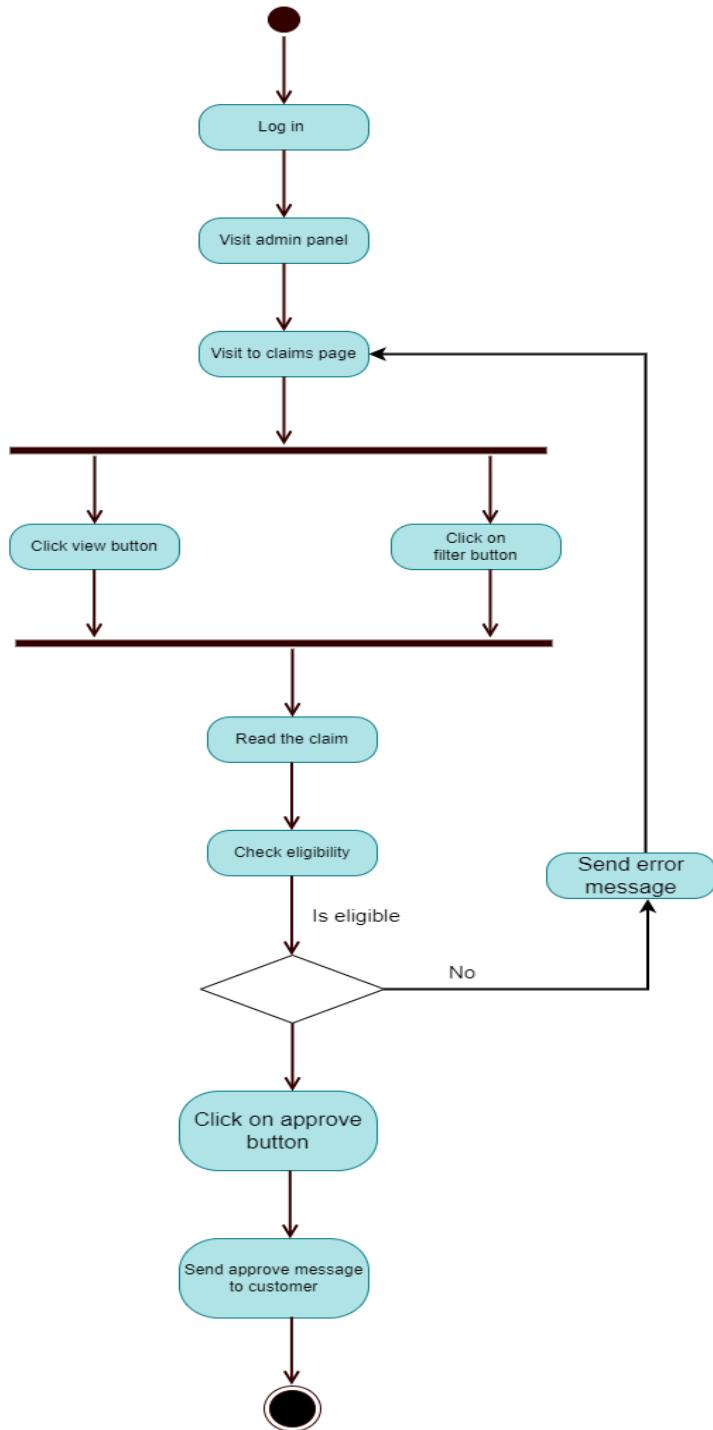
<b>number</b>	UC006	
<b>Use Case ID</b>	IT23222236	
<b>Use Case Name</b>	Approve claims	
<b>Summary</b>	The manager checks what are the applied claims by the customer and approve or rejected them.	
<b>Priority</b>	8	
<b>Pre-condition</b>	Enter login credentials and log in to the system.	
<b>Post-condition</b>	Approve claims and pay.	
<b>Primary actor</b>	Manager	
<b>Tigger</b>	Manager decided to approve and review the customer claims.	
<b>Main scenario</b>	<b>Step</b>	<b>Action</b>
	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	Approval will be given and the payment will be made to the customer account.
<b>Extensions</b>	<b>Step</b>	<b>Branching Action</b>
	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.
<b>Open Issues</b>	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)

