

LIC Office Management.

The client needs a software for office management for LIC (Life Insurance Corporation of India).

REQUIREMENTS:

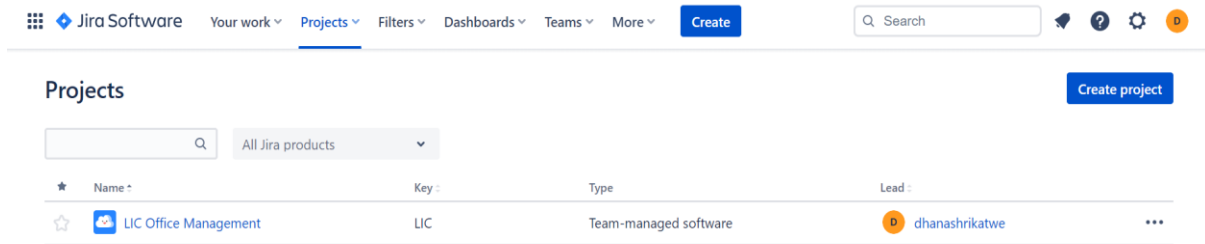
- The software needs to have overall administration of office including salary and other benefits payable to employees.
- The software for office management should deal with policies, Mediclaim, loan deduction, etc.
- The stationaries are required for office management so the software should support ordering of products if they reach benchmark – The stationaries are required to maintain records manually.
- The software should support the attendance of the employees – The employees should login and put the attendance, the software should mark time of when the employees log in and when they log out.
- The software should have records of customers who brought the Policies/Insurance, the amount to be paid or if the amount is paid, date of policy maturity. If the customer has not paid policy amount on time, the software should send SMS to the given phone number of the customer.
- The software should have the count of sales of policies and the policy name and by which agent it has been done to which customer.
- The amount/commission should be properly counted and paid to the agent according to how many sales have been done by them.
- The software should have built-in function to calculate the salary of the employees - Total salary, leaves taken by the employees (Paid and non-paid), GST, Mediclaim, Policy/Insurance, loan deduction, etc.

RISKS:

