

**Sri Lanka Institute of Information Technology**

**S.L.I.I.T**



Assignment 01

Metro\_Weekend\_2021

**Life Insurance Management System**

**Software Process Modelling – IT1060**

**B.Sc. (Hons) Information Technology**

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## BSc (Hons) in Information Technology

### Assignment 1 Cover Sheet

IT1060 – Software Process Modeling

Semester 2 - 2021

<b>PROJECT ID</b>	MET_01.01_01
<b>CASE STUDY NAME</b>	Life Insurance Management System
<b>CAMPUS/CENTER</b>	Metro Campus

#### Group Details:

	<b>Student Registration Number</b>	<b>Student Name</b>
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<b>2</b>	IT21053146	Perera A.D.S
<b>3</b>	IT21015908	Shavindi H.D.M
<b>4</b>	IT21026416	Rukshana M.A.F
<b>5</b>	IT21119880	Nivasheni B

**Assignment 1 Cover Sheet**
**IT1060 – Software Process Modeling**
**Semester 2 - 2021**

We hereby certify,

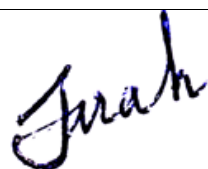

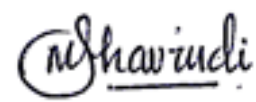




The attached is our own work and no further changes will be made.