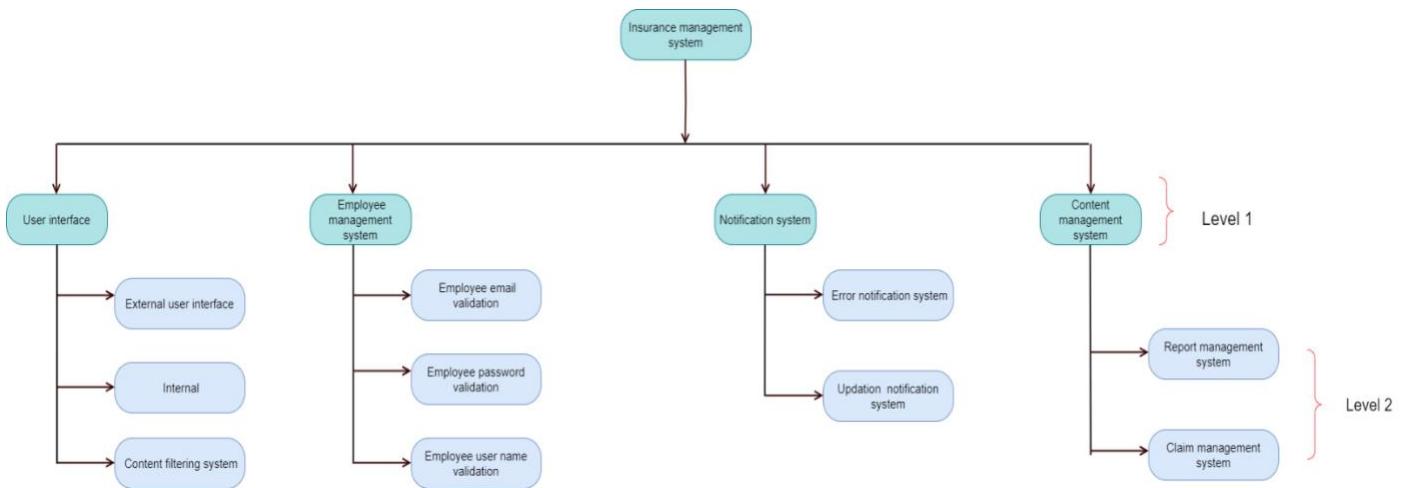


## Part I - Call Actions / Sub Activities

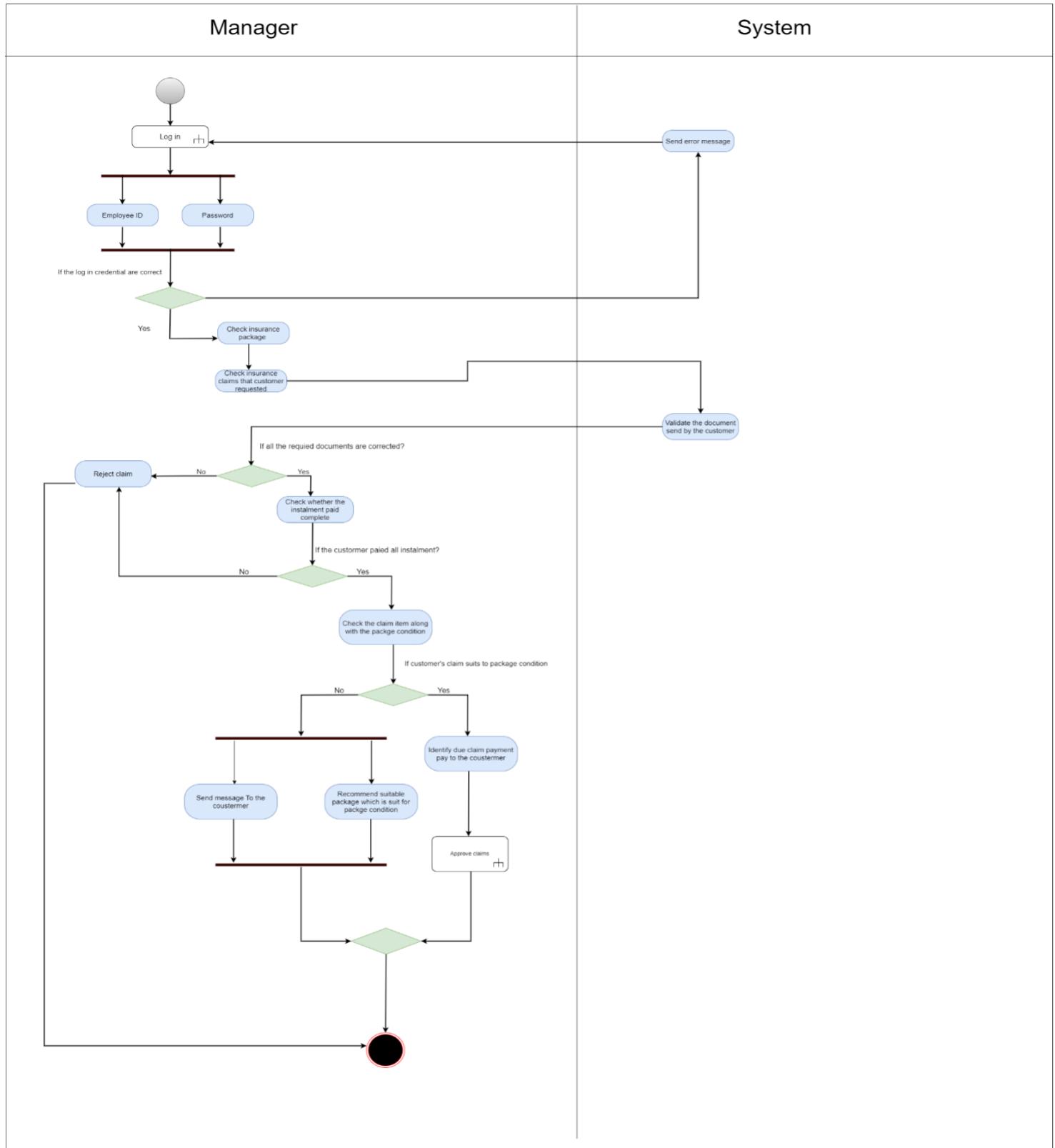
### Log in to the admin panel



## Part II - Sub Systems



## PART II - Activity