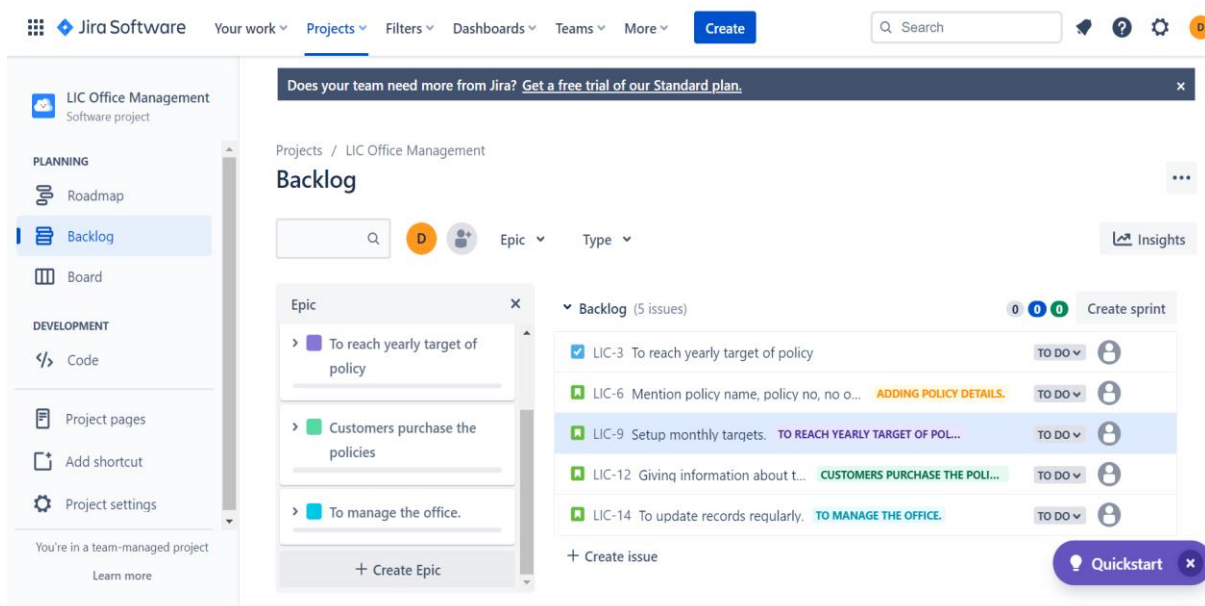
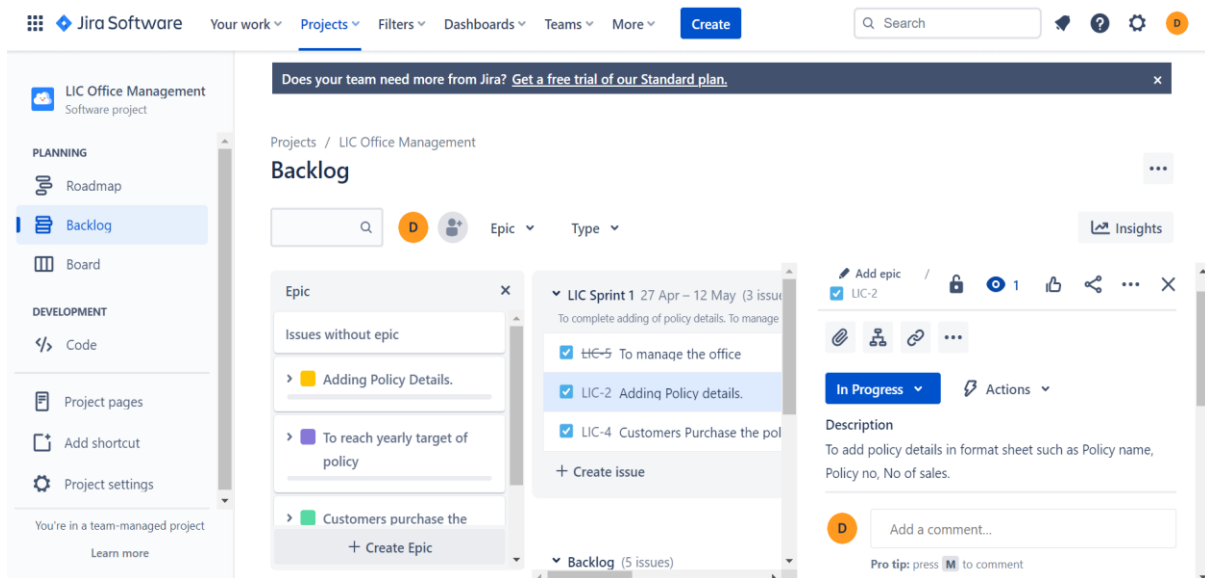
- The software needs to have tight security of the employee data because it contains all the personal information of employees. If it gets leaked or hacked, it will be loss for company and employees.
- After the maturity of policies, the notification should be sent to the customers because some customers cannot understand even if the policy is matured and it will be risk for customer as well as company.
- Proper Authentication has to be done while taking the information of the policy holder and their family. The information of their family is also important because if something happens to the policy holder, the amount should be given to their family (Parents, spouse, children).
- At least one nominee should be there for each policy holder because if there is no nominee then the amount cannot be returned to the policy holder or their family without the signature of the nominee.

Configure JIRA for managing the project to solve the identified problem.

STEP1: Click on Project button -> Your created projects will be displayed.



STEP2: Click on backlog button and create issue in backlog. Drag the issues from backlog to sprint.



STEP3: Click on board and drag the issues to its respected fields.

The screenshot shows the Jira Software interface for the 'LIC Office Management' project. The left sidebar contains a navigation menu with 'PLANNING' (Roadmap, Backlog, Board) and 'DEVELOPMENT' (Code, Project pages, Add shortcut, Project settings). The 'Board' view is selected. The main area displays 'LIC Sprint 1' with a description: 'To complete adding of policy details. To manage and update records regularly.' The board has three columns: 'TO DO 1 ISSUE' (Customers Purchase the policies, LIC-4), 'IN PROGRESS 1 ISSUE' (Adding Policy details, LIC-2), and 'DONE 1 ISSUE' (To manage the office, LIC-5). A search bar and filters are at the top.

STEP4: Click on roadmap and create Epic and child processes.

