

# **SRI LANKA INSTITUTE** **OF INFORMATION** **TECHNOLOGY**

**IWT MODULE – ASSIGNMENT 01**

**Vehicle insurance management system**  
**Module code – IT1100**

**16/08/2021**

**Group Members**

| <b>Member name</b>    | <b>Student ID</b> |
|-----------------------|-------------------|
| W.M.A.J. Wijesinghe   | IT21038150        |
| B.G.V. Yasuththara    | IT20172282        |
| P.W. Maddumage        | IT21007538        |
| R.M.K.D.B. Rathnayake | IT21014840        |
| R.P. Muthukumarana    | IT21007088        |

## **TERMS OF REFERENCE**

An assignment that submitted in fulfillment of the requirement in module Internet and Web Technologies (IT1100) at Sri Lanka Institute of Information Technology. The assignment contains personas, user journeys, and wireframes of a vehicle management system.

## **TABLE OF CONTENT**


1. Introduction
2. Personas
3. User journeys
4. Wireframes

## **1. INTRODUCTION**




This is a model web system that represents a basic functionality of an online vehicle insurance management system. All personas and user journeys depend on the web system.

## 2. PERSONAS

I. The persona of a customer who wants to do a payment online.



**Favorite Brands**



Customer Persona

# Andria Perera

**DEMOGRAPHICS**

- AGE 39
- LOCATION No.10, Church Lane, Ja-Ela
- OCCUPATION Bank manager
- STATUS Married, 1 child
- FAMILY Lives with husband
- SALARY Rs. 100,000/=

**GOALS**

- Make insurance payment online


**MOTIVATIONS**

- Save time and money
- Convenience
- Security and safety
- Provision for recurring payments
- Credit card payments are allowed




**FRUSTRATIONS**

- Poor customer communication
- Limited payment options
- Technology should not be outdated
- Not having user friendly payment platform interface
- A payment process
- Taking too much time to complete the payment process

II. The persona of a customer who wants to apply for new insurance.



**Favorite Brands**



**Customer Persona**

# Rohan Peiris

**DEMOGRAPHICS**

- AGE 28
- LOCATION No.85/11, Aniwatte road, Kandy
- OCCUPATION Construction manager
- STATUS Married
- FAMILY Lives with wife

**MOTIVATIONS**

- Spending less money
- Feel secure

**GOALS**

- Apply to the vehicle insurance
- Find necessary information quickly

**FRUSTRATIONS**

- Not be able to find necessary information quickly
- Support team don't answer questions in the chat for long time
- Trust issues

III. The persona of a customer who wants to apply a claim request.



**Favorite Brands**



Customer Persona

# Eve Greyli

**DEMOGRAPHICS**

- AGE 27
- LOCATION No.20,Thihagoda,Matara.
- OCCUPATION Bank Manager
- STATUS Unmarried
- FAMILY Lives with parents
- SALARY Rs.180000/=

**MOTIVATIONS**

- Obtaining claim at the required time.  
Get at least half of the claim at the exact time.


**GOALS**

- Being able to get ownership right away quickly without any inconveniences.


**FRUSTRATIONS**

- Failure to obtain claim at the required time.
- Failed to obtain full claim.
- Too many websites visited

- IV. The persona of an employee who is an insurance agent analyzes claim requests and checks the claim eligibility.



**Favorite Brands**



Employee persona

# James Smith

**DEMOGRAPHICS**

- AGE 27
- LOCATION No.50, Colombo 03
- OCCUPATION Insurance Agent
- STATUS Married
- FAMILY Lives with wife
- SALARY Rs. 120000/=

**MOTIVATIONS**

- Maintaining the system
- Get promoted in the future
- Reputation of the Insurance firm

**GOALS**


- Keeping the system well managed
- Building a strong reputation in the field
- Become a System Manager

**FRUSTRATIONS**


- Poor customer satisfaction
- Mis-filled inquiry forms
- Lack of necessary information
- System malfunctions



V. **The** persona of a customer who wants to renew vehicle insurance.



**Favorite Brands**



Customer Persona

# Ruth Denali

**DEMOGRAPHICS**

- AGE 25
- LOCATION No.3A,Dickwella,Matara.
- OCCUPATION Lawyer
- STATUS Married
- FAMILY Lives with husband
- SALARY Rs. 140000/=

**GOALS**

- Get renewal quickly without much hassle.