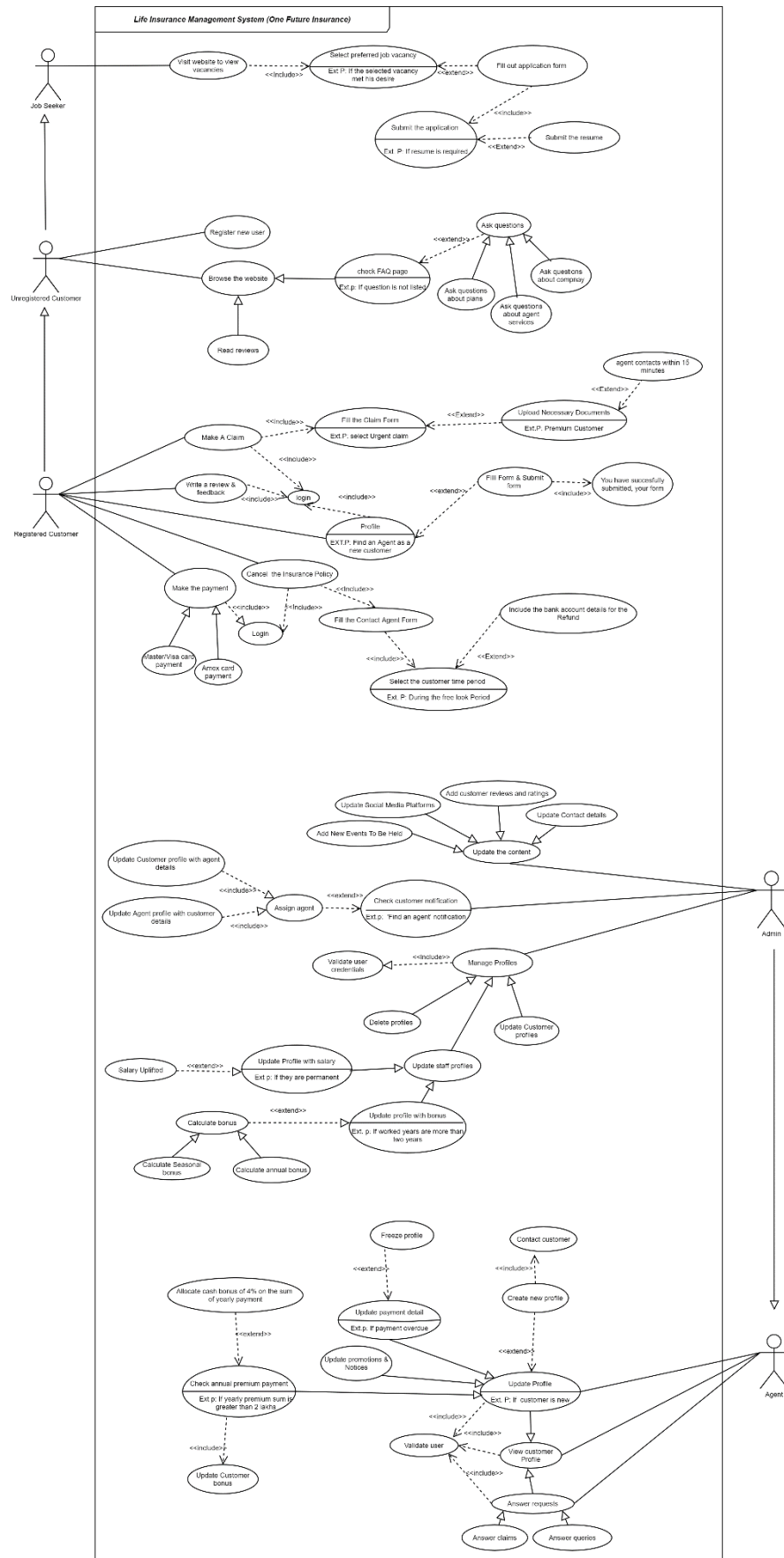

 We have contributed in this assignment to the best of our ability.  
 and we understand,


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

**Group Details:**

	Student Name	Student Registration Number	Date	Signature
1	Sarah M.I.L	IT21009686	8/09/2021	
2	Perera A.D.S.	IT21053146	8/09/2021	
3	Shavindi H.D.M	IT21015908	8/09/2021	
4	Rukshana M.A.F	IT21026416	8/09/2021	
5	Nivasheni B	IT21119880	8/09/2021	

# 1. Use Case Diagram



### Assumptions for the cancel Insurance Policy

1. User is a newly registered customer who wants to cancel the Insurance policy.
2. User should submit 'Contact agent form' to cancel an insurance policy since the process should be completed through the agent.
3. When specifying the customer time period, if the user is still in the free look period (within the first, ten days after signing the contract) the system will generate another form to include bank account details of the customer, for the company to transfer (refund) the amount, user has already paid.

## 2. Use Case Scenario

**Student ID:** IT21026416

**Student Name:** Rukshana M.A.F

**Use Case Scenario:** Apply for a Job

<b>Number</b>	01	
<b>Name</b>	Apply for a job	
<b>Summary</b>	Job seeker applies for a job	
<b>Priority</b>	4	
<b>Pre-condition</b>	Job seeker has visited the web application	
<b>Post-condition</b>	Job seeker has submitted the documents	
<b>Primary Actor</b>	Job seeker	
<b>Trigger</b>	User has decided to get the job	
<b>Main Scenario</b>	<b>Step</b>	<b>Action</b>
	1	Job seeker visits the web application's homepage and clicks on the career navigation bar
	2	Job seeker views on available vacancies
	3	Job seeker clicks on advanced job search
	4	Job seeker filters out results through selecting filter options (location, job categories, job type, schedule, desired salary)
	5	Job seeker is displayed with filtered results which matched his choice
	6	Job seeker browsers through the best matches
	7	Job seeker selects and reads through preferred job vacancy
	8	Job seeker fills out the application form

	9	Job seeker validates the written information
	10	Job seeker submits the document/documents
	11	System validates the submitted information
	12	System prompts successfully submitted message
Extensions	Step	Branching Action
	5.1	No matching job vacancies found
	a	System displays no matches found message
	b	System displays alternatives which is moderately identical to the preferred vacancy
	c	System suggests to try out another filter option.
	9.1	System displays file format error
	a	System requests the job seeker to upload pdf file format
	b	Job seeker will be brought back to upload the document with appropriate file type
	9.2	System displays file size error
	a	System requests to upload maximum size of 5 MB
	b	Job seeker will be bought back to upload the document with appropriate file size
	10.1	System requires the user to upload resume
	a.	Job seeker is reappeared back to the form
	11.1	Submitted application information is inaccurate
	a	Job seeker will be notified with an error message
	b	Job seeker will be prompted to re-enter the accurate information
	12.2	Submitted application form is left blank
	a	Job seeker will be notified with an error message



	b	Job seeker will be prompted to fill the blank space
<b>Open issue</b>		<b>Should the system provide registration and login?</b>

Assumption:

1. The Job seeker has a considerable amount of knowledge in computer and interface.
2. The Job seeker has internet connection and browsing capabilities.