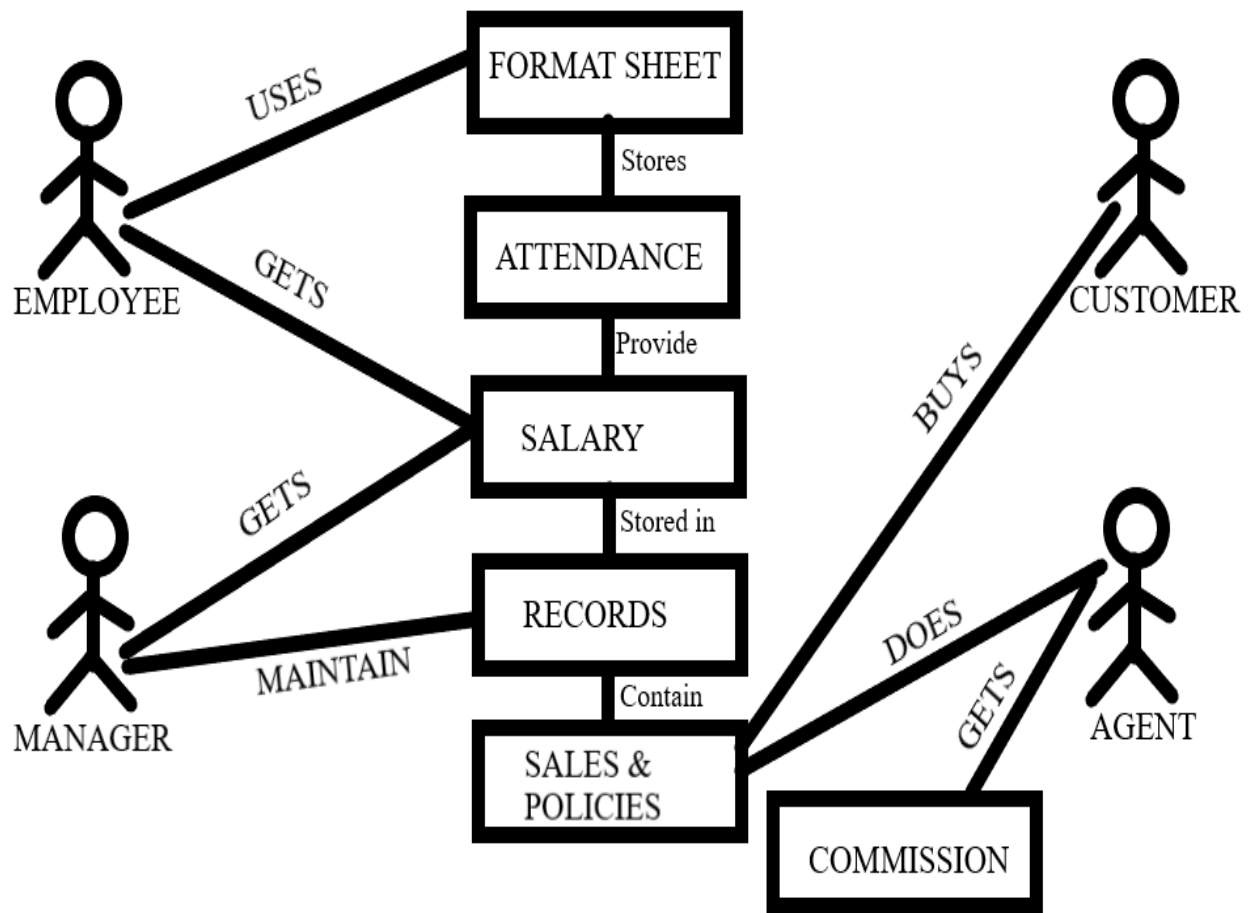
The screenshot shows the Jira Software interface for the 'LIC Office Management' project. The left sidebar contains a navigation menu with 'PLANNING' (Roadmap, Backlog, Board) and 'DEVELOPMENT' (Code, Project pages, Add shortcut, Project settings). The 'Roadmap' view is selected. The main area displays 'Roadmap' with a description: 'To complete adding of policy details. To manage and update records regularly.' The roadmap shows a timeline from April to June. A 'LIC Sprint 1' epic is shown as a yellow bar spanning from April to May. Below it, four child issues are listed: 'LIC-1 Adding Policy Details' (yellow bar), 'LIC-7 To reach yearly target of policy' (purple bar), 'LIC-10 Customers purchase the policies' (green bar), and 'LIC-13 To manage the office.' (blue bar). A search bar and filters are at the top.

STEP5: Share the project with users.