**MOTIVATIONS**

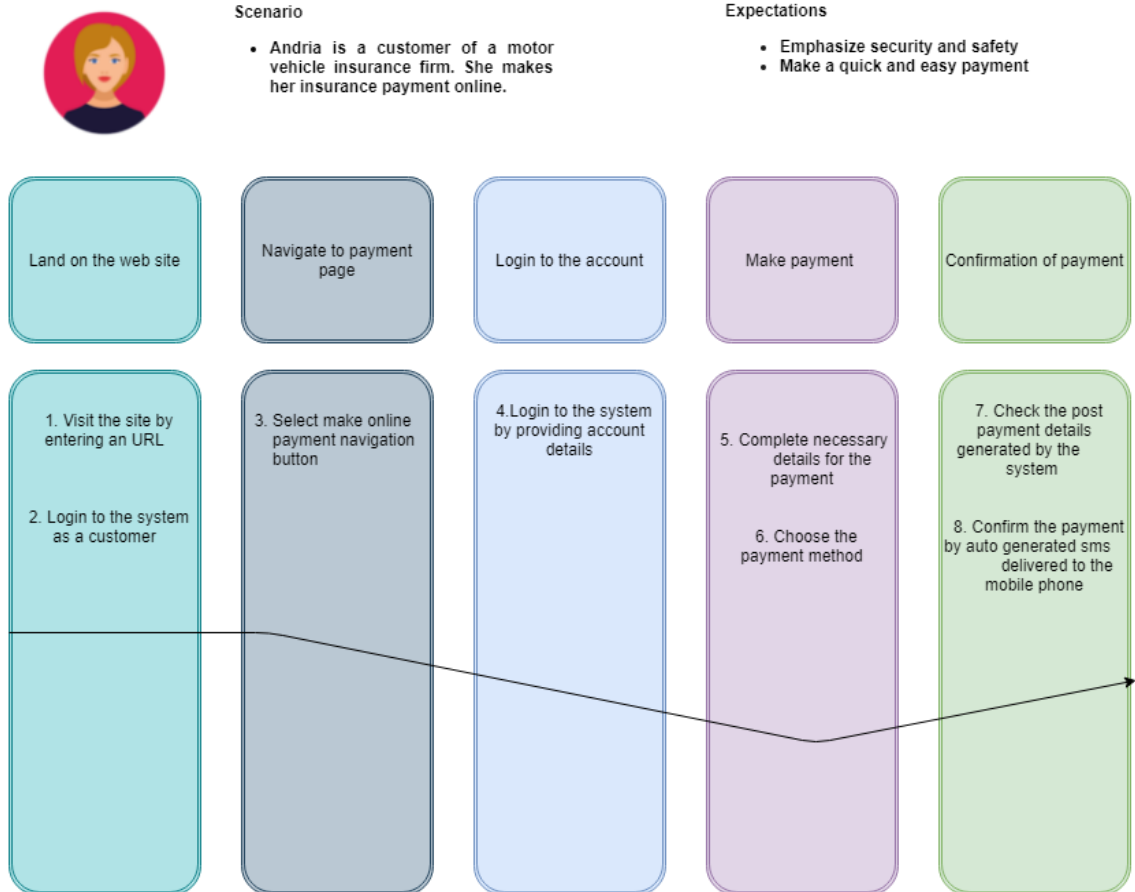
- Renew the insurance without delay.

**FRUSTRATIONS**

- Too many websites visited.
- Prices are very high.