**Student ID:** IT21009686

**Student Name:** Sarah M.I.L

**Use Case Scenario:** Customer Applies for an agent

<b>Number</b>	02	
<b>Name</b>	Customer applies for an agent	
<b>Summary</b>	Registered Customer applies for an agent, Admin receives the application and assigns an appropriate agent to the customer.	
<b>Priority</b>	02	
<b>Pre-condition</b>	The customer is logged into the system	
<b>Post-condition</b>	The customer will be assigned an agent	
<b>Trigger</b>	The customer wants to apply for an agent	
<b>Primary Actor</b>	Registered Customer, Admin	
<b>Main Scenario</b>	<b>Step</b>	<b>Action</b>
	1.	The customer has successfully logged in
	2.	Customer clicks on the 'Find an Agent' button
	3.	The system prompts a message if user is 'Newly Registered' or 'Wants to change current Agent'
	4.	The user selects 'Newly Registered'
	5.	Customer fills in required details (e.g., Name, Email, Contact info, location, country zip code, annual household income)
	6.	Customer is then prompted to select what plan they might be interested in
	7.	Customer completes the application and submits it
	8.	System prompts a message "Submission Successful, you will be notified within the next 48 hours"
	9.	System forwards the customer request to the admin profile
	10.	Admin opens their profile to the notifications page
	11.	Admin selects the customer 'Find an agent' request and is redirected to an agent search page
	12.	Admin uses a search filter to filter out the agents best suited for the customer's plan
	13.	Admin then uses that filtered search to find an agent closest to the customers given location
	14.	Admin issues the agent to the customer
	15.	System generates an email to the customer and to the agent
	16.	System updates customers profile with agent details
	17.	System updates agent's profile with customer details

Extensions	Step	Branching Action
	1.	If user is not logged in when he enters the page, he will be prompted to the log in page
	4.1	Customer chooses 'Wants to choose current agent'
	4.1.a.	Customer has to fill in why current agent is not suitable, contact info, current agent, new agent specification, plan registered to)
	4.1.b.	Customer submits form
	4.1.c.	Admin checks up on the user requests and filters for an appropriate agent
	8.1	System displays an error message due to invalid format of information given
	8.1.a.	System redirects user to the error entered and prompts user to re-enter the data
	14.1	There is no agent within close range to the customer
	14.1.a.	Admin issues the agent with the best ratings to the customer
<b>Open issue</b>	1	Should the system ask if the customer wants to cancel applying for an agent
	2	What if the Email is not received by agent, how else will he be notified

Assumptions:

- 1- The customer gives the Zip code of the country he lives in
- 2- The contact number of the customer is their updated number
- 3- The email the customer gives should be valid
- 4- The success plan is only for the newly registered customer