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UML Diagram:

USE CASE Diagram:



User Stories:

| | | |
|--|-----------------------|--------------------|
| Title: Policy Holder | Priority: High | Estimate: 2 |
| User Story – Employee <u>As a</u> first-time user of LIC office management website, <u>I want</u> to enter the policies with their details, <u>So that</u> the count of sales of policies can be maintained. | | |
| Acceptance Criteria: <u>Given</u> that the new user wants to enter details using website, <u>When</u> the policy details are entered, <u>Then</u> it will be easy to calculate the sales of policies. | | |

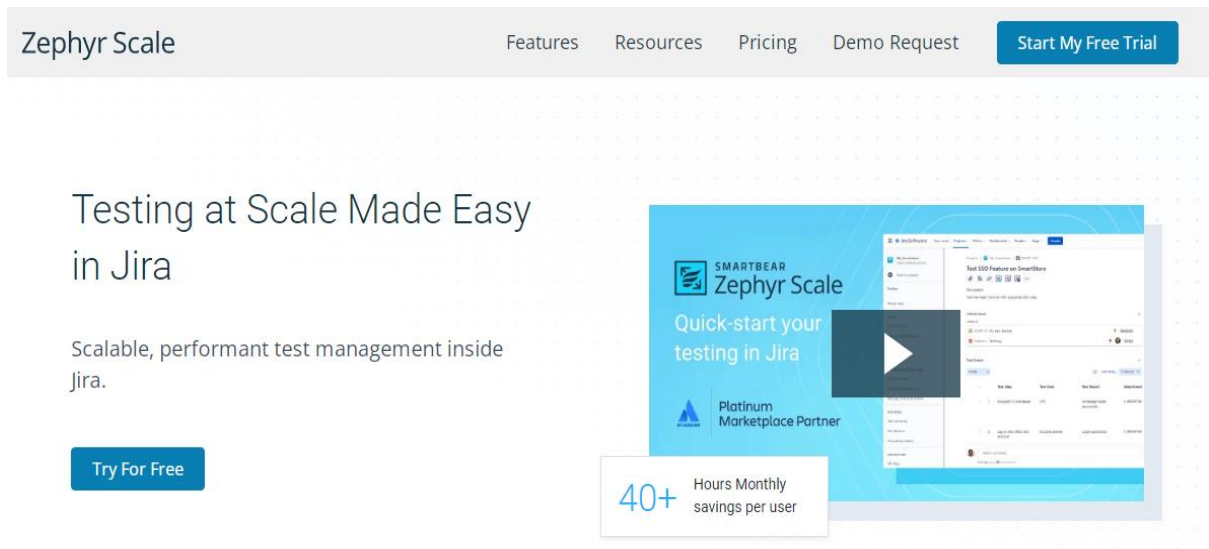
| | | |
|--|-----------------------|--------------------|
| Title: Sales of policies | Priority: High | Estimate: 2 |
| User Story – Agents <u>As a</u> agent of life insurance corporation of India, <u>I want</u> to sell the policies to the customers, <u>So that</u> the yearly target of policy sales will be reached. | | |
| Acceptance Criteria: <u>Given</u> that the agent wants to sell the policies, <u>When</u> they sell the policies, <u>Then</u> the yearly target of policies will be reached. | | |

| | | |
|---|-----------------------|--------------------|
| Title: Purchasing policy | Priority: High | Estimate: 2 |
| User Story – Customer <u>As a</u> customer of life insurance corporation, <u>I want</u> to purchase the policy, <u>So that</u> I can invest money securely and get good interest on it. | | |
| Acceptance Criteria: <u>Given</u> that the customer of life insurance corporation wants to purchase the policy, <u>When</u> they purchase the policy, <u>Then</u> the good interest will be received for invested amount in policy. | | |

| | | |
|---|----------------------|--------------------|
| Title: Managing the office | Priority: Low | Estimate: 2 |
| User Story – Manager <u>As a</u> manager of LIC office management, <u>I want</u> to manage overall administration of office/records, <u>So that</u> the office if maintained properly and good amount of policy sales are done. | | |
| Acceptance Criteria: <u>Given</u> that the manager of LIC office management wants to manage office, <u>When</u> they manage the overall administration of the office/records, <u>Then</u> the office will be well maintained and good amount of sales are done. | | |