### 3. USER JOURNEYS

#### I. User journey of a customer who wants to do a payment online.



## II. User journey of a customer who wants to apply for new insurance.

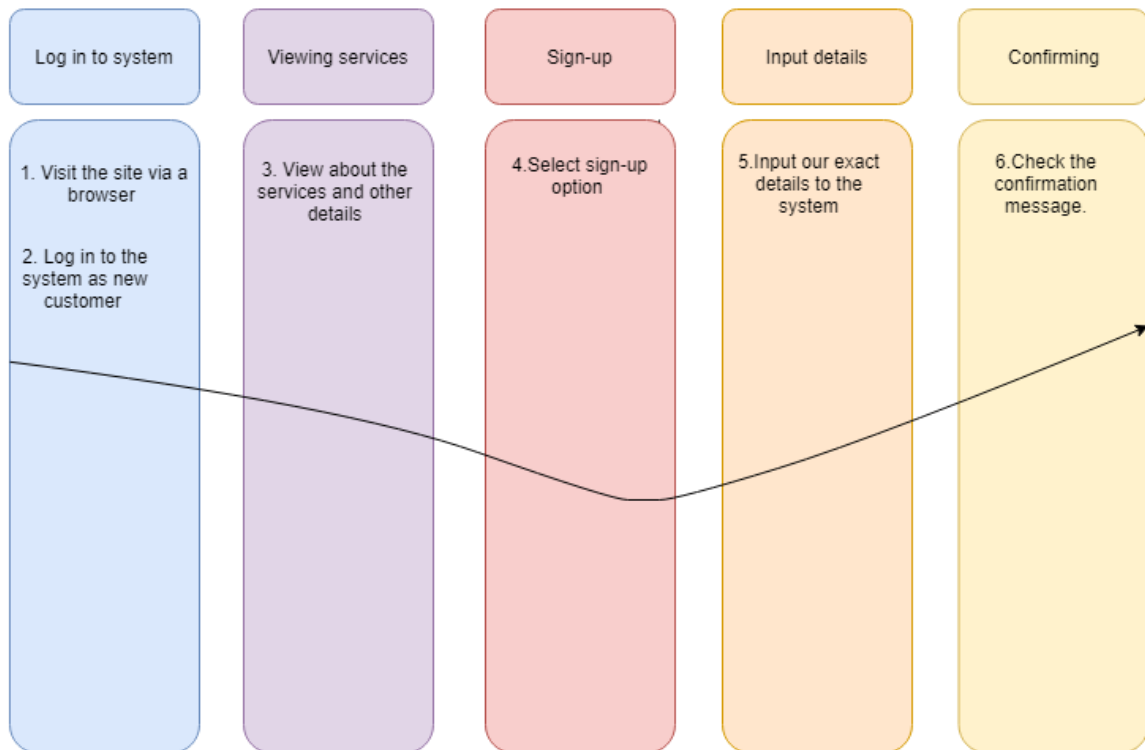


### Scenario

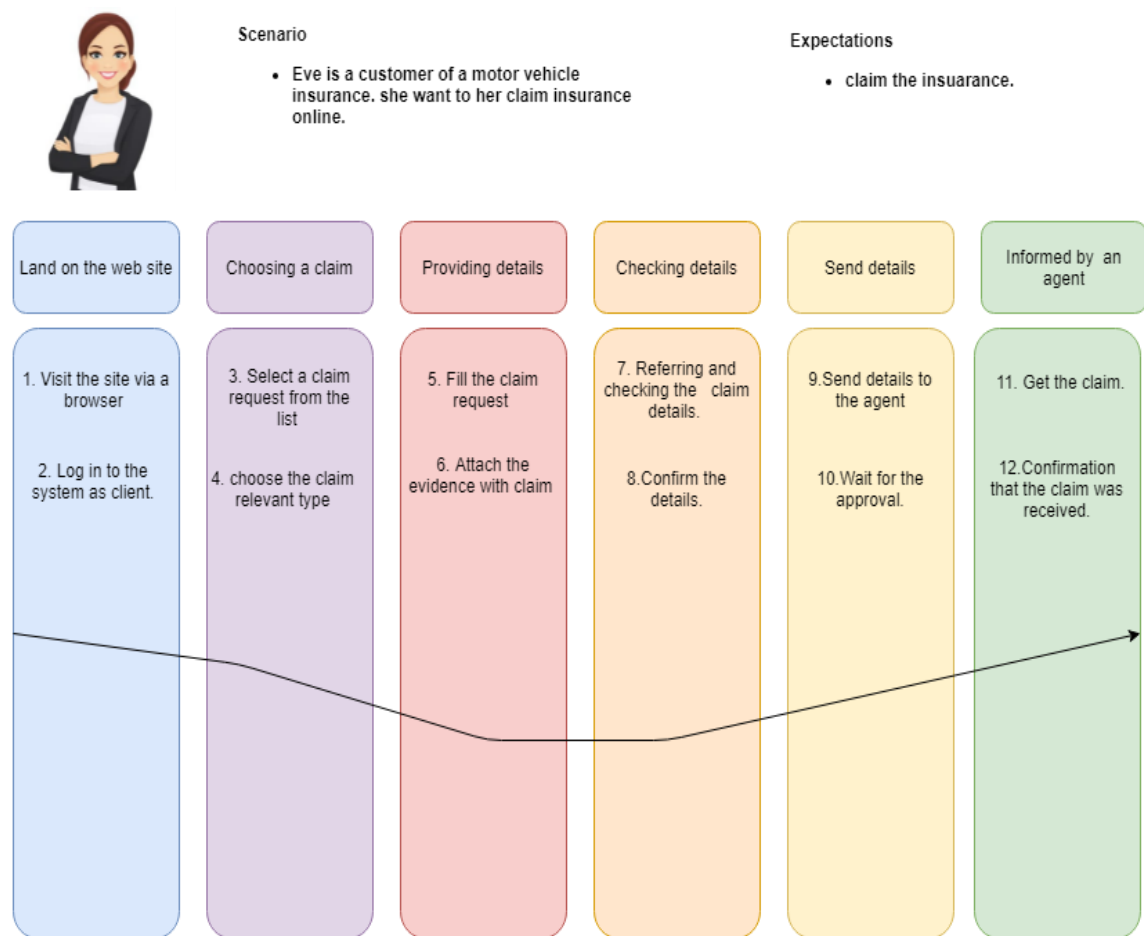
- Rohan is a construction manager who works in construction site. He bought a new car and want to get car insurance.