**Student ID:** IT21053146

**Student Name:** Perera A.D.S.

**Use Case Scenario:** Make a claim

<b>Number</b>	<b>03</b>	
<b>Name</b>	Make a claim	
<b>Summary</b>	User makes a claim through the system	
<b>Priority</b>	5	
<b>Pre-condition</b>	User has logged in to the system	
<b>Post-condition</b>	System notifies assigned agent/s about the claim	
<b>Primary Actor</b>	Registered Customer	
<b>Trigger</b>	User has chosen to make a claim	
<b>Main Scenario</b>	<b>Step</b>	<b>Action</b>
	1	System displays the user profile when logged in
	2	User selects 'make a claim' option
	3	User enters the policy type and the policy holder number
	4	System displays a form to make a claim
	5	User enters the relevant details
	6	User selects the category of the claim
	7	User briefly describes the situation in the given text area
	8	System analyzes the described situation provided by the user
	9	User submits the completed form
	10	System refresh and add the details of the claim to the 'My Claims' category in the user profile
	11	System sends a notification and an email to the assigned agent
<b>Extensions</b>	<b>Step</b>	<b>Branching Action</b>
	3.1	If policy type and the policy holder number do not match, the system alerts that the entered data are invalid
	6.1	If the customer selects 'urgent' category, the system generates another simple form to upload necessary documents
	6.1.a	User uploads the required documents
	6.1.b	If the user is a premium customer, the system generates a message informing the user that the agent will contact the customer within 15 minutes after the submission of the form
	8.1	If the situation is complex, the system generates a message requesting the user to contact the agent immediately and provides contact details of the agent
	11.1	If a premium customer has submitted an urgent claim, the system notifies the manager and two assigned agents
<b>Open Issues</b>	1	<b>Should the system ask if the user wants to recheck or make any changes before submitting the form?</b>

### Assumptions for the registered customer (making a claim)

1. When the user wants to make a claim, a form should be filled.
2. When filling the form, if user selects 'Urgent claim' from the claim type category, the system will generate a simple form to upload necessary documents so that the agent can quickly go through the documents, analyze the situation, and attend to the matter, to help the customer as soon as possible.

And if the customer is a premium customer the system also generates a message saying that 'the agent will contact within 15 minutes after the submission of the claim'.

3. System analyzes the described situation given by the user as it can decide whether the situation is complex or not. If it is complex, the system generates a message, requesting the user to contact the agent immediately while providing the contact details of the agent.
4. After the user submits the completed form, the system can recognize whether a premium customer has submitted an urgent claim, if so, the system notifies the manager and two assigned agents.

**Student ID:** IT21119880

**Student Name:** Nivasheni B

**Use Case Scenario:** Update Customer Profile

<b>Number</b>	04	
<b>Name</b>	Update customer profile	
<b>Summary</b>	Update customer payment, promotions & notices details	
<b>Pre-condition</b>	Agent must log into the system	
<b>Post-condition</b>	Display updated customer profile	
<b>Primary Actor</b>	Agent	
<b>Trigger</b>	Agent wants to update his customer's profile	
<b>Main Scenario</b>	<b>Step</b>	<b>Action</b>
	1.	System displays customer list
	2.	Agent selects the customer's name
	3.	System displays the type of action
	4.	Agent selects make changes
	5.	System displays all customer information to make changes
	6.	Agent updates payment details, new promotions& notices
	7.	Agent selects save changes
	8.	System displays the updated information
	9.	Agent confirms the information
	10.	System displays the final customer profile
<b>Extensions</b>	<b>Step</b>	<b>Branching Action</b>
	4a	Agent selects view only.
	7a	Agent selects cancel changes
	6a	Agent will freeze the profile if payment overdue
	6b	If the customer is new, create new profile
	9a	Agent selects make changes again
<b>Open issue</b>	1	Should the system specify last updated date and time.

### Assumptions

1. Agent's login details are correct.
2. Correct customer list is being displayed for the specified agent.
3. There are no restrictions when updating payment details.

