

IT314 - Software Engineering- Lab 6

LIC Market-Driven System

Group 16

Que 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?

1. Stakeholder

- a. Agent
- b. Customer
- c. LIC Employees
- d. Retinodes
- e. Owners
- f. Investors

2. Users

- a. Agent
- b. Customer
- c. LIC Employees.

3. User Story

The points are written in the order of priority.

a. Agent

- i. As an agent I want to login so that I can view my profile.
- ii. As an agent I want to add new customers so that I can help them later on.
- iii. As an agent I want to see current policies offered by LIC so that I can inform this to customers.
- iv. As an agent I want to make new custom made packages for each user so that I can make packages which satisfy customer needs.
- v. As an agent I want my contact details available to the customers so that they can contact me.
- vi. As an agent I want basic information about new customers so that I can contact them to discuss new products.
- vii. As an agent I want privacy so that my information is not leaked.

b. Customer

- i. As a customer, I want to login so that I can view my profile.

- ii. As a customer, I want to create my own package so that I can get personalized insurance policies.
 - iii. As a customer, I want to get my package reviewed so that I can get suggestions to improve the package.
 - iv. As a customer, I want to be able to contact agents so that I can get my queries answered.
 - v. As a customer, I should be able to link my bank account with my profile for money transfers.
 - vi. As a customer I want to be able to buy the package I selected.
 - vii. As a customer I want privacy so that my information is not leaked.
 - viii. As a customer I want to upload required documents so that I can verify my account.
- c. LIC Employee
- i. As an employee I want to login to the application so that I can verify and give packages to customers.
 - ii. As an employee I want to edit insurance policies so that I can fulfill customer requirements .
 - iii. As an employee I want to see information about customers so that I can help them.
 - iv. As an employee I want to see information about Agents so that I can evaluate them,
 - v. As an employee I want to generate reports so that I can review progress of the company.
 - vi. As an employee, I want to generate the insurance package and suggest the same to my users which could compete with the insurance packages of other insurance companies .
 - vii. As an employee, I want to see all the information about LIC employees ,agents and customers.

Que 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?

- mPOS(mobile Point-Of-Sale)- This can be used by agents to allow customers to pay through their debit/credit card.
- Rugged Tablets- Instead of using paper to show customers about new policies, agents can use tablets to show customer interactive presentations.
- Mobile application- Customers can use this application to access his/her profile.
- Digital Kiosk - An interactive system can be deployed in the office, so that customers can directly use this to get work done.
- Digital Signage - A digital application that displays video or multimedia content for informational or advertising purposes.

Que 3- Domain requirement for this particular problem is not very clear hence a special effort should be given to understand this.

We can do it using below method-

- Interview- We can conduct interviews with agents and employees to understand more about the industry.
- Survey- We can conduct surveys to understand requirements of individual users in the system.
- Brainstorming- We can brainstorm with the LIC team to come to understand their requirements.
- Market Research- We can conduct extensive market research to understand more about the market, this will help us to determine requirements later on, After the above steps we can Document and Validate the requirements and check for its completeness later on.

Que 4. Features that are not feasible to consider:

Ans 4. A negotiation window between the customer and system/company after system provides the suggestion, analysis and competing price for the customized plan. We have the features which can show every data of the user , but under the privacy and policies one user can't see other users data.

Que 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.

Ans 5. The possible reason behind this defect could be that the customer wasn't shown the pre-defined packages before proceeding to create a custom package.

This can be prevented by showing the customer with all existing predefined packages and while they create a custom package, show them with similar predefined packages dynamically which meet similar requirements.

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

- Agents should be able to access customer details that are in conflict with the privacy requirement of customers.
- Customers should be able to access agent details that are in conflict with the privacy requirement of the Agent.
- LIC employees should be able to access agent details in conflict with the privacy requirement of agents.

Que 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.

Ans 7 : Maintainability: The system should be easy to repair and maintain when required.

Security: User's financial data can only be seen by the user or the LIC officials only, not by any other outsider. Users' data should be secured.

Usability: System should be easy to use (user friendly) so that customers can use it efficiently. UI should be easy to read and understand.

Reliability: System should be available for 24x7. In case it goes down, it should not be down for more than 30 minutes.

Performance: The system should be as optimal as it could and latency of the response time should be as level as possible.

Scalability: If the number of users increases on the system, our system should be fumbled due to more number of users, Our system should be as reliable as it would be for the few number of users. If a developer tries to add some new features then it would be easy to do that and due to the new feature system shouldn't be fumbled.

Que 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?

- How we are going to implement privacy is not yet decided, because some information needs to be shared.
- There is currently no procedure to check if an application is fraudulent or not.
- The exact procedure for an Agent to register is not yet decided.
- Also mobile application is available for 24 hr or not is not mentioned