### Expectations

- Feeling secure.
- Spending less money.



### III. User journey of a customer who wants to apply a claim request.



IV. User journey of an employee who is an insurance agent who analyzes claim requests and checks the claim eligibility.

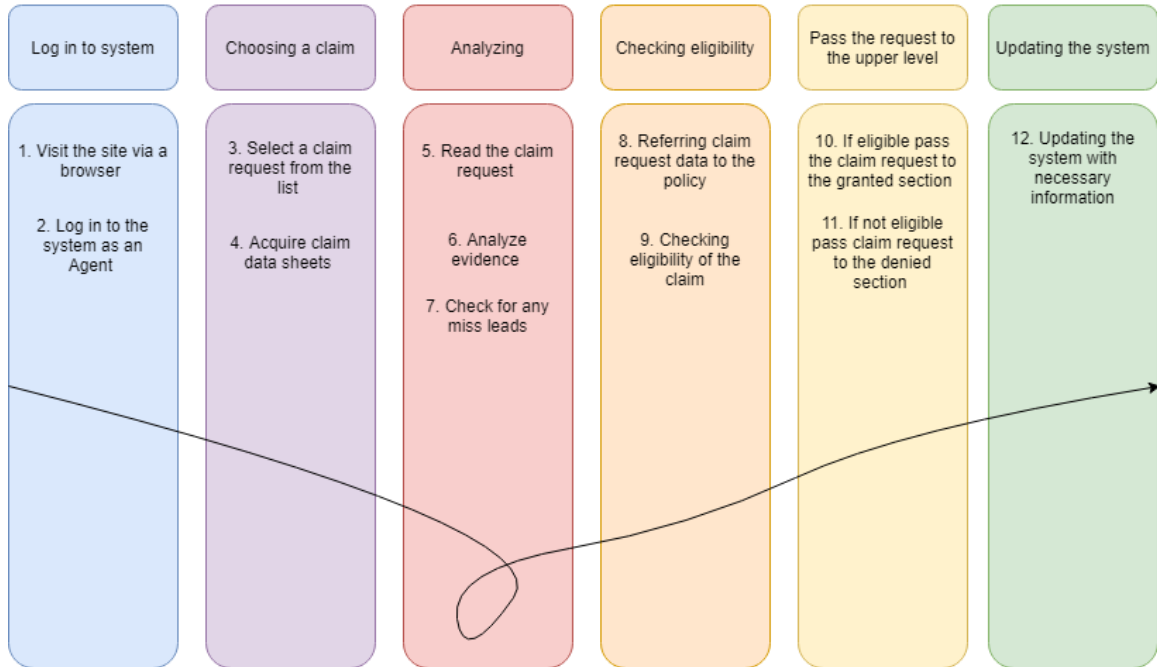


Scenario

- James is an Insurance Agent who works in a motor vehicle insurance firm. He handles claim requests from customers.

Expectations

- Clean and clear request data
- Trustful evidence
- Documents without miss-fills