Diagram (with Partitioning)



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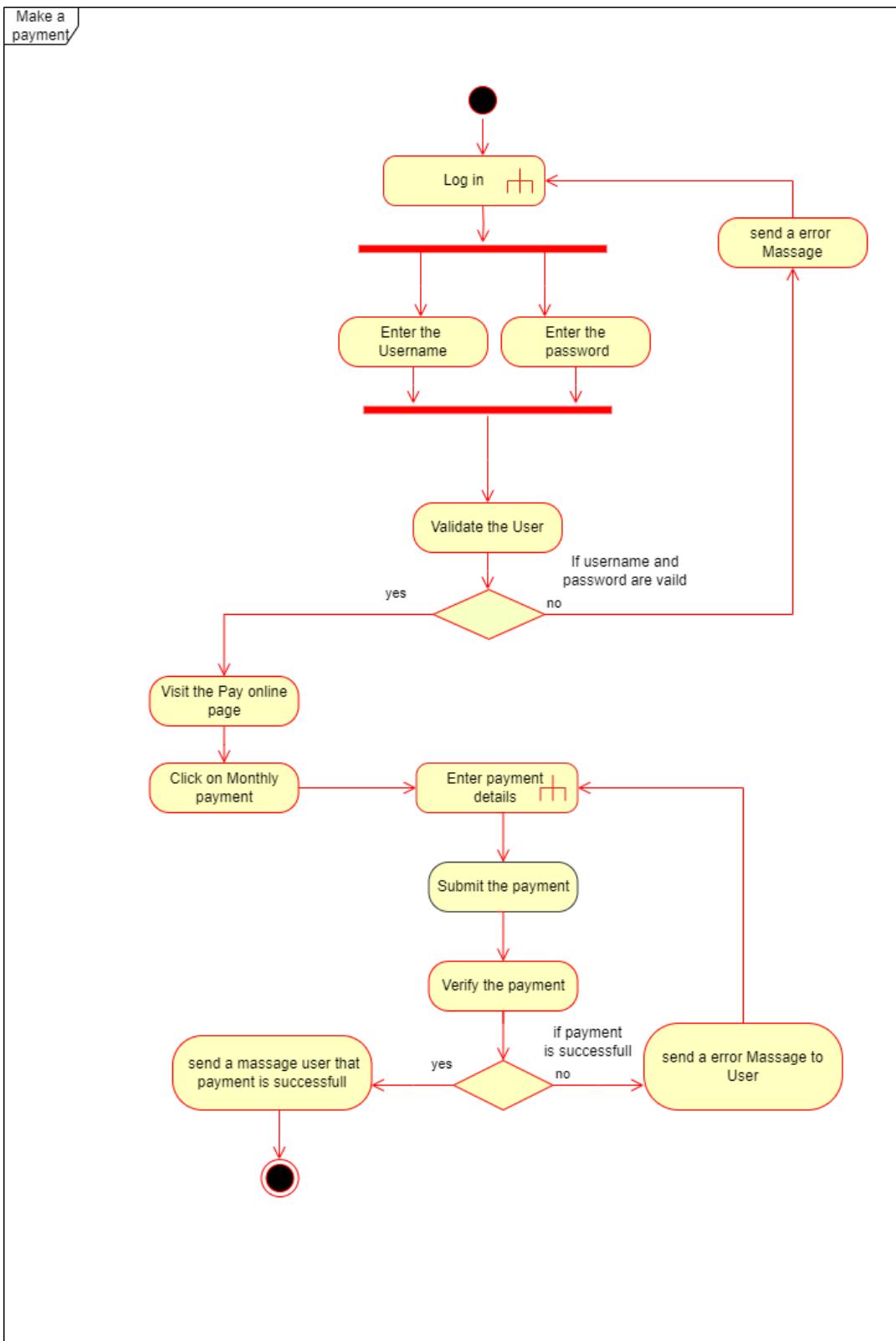
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Budara V.P.R.	IT23222786	28/03/2024	