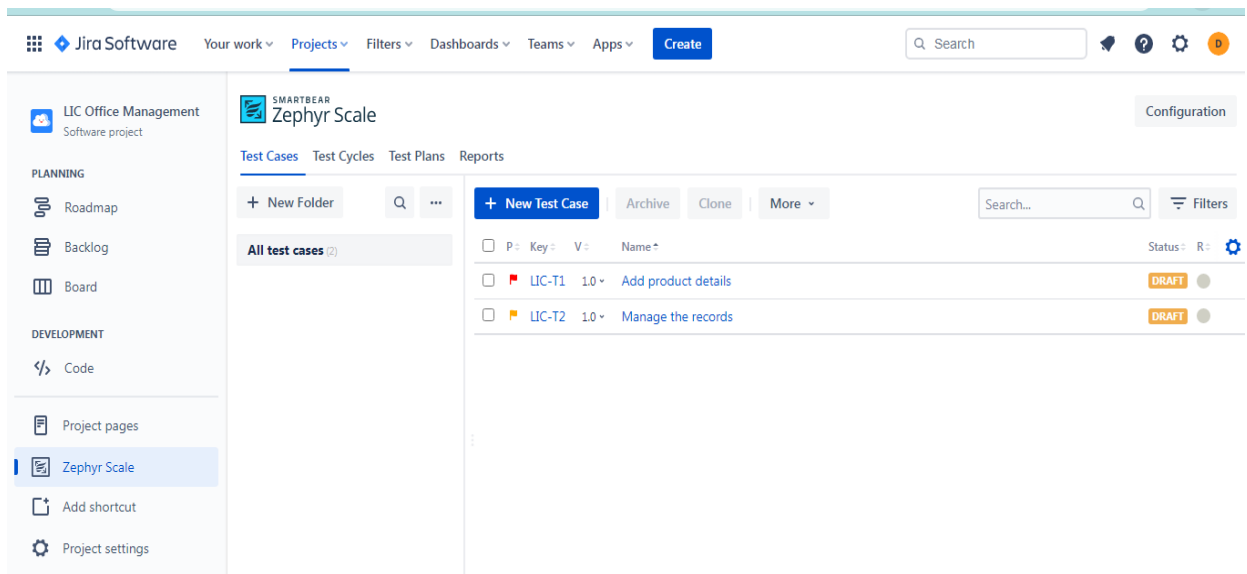
Test Plan (Suite) for the above user stories using Jira.

STEP 1: Install Zephyr scale – Test management for Jira.



The image shows the Zephyr Scale landing page. At the top, there is a navigation bar with links for Features, Resources, Pricing, Demo Request, and a Start My Free Trial button. The main heading is "Testing at Scale Made Easy in Jira". Below this, it says "Scalable, performant test management inside Jira." and a Try For Free button. A large video player shows a quick-start guide for testing in Jira. A callout box states "40+ Hours Monthly savings per user".

STEP 2: Create Test Suite (Case) for your Project.



The image shows the Jira Software interface with the Zephyr Scale integration. The left sidebar shows the project "LIC Office Management" and the Zephyr Scale plugin. The main area displays the "Test Cases" tab with a table of test cases. The table has columns for checkboxes, ID, Key, Version, Name, and Status. Two test cases are listed: LIC-T1 and LIC-T2, both in DRAFT status.

| | P | Key | V | Name | Status |
|--------------------------|--------|-----|---------------------|-------|--------|
| <input type="checkbox"/> | LIC-T1 | 1.0 | Add product details | DRAFT | |
| <input type="checkbox"/> | LIC-T2 | 1.0 | Manage the records | DRAFT | |

STEP 3: Add the details for your test Suite (Case).

Jira Software

Your work

Projects

Filters

Dashboards

Teams

Apps

Create

Q Search

LIC Office Management
Software project

PLANNING

Roadmap

Backlog

Board

DEVELOPMENT

Code

Project pages

Zephyr Scale

Add shortcut

Project settings

LIC Office Management / Test Cases / LIC-T1 (1.0)

Back Save New Version 1.0

Details Test Script Execution Traceability Attachments Comments History

Name

Add product details

Objective

Add product details

Precondition

Format sheet will be open and product details are entered

Details

| | | | | |
|---------------------|----------|-----------|----------------|----------------|
| Status | Priority | Component | Owner | Estimated Time |
| Draft | High | None | dhanashrikatwe | 02:00 |
| Folder | | | | |
| None | | | | |
| Labels | | | | |
| Click to add labels | | | | |

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LIC Office Management / Test Cases / LIC-T2 (1.0)

Back Save New Version 1.0

Details Test Script Execution Traceability Attachments Comments History

Name

Manage the records

Objective

Manage the records

Precondition

Manager manages the records such as employee details, policy details, and overall administration of office

Details

| | | | | |
|---------------------|----------|-----------|----------------|----------------|
| Status | Priority | Component | Owner | Estimated Time |
| Draft | Normal | None | dhanashrikatwe | 02:30 |
| Folder | | | | |
| None | | | | |
| Labels | | | | |
| Click to add labels | | | | |