## V. User journey of a customer who wants to renew vehicle insurance.

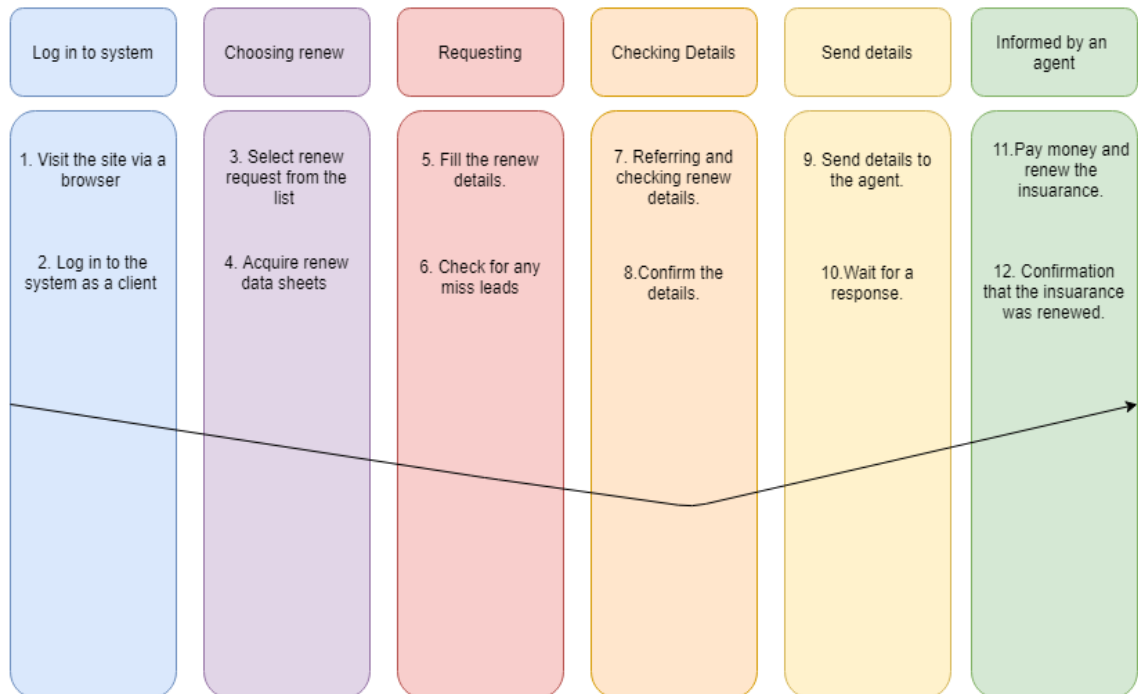


### Scenario

- Ruth is a lawyer. She is a user of a vehicle insurance firm. She wants to renew her insurance.

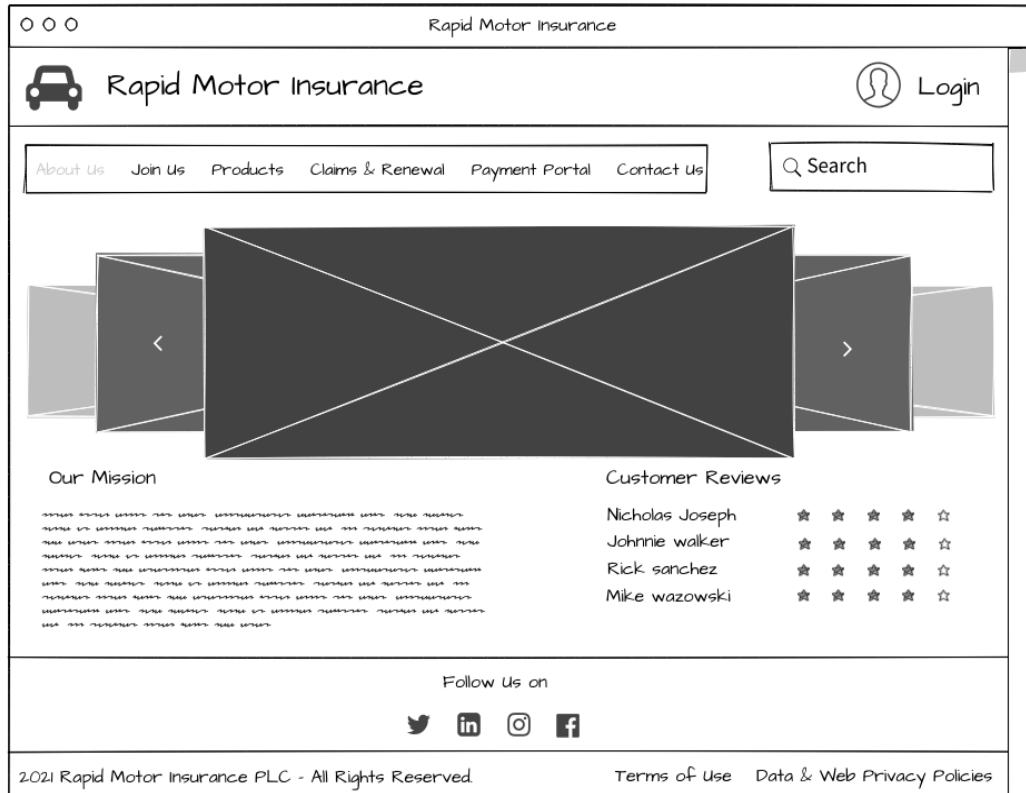
### Expectations

- Renew the insurance.
- Make a quick payment.