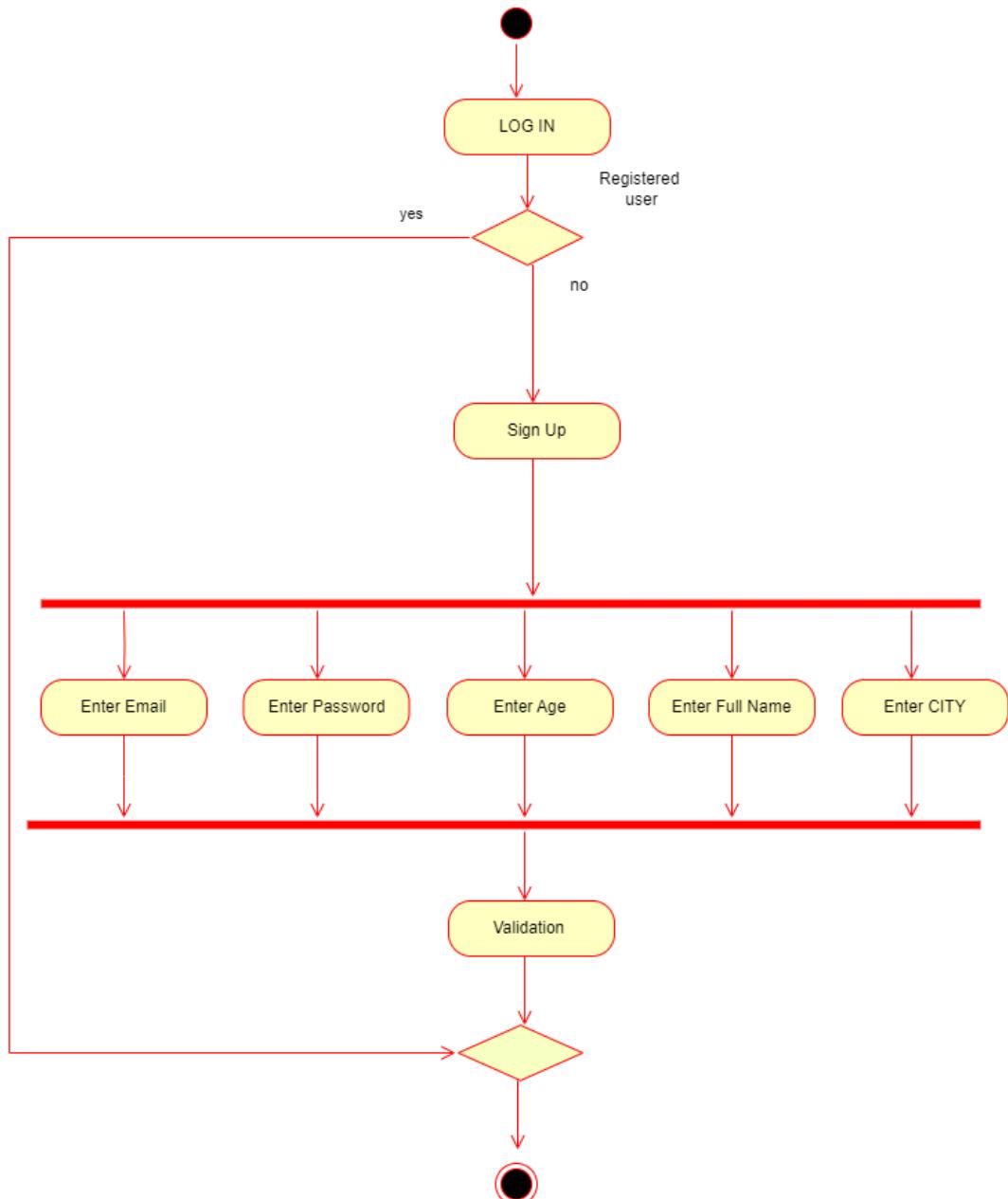
<b>Number</b>	IT23222786	
<b>Use Case ID</b>	US009	
<b>Use Case Name</b>	Pay the Monthly Payment	
<b>Summary</b>	Customer log in to the account and tries to pay the monthly payment.	
<b>Priority</b>	08	
<b>Pre-condition</b>	The User (Customer) must have to log into the account	
<b>Post-condition</b>	The Customer successfully paid the monthly payment	
<b>Primary actor</b>	Registered Customer	
<b>Tigger</b>	The Customer decides to pay the monthly payment	
<b>Main scenario</b>	<b>Step</b>	<b>Action</b>
	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
<b>Extensions</b>	<b>Step</b>	<b>Branching Action</b>
	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
<b>Open Issues</b>	<ul style="list-style-type: none"> <li>Because there were two factor authentication system can be trust</li> <li>Certain customers are unable to access their bank accounts because certain banks lack the required global capability.</li> </ul>	