**Student ID:** IT21015908

**Student Name:** Shavindi H.D.M

**Use Case Scenario:** Update Staff Profile

<b>Number</b>	05	
<b>Name</b>	Update staff profile	
<b>Summary</b>	Update staff profile	
<b>Priority</b>	03	
<b>Pre-condition</b>	Update and manage profile	
<b>Post-condition</b>	Displaying updated information	
<b>Trigger</b>	Amin has chosen to update staff profiles	
<b>Primary Actor</b>	<b>Admin</b>	
<b>Main Scenario</b>	<b>Step</b>	<b>Action</b>
	1.	Admin login to the system
	2.	Admin visits the admin page
	3.	Admin look details using staff ID numbers
	4.	System displays all information
	5.	Admin reads all information
	6.	Admin update and drop relevant records
	7.	System asks the admin to confirm details
	8.	Admin confirms details
	9.	System refresh and update the details
	10.	Admin takes the hardcopy of the updated and deleted records
	11.	Admin type the permanent letters for the staff members who got permanent in their office
	12.	Admin emails the permanent letters for the selected staff members
<b>Extensions</b>	<b>Step</b>	<b>Branching Action</b>
	1.1	If user ID or password is incorrect
	a.	Admin will be notified with an error message
	b.	Admin will be prompted to enter the user ID and password again
	c.	Admin will be prompted to select forget password choice
	3.1	If the registration number is incorrect
	a.	Show an error message
	b.	System redirects to enter ID again
	9.1	System notifies details are not updated due to a network error
<b>Open issue</b>	1	<b>Should the system ask if the admin wants to log out from the system after updating the profiles?</b>



### Assumptions

1. Admin has a username and a password.
2. The details updated are verified with the head office.

### 3. Individual Contributions

1)

**Student ID:** IT21026416

**Student Name:** Rukshana M.A.F

**Work Section:**

- **Use Case Scenario** – Apply for a job
- **Analyzed and Designed Use Case Diagram** –
  - Apply for a job (Job Seeker)
  - Allocating bonus (Agent)
- **Special Contributions** –
  - Arranging group meetings.
  - Editing and arranging teammates' signatures.
- **Challenges Faced** –
  1. Visiting several websites, observing reviews and suggestions of people who are seeking for employment.
  2. Planning and building the best flow of the process.
  3. Managing time and working on assignments and exams simultaneously.

2)

**Student ID:** IT21009686

**Student Name:** Sarah M.I.L

**Work Section:**

- **Use Case Scenario:** Newly registered customer applying for an agent
- **Analyzed and designed main use cases in the use case diagram**
  - Registered Customer applying for an agent
  - Customer rating company services
  - Users asking questions
- **Special Contributions –**
  - Creating the template for the Assignment
  - Documenting Notes during special meetings
- **Challenges Faced**
  1. Understanding how generalized use cases work in different situations
  2. Trying to use Extend use cases as smartly as possible
  3. Keep up with other members use case diagrams and scenarios so the information is not inconsistent and not redundant.

3)

**Student ID:** IT21053146

**Student Name:** Perera A.D.S.

**Work Section:**

- **Use Case Scenario:** Make a claim (Number 2)
- **Analyzed and designed main use cases in the use case diagram**
  - Make a claim (Registered Customer)
  - Cancel Insurance Policy (Registered Customer)
  - Update content (Admin)
- **Special Contributions**
  - Documenting researched information regarding the system and recognizing the actors
- **Challenges Faced -**
  1. Understanding the requirements of a registered customer in an Insurance System and the process of making a claim.
  2. Choosing unique and relevant main use cases for the use case diagram while organizing and prioritizing functional requirements.

4)

**Student ID:** IT21119880

**Student Name:** Nivasheni B

**Work Section:**

- **Use Case Scenario:** Agent update customer profile
- **Analyzed and designed main use cases in the use case diagram**
  - Update customer profile (registered customer)
  - Answer customer questions and queries
- **Special Contributions**
  - Finding the requirements of the actors to create diagrams and scenarios
- **Challenges Faced**
  1. Understanding the multiple roles played by an agent in the specified system
  2. Identifying the roles of other actors involved with agent
    - Creating use case diagram without conflicting with the other actors' association

5)

**Student ID:** IT21015908

**Student Name:** Shavindi H.D.M

**Work Section:**

- **Use case scenario: Update staff accounts (Number 3)**
- **Analyzed and designed main use case in the use case diagram**
  - Update accounts (Admin)
  - Make a payment (Registered Customer)
- **Special Contributions –**
  - Documenting information about the system.
- **Challengers faced –**
  1. Finding the requirements of an admin and a registered customer in an insurance company and the process related.
  2. Documenting into a collaborative word document.