## 4. WIREFRAMES


### I. Home/About us page



## II. Sign up/register page

Rapid Motor Insurance

 Rapid Motor Insurance

 Login

About UsJoin UsProductsClaims & RenewalPayment PortalContact Us

Q Search

Join Rapid Motor Insurance

Sign up

Full name


Username

Password





Re-Enter Password

☒ Accept Terms & Conditions

Sign in

 Sign up with Google

Follow Us on




2021 Rapid Motor Insurance PLC - All Rights ReservedTerms of UseData & Web Privacy Policies



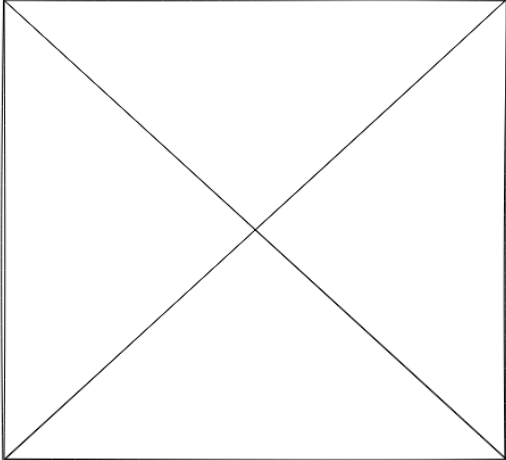
### III. Login page

Rapid Motor Insurance

 Rapid Motor Insurance

About UsJoin UsProductsClaims & RenewalPayment PortalContact Us

Q Search



Login

Username





Password

☒ Remember me

Sign in

G Sign in with Google

Follow Us on




2021 Rapid Motor Insurance PLC - All Rights Reserved.

Terms of use

Data & Web Privacy Policies

#### IV. Products page

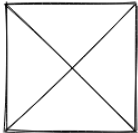
Rapid Motor Insurance

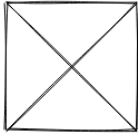
 Rapid Motor Insurance

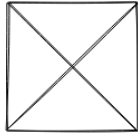
Login

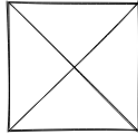
About UsJoin UsProductsClaims & RenewalPayment PortalContact Us

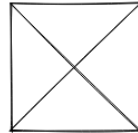
Search

  
Motor Bikes  
& Three  
Wheelers

  
Cars &  
Mini Vans

  
Vans  
&  
SUVs

  
Heavy  
Vehicles

  
Vehicles  
on Rent

Send Inquiry

Select Policy \*

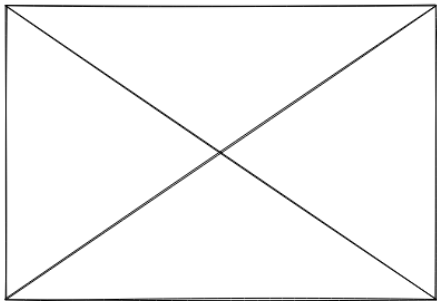
Full Name \*

Email \*





Contact No \*

Your message

Send



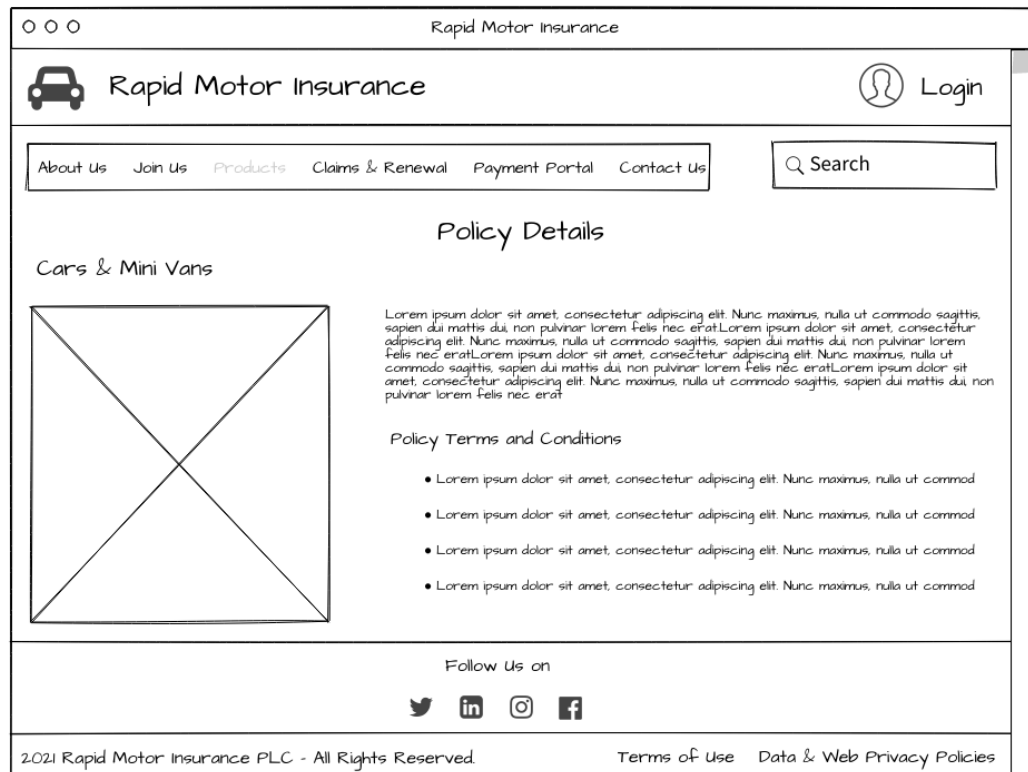
Follow Us on



2021 Rapid Motor Insurance PLC - All Rights Reserved

Terms of UseData & Web Privacy Policies

## V. Product policy details page



## VI. Insurance application page

Rapid Motor Insurance

Login

[About Us](#) [Join Us](#) [Products](#) [Claims & Renewal](#) [Payment Portal](#) [Contact Us](#)