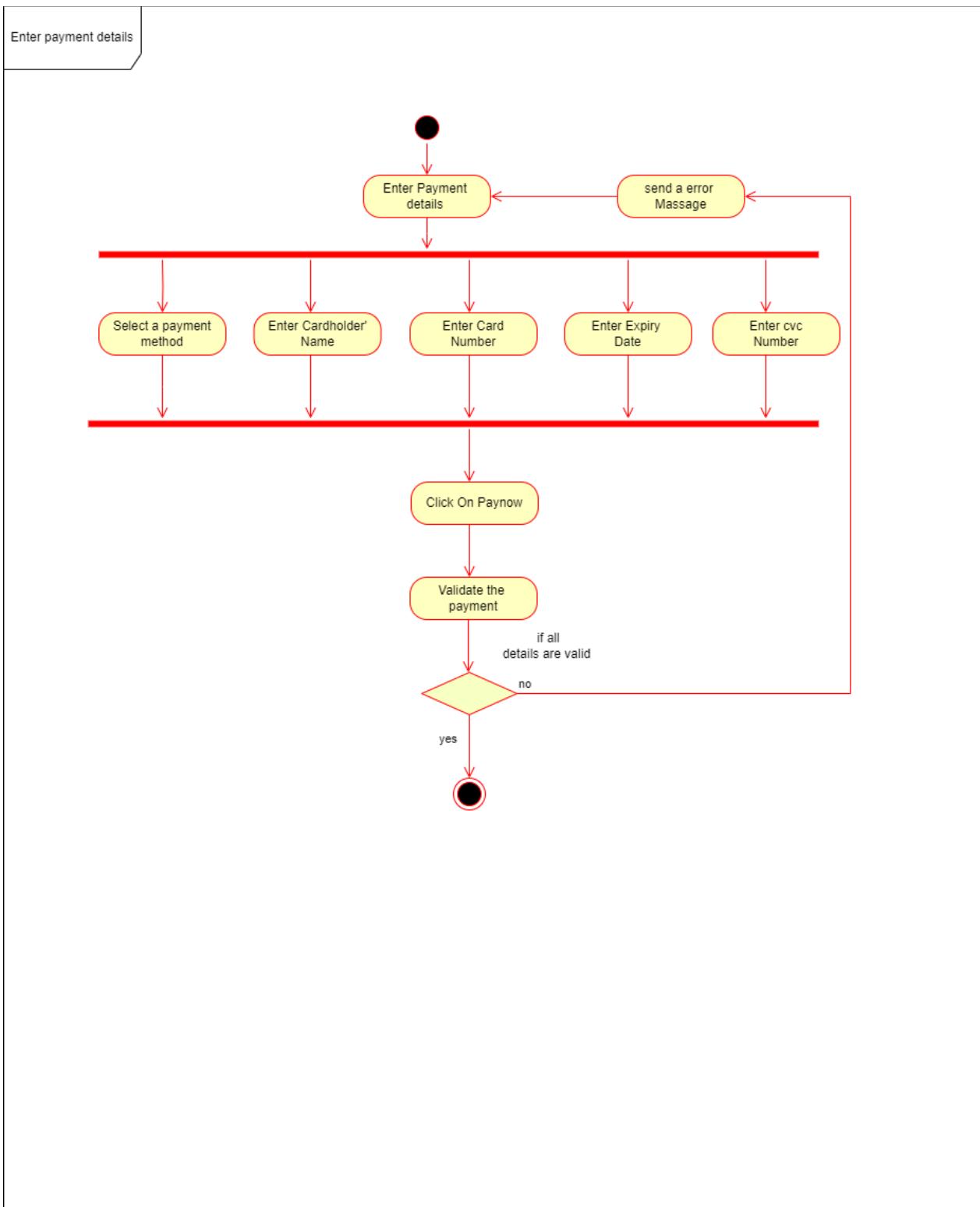
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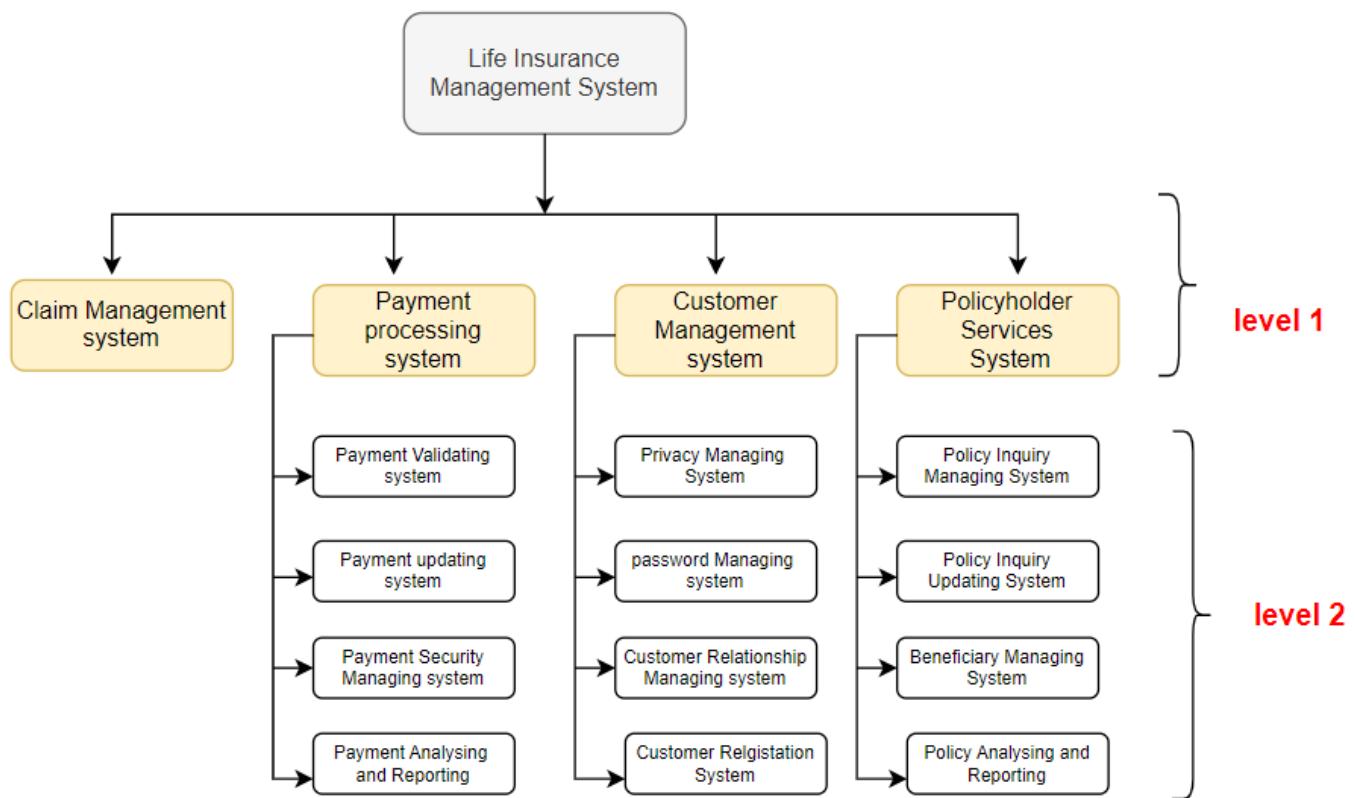
## Part I - Call Actions / Sub Activities

### Log in to the Account





## Part II - Sub Systems



## PART II - Activity Diagram (with Partitioning)

