

1. Identify all the stakeholders and users of the systems. Enlist all features of the LIC Market-Driven system by each user of the system, in the form of user stories. Can you prioritize them using the requirement prioritization techniques? (e.g., AHP, Numerical Assessment, MoSCoW method, etc.) How? Provide details.

Stakeholders:

1. LIC Company
2. Other Insurance Companies
3. Customers
4. Employees
5. Administration
6. Bank
7. Private and Institutional Client
8. Market Competitors
9. Insurance Agents

Users:

1. Customers
2. Employees
3. Insurance Agents
4. Managers

Features:

1) As a Customer, I :

- should be able to customize my insurance policy according to my requirements before finalizing it.
- should be able to access all the financial details about my package.
- should be able to review all the policy options available to me.
- should have access to some online payment gateways so I can pay my premiums online.
- should be notified if there are any updates in the normal existing insurance options
- Should have the facility of online documents validation in case of an update in my details
- Should have instant resolution of a query through an efficient customer service team

2) As Employees / Managers, I:

- should be able to access the data about the customers assigned to me.
- should be able to update the details of the customers based on their preferences.

- should be able to update the details about themselves in the client database
- Should be able to notify the customers under my assistance about any changes/updates in the policies.

3) As Insurance Agents, I:

- should be able to access the details about the customer under my assistance.
- should be notified if the customer under my guidance has changed his/her insurance package.
- should be able to access the financial details about the customers under my guidance.

2. Prepare a list of market-facing technologies helpful for this project. According to you, would market-facing technologies be helpful in the proper deployment of the product? Why?

- Social Media, Mobile applications, Content Management System, Web Technologies, Customer relationship management systems, Marketing Attribution Software, Email Marketing, which are used for the marketing of the company and used to gain publicity which will eventually increase the business for the insurance company and generate revenue for the company.

3. Suggest an effective requirement engineering framework that can be used in market-facing projects because there are no existing systems that can be analyzed for the development so we need to consider all requirements from the core.

- Prototyping Model. Because there are no existing systems and the system that is developed may require a good UI for customers so a prototyping model will be an appropriate choice as an engineering framework.

4. List out the possible features those are not feasible to consider. Can you provide justification for each of them in detail?

- The desired performance is not feasible given the budget constraint.
- To appoint a person to communicate with customers every time they face any problems.
- Further, the required time for real-time update is too much to ask for given the time constraints for the deadline.
- The demand of online validation is practically not feasible as it has a very long waiting time for verification and thus can result in a heavy queue.
- Given the limited staff availability on the system, it can lead to a long standby for a single customer and hence a large amount of time for his/her query resolution.

5. Let us assume that the customized package developed by the customer (using your second product) is similar to the package available in your pre-defined package. What is the possible reason behind this defect? How can it be ensured that this would not happen? In which requirements engineering activity, this defect can be handled? Please provide a scenario to justify.

- Any further customization to the predefined packages would not obtain any significant benefits to the customer, then the customization feature would be useless.
- The analysis of the system can be poor which will not provide a competing prize to the customers and will therefore not interest them.
- One of the ways to handle this defect is, to provide users with different types of short-term or long-term benefits which would interest our customers to choose and customize their package accordingly, thus providing flexibility to the customers.

6. Identify three different use cases where the conflicts between the requirements occur? Do you think that the conflicts can be resolved? How?

- If a customer has made a customized package and the system should analyze the package and give the best possible price for that package, but there will be instances where the desired price for the package is higher than anticipated and the customer could reject it.
- There should be more flexibility and less latency in the formation of the customized packages as the company can lose new customers trying it out.

7. Considering the set of features you have identified, what are the non-functional aspects associated with this system? Explain rationale behind the selection of each of them.

- 1) The request of policies could be done only after the verification of the documents. (Authentication)
- 2) The system should be accessible 24x7 (Reliability)
- 3) The insurance policies and the documents uploaded by the customers must be encrypted properly and must be accessible only to the customer. (Privacy)
- 4) The payment gateway should be secure enough. (Security)
- 5) The system should send notifications to the customers regarding the remaining payment.

8. Can there be 'Open Issues' - issues those are identified but not taken care of? If yes, what are they? Are there some alternative ways for their resolution, such that no requirements conflict will happen?

- Due to 'security' reasons, loan-related work will be difficult to do online.
- There can be trust issues between different organizations.
- There can be some difficulty in the integration of customized packages as the system needs to compare with the existing packages of other insurance companies.