Q Search

### Ride fearlessly with our Policies

Note : Please fill all details unless it says it is optional

#### Personal Details

Full Name :

Name with Initials :

Gender :

☒ Male ☐ Female

National Identification Number :

Passport Number :

Date of Birth :

12 May 2016

Occupation :

Salary :

Postal Address :

Work Address :

#### Contact Details

Fixed Line :

Mobile 1 :

Mobile 2 : (optional)

Email :

Preferred Contact Method :

☒ Mobile ☐ Fixed ☐ Emails ☐ Post

#### Vehicle Details

Chassis number :

Engine Number :

Registration Number :

Estimated Market Value :

Model :

Year of Manufacture :

Number of Seats :

Fuel type :

☒ Gasoline ☒ Diesel ☒ Hybrid ☒ Electric

#### Insurance Details

Policy Type :

Select Policy \*

Validity Period :

From : 

12 May 2016

 To : 

12 May 2016

Type of Cover :

☒ Comprehensive ☐ Third party only

☒ All above details are correct and I accept our company's terms and conditions

CAPtCHA

Submit


Follow us on


2021 Rapid Motor Insurance PLC - All Rights Reserved

[Terms of Use](#) [Data & Web Privacy Policies](#)

## VII. Claims request page

Rapid Motor Insurance

 Rapid Motor Insurance

 Login

About UsJoin UsProductsClaims & RenewalPayment PortalContact Us


### Request your claim

Policy holder name :

Policy ID Number :

Registration Number :

Chassis Number :

Accident Date :

Accident Time :

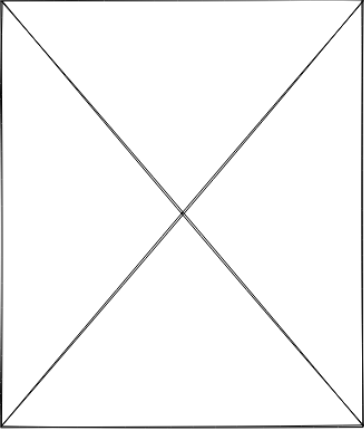
Accident Place :

No of Occupants :





Police Report Status :☒ Yes ☐ No

Additional Notes :

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nunc maximus, nulla ut commodo sagittis, sapien  
dui mattis dui, non pulvinar lorem felis nec  
eratLorem ipsum dolor sit amet, consectetur  
adipiscing elit. Nunc maximus, nulla ut commodo  
sagittis, sapien dui mattis dui, non pulvinar lorem felis  
nec eratLorem ipsum dolor sit amet, consectetur  
adipiscing elit. Nunc maximus, nulla ut commodo  
sagittis, sapien dui mattis dui, non pulvinar lorem felis  
nec eratLorem ipsum dolor sit amet, consectetur  
adipiscing elit. Nunc maximus, nulla ut commodo  
sagittis, sapien dui mattis dui, non pulvinar lorem felis  
nec erat



Follow Us on





2021 Rapid Motor Insurance PLC - All Rights Reserved.

[Terms of Use](#) [Data & Web Privacy Policies](#)

## VIII. Insurance renewal page

Rapid Motor Insurance

 Rapid Motor Insurance

 Login

About UsJoin UsProductsClaims & RenewalPayment PortalContact Us

Q

Search


Renew your Insurance in a  
glance


Policy holder Name :

Policy ID Number :

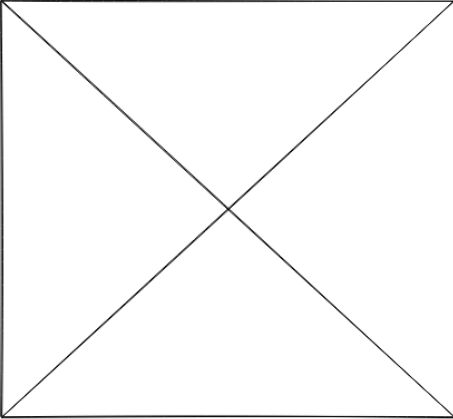
Chassis Number :

Registration Number :





Current Expiry Date :

Renewal until to :

Submit & Proceed to Payment



Follow Us on



2021 Rapid Motor Insurance PLC - All Rights Reserved.

Terms of Use

Data & Web Privacy Policies

## IX. Payment portal page

Rapid Motor Insurance

 Rapid Motor Insurance  Login

About UsJoin UsProductsClaims & RenewalPayment PortalContact Us

Q Search

Pay with Ease

Enter Details

Payment Type

Select Type

Email \*

Enter Email

ID Type \*

Select ID

ID Type \*

Enter ID number

Amount \*

Select Currency

Automatically generated

Enter Card Details

Card Type \*

Select Credit/Debit card Vendor

Card Number \*

Enter Card Number

Expiry Date \*

DD/MM

CVC \*

XXX

☒ Send an Email Receipt

captcha

PAY


Follow Us on




2021 Rapid Motor Insurance PLC - All Rights ReservedTerms of UseData &amp; Web Privacy Policies

## X. Contact us page

Rapid Motor Insurance

 Rapid Motor Insurance

 Login

About UsJoin UsProductsClaims & RenewalPayment PortalContact Us

Search


### Contact us

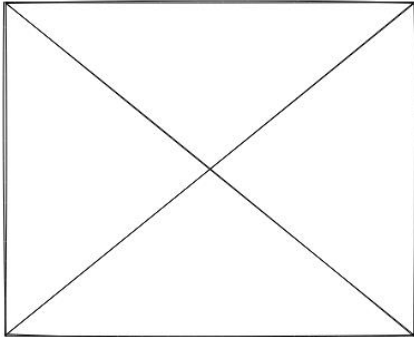
Hot Lines : +94 16 4532 8764  
+94 04 6574 8723  
+94 11 6754 0987  
+94 22 3344 6677

Emails : example1@gmail.com  
example2@gmail.com  
example3@gmail.com





Visit Us at :

Rapid Motor Insurance PLC  
78/2 Union Place  
Colombo 4  
Sri Lanka





Follow Us on



2021 Rapid Motor Insurance PLC - All Rights Reserved.

Terms of UseData & Web Privacy Policies



## Group member contributions

| Member IT number | Contributions   |
|------------------|---|
| IT21038150       | <ul style="list-style-type: none"><li>• Persona number IV</li><li>• User journey number IV</li><li>• Wireframes : Payment portal, Products page</li><li>• Template design</li></ul>                       |
| IT20172282       | <ul style="list-style-type: none"><li>• Persona number III</li><li>• User journey number III</li><li>• Wireframes : Home page, Login Page</li><li>• Information gathering</li></ul>                       |
| IT21014840       | <ul style="list-style-type: none"><li>• Persona number II</li><li>• User journey number II</li><li>• Wireframes : Contact us page, Insurance renewal page</li><li>• Information gathering</li></ul>       |
| IT21007538       | <ul style="list-style-type: none"><li>• Persona number I</li><li>• User journey number I</li><li>• Wireframes : Policy details page, Insurance application page</li><li>• Information gathering</li></ul> |
| IT21007088       | <ul style="list-style-type: none"><li>• Persona number V</li><li>• User journey number V</li><li>• Wireframes : Sign-up page, Claim request page</li><li>• Information gathering</li></ul>                |

## Assignment I - Marking Guide

IT1100–Internet and Web Technologies

Semester 2, 2021

---

|           |  |
|-----------|--|
| Group ID  |  |
| Evaluator |  |

|   | Student ID | Total Marks |
|---|------------|-------------|
| 1 |            |             |
| 2 |            |             |
| 3 |            |             |
| 4 |            |             |
| 5 |            |             |

|   | Student ID                  | 1 | 2 | 3 | 4 | 5 |
|---|-----------------------------|---|---|---|---|---|
| <b>Task one</b><br><i>Identifying five personas</i> | Personal details (03 marks) |   |   |   |   |   |
|   | Background (03 marks)       |   |   |   |   |   |
|   | Goals (03 marks)            |   |   |   |   |   |
|   | Completeness (01 mark)      |   |   |   |   |   |
| <b>Total out of 10 (Task 1)</b>                     |                             |   |   |   |   |   |

|  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|
| <b>Task two</b><br><i>User journey for each persona</i>        | Correct flow to achieving the goal<br>(05 marks)             |  |  |  |  |  |
|  | Diagram notations and labeling                               |  |  |  |  |  |
| <b>Task three</b><br><i>Complete wireframe (At least five)</i> | Complete Wireframe for the website<br>(05 marks)             |  |  |  |  |  |
|  | Static pages (at least two pages) (05 marks)                 |  |  |  |  |  |
|  | Dynamic content (at least two pages) (2* 5 = 10 marks)       |  |  |  |  |  |
|  | Multimedia content (correct use of multimedia)<br>(05 marks) |  |  |  |  |  |
|  | Proper navigation mechanism<br>(05 marks)                    |  |  |  |  |  |
| <b>Total out of 30 (Task 3)</b>                                |  |  |  |  |  |  |
| <b>Total marks (out of 50)</b>                                 |  |  |  |  |  |  |

Comments: