Required Features

For

Scottsdale Insurance Company Customer and Organizational Portal Data Redesign

Version: 1.0

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The User Story Catalog Work Product

The project team captured the use stories implied by the most detailed process maps within a catalog, which is presented in the table below. These use stories were reviewed with the business subject matter experts, who helped create the descriptions and determine the priority while mapping it to the objectives and the scope.

Scope Ref #	User Story ID	Name	Actor	Actor Goal	Description	Priority	Additional Comments(optional)
S1,S2	US1	Assign login IDs	IT Client Services/UW Admin/ Agency Admin	To make office email ID as their login id for the portal	I want to assign login ID to agency individuals so that they can access the portal .Agency contacts want to perform work for multiple locations using a single login ID. I want to add single/ multiple locations to agency individuals but want to not have to assign new ID to the individuals. Their existing ID want to give them access to the new location	Must have	Customer support tool used to add login ID to agency individuals. Want to have mass add/update capabilities
S1,S2	US2	Agency contacts want to perform work for multiple locations using a single login ID.	UW admin/ IT Client Services/Agency Admin	Delete locations access for individuals	I want to delete single/ multiple locations to agency individuals but want to not have to assign new id's to the individuals. Their existing id want to give them access to the new location	Must have	If existing locations are removed the agent should not have access to the removed location with same ID- except if it is still within the same agency Hierarchy.
S1,S2	US3	Auto notifications	UW admin/ IT Client Services/Agency Admin	Auto notifications of ID add /delete	I want to trigger notification of add/ delete of ID to UW Admin & IT client services	Must have	

S3	US4	Agency contacts to be able to access more granular information from portal	UW Admin/ IT client services	Access to portal information	I want to give Agency individuals access to Portal information to view their internal UW based on the routing granularity and want to also be able to see all their individual agent numbers , departments etc assigned by SIC	Should Have	Display only the active agent numbers. Inactive agent numbers to be displayed only in UW Admin / IT client service screens separately.
S4	US5	Ability to assign underwriter , UW assistants & UW support (Raters) at more granular level	UW admin / UW management / Brokerage management	Underwriter, UW assistant & UW support (Raters) assignment	I want to assign Underwriter, UW assistant & UW support (Raters) at a more granular level	Must have	**Granular** means by Department by Program by product line, By Agent Number, by Premium state , by agency state , by agency contact , by UW group & by SIC branch office
S5	US6	User roles (branch manager, office administrator, key contact, etc.) to be able to be assigned to Agency Individuals	External admin	Assign user role (external)	I want to assign roles to agency individuals so that SIC can identify the individual in the Agency	Must have	

S5	US7	User roles (branch manager, office administrator, key contact, etc.) to be able to be assigned to Agency Individuals	UW admin / UW management / Brokerage/ Marketing	Assign user role (internal)	I want to assign roles to agency individuals so that SIC can identify the authority level of the individual in the Agency by department	Must have	
S5	US8	User roles (branch manager, office administrator, key contact, etc.) to be able to be assigned to Agency Individuals	UW admin / UW management / Brokerage/ Marketing	Export User information Clubbed by Internal / external role	I want to be able get data dump of users by Internal / External roles by Agency by department	Must have	
S5	US9	Ability to push bulletins	Marketing / brokerage/underwriting	Bulletins	I want to push bulletins to the relevant User by roles. Internal/ External role.	Must have	

S5	US10	Authority captured for bulletins and Announcements – Country, province, and Company (by Department) authority	UW admin / UW management / Brokerage/ Marketing	Authority configurations	I want to push bulletins or send mailings to any country, province by Company and/or by Department based on the users authority level in the agency ie the authority to write risk and the user role in the organization.	Must have	
S5	US11	Authority captured for mailing lists – Country and province	UW admin / UW management / Brokerage/ Marketing	Mailing Lists	I want to export a mailing list based on physical location	Must have	
S5	US12	Authority captured for mailing lists – Company authority	UW admin / UW management / Brokerage/ Marketing	Mailing Lists	I want to export a mailing list based on Department by Company (example – SIC, SSLIC, SIN,NCC etc)	Must have	

S5	US13	User roles (branch manager, office administrator, key contact, etc.) to be able to be assigned to Agency Individuals	UW admin / UW management / Brokerage/ Marketing	Mailing Lists	I want to export a mailing list based on User Roles	Must have	
S6,S7	US14	Customer profile information	Marketing	Ability to capture customer profile data for marketing intelligence	I want to capture more customer profile information such as: Revenue by product Line, Competitor, key contacts and compliance	Should Have	
S6,S7	US15	Customer Questionnaire	Marketing	Make the yearly customer (owner) questionnaire available on-line	I want the Yearly customer (Owner) questionnaire to be available online so that I can publish the same to customers and the updated information wants to be stored and available to marketing for marketing purposes.	Should Have	
S6,S7	US16	Questionnaire attachments	Customers	Ensure users completing the questionnaire can include attachments	I want to add attachments while filling the questionnaire so that i can send the relevant information through attachments	Should Have	
S6,S7,S19	US17	History retained	Customers	Ensure history is retained so in subsequent years, users don't have to re-enter information that hasn't changed	I want that while filling the questionnaire the history is retained so that in subsequent years, I don't have to re-enter information that hasn't changed	Should Have	

S6,S7	US18	Profile display	Marketing	Customer profile display to include all questionnaire information	I want to see all the customer questionnaire information when I view the customer profile display	Should Have	Visible only to some internal associates by role
S3	US19	Auto search functionality	All users	Auto search functionality	I want that auto search functionality should be available for all portal screens for the elements that are represented in the screen based on level of authority	Should Have	CATS have similar fields and these would be extremely useful in finding the correct agency in ADCT. There is a time period that Former name is extremely valuable.
S8	US20	Ability to assign organizational types (broker only, GA, hybrids or program manager) to agency contacts	UW admin / UW management / Brokerage/ Marketing	Assign organizational types	I want to assign organizational types to agency individuals so that SIC can identify the authority level of the individual in the Agency by product line	Must have	
S9,S20,S18	US21	Automate the 90 day inactive account Deactivation	System	Inactive account list generation 75 days/90 days/365 days	Inactive account list generation 75 days/90 days/365 days to me mailed out to users for logging into the system and keeping the account active	Should Have	
S9,S20,S18	US22	Automate the 90 day inactive account Deactivation	Agency Individuals	Email Notifications to users about account expirations due to inactivity 75 days	I want to be notified 15 days prior to the 90 day deadline to login and keep my account active for portal access	Should Have	

S9,S 20,S 18	US23	Automate the 90 day inactive account Deactivation	Agency admin	Email Notification to Agency admin (biweekly) of list of accounts that will be locked at their agency due to inactivity	I want to be notified bi weekly of individuals accounts that will be inactivated due to no activity within the 90 day inactivity deadline date so that I can inform the individuals and keep the accounts active and / or let SIC know of the exceptions to be made and keep the account active	Should Have	
S20, S18	US24	Automate the 90 day inactive account Deactivation	UW admin	Email notification to Portal admin if agency admin user role in the inactivity list	I want to get email notification if agency admin in list so that I can talk to some other individual / owner / manager and get the matter looked into.	Should Have	
S20, S18	US25	Automate the 90 day inactive account Deactivation	System	Role based and status based exceptions to be removed from inactivity list	Role based and status based users to be removed from the inactivation list so that we have a clean list of only those users that need to ne notified and/ or marked for deactivation	Should Have	
S20, S18	US26	Automate the 90 day inactive account Deactivation	UW management	Role based and status based exceptions to be removed from inactivity list and emailed to UW management 90 days	I want to be notified of the users that are in the exception list based on their role and status in the system so that I can take a call on if those users accounts need to be deactivated or not.	Should Have	
S20, S18	US27	Automate the 90 day inactive account Deactivation	UW management	Role based and status based exceptions to be removed from inactivity list and emailed to UW management 365 days	I want to be notified of the users that are in the exception list based on their role and status in the system so that I can take a call on if those users accounts need to be deactivated or not.	Should Have	

S18	US28	Automate the 90 day inactive account Deactivatio n	UW admin / IT Client services	Notifications of accounts deactivated	I want to be notified of accounts that are deactivated so that I can update our business process accordingly.	Shoul d Have	
S11	US29	Lookups	UW Admin	view, add, update and delete agent numbers, status, comments tab	I want to view, add, update and delete agent numbers, status, comments tab, Agency date fields etc with admin rights regardless of where the field is located	Must have	Currently Some data that is there in the view only screens is not editable by the UW admin in that screen. Have to go to multiple screens to update information.
S11	US30	Lookups	UW Admin	Parent index to be displayed on the home page for admin screens	I want to see link to Parent Index in all admin screens	Must have	
S11	US31	Lookups	UW Admin	UW Admins to have ability to do advance search for data elements from any screen	I want to search for data elements from any screen.	Must Have	
S11	US32	Lookups	Underwriting	Expand Advanced search functionality for view only users	I want to search for data elements from any screen.	Could have	

S12	US33	Ability to modify underwriter, Assistant UW and Raters reassignments so that relationships move from the old UW /AUW/Rater to the new without creating gaps - structure similar to UWAT	UW admin / UW management / Brokerage management	Streamline assignments, less errors, Less time lag and gaps in routing.	I want to modify underwriter, Assistant UW and Raters reassignments so that relationships move from the old UW /AUW/Rater to the new simultaneous & Individually without creating gaps - structure similar to UWAT. Reassign both the old UW and old AUW to the new UW and the new AUW at the same time in the same screen.	Must have	We must have the ability to change UW and AUW individually and be unique. The UW and AUW will NOT always be the same for all agent numbers they have authority.
S12	US34	UW assignments	UW admin / UW management / Brokerage	Drop down to be sorted by department	I want the UW assignment Drop down to be sorted by department	Must have	Retain path in view- Breadcrumb .View which department is in edit mode, which Program is in edit mode, which agent number is in edit mode. Always retain the path in view when going deeper into an assignment

S12	US35	UW assignments	UW admin / UW management / Brokerage	Drop down to be sorted by Last name , First name	I want the UW assignment Drop down to be sorted and listed as Last Name , First Name	Must have	Retain path in view- Breadcrumb .View which department is in edit mode, Which Program is in edit mode, which agent number is in edit mode. Always retain the path in view when going deeper into an assignment
S12, S13	US36	UW assignments	UW admin / UW management / Brokerage	Ability to have effective date and future date input capabilities while adding, updating, deleting UW/AUW assignments	I want to make assignments in advance and have the system assign on exact date of UW change.	Must have	
S12, S13	US37	UW assignments	UW admin / UW management / Brokerage	Provide the ability to add, update and delete UW Assistant assignments at the same time as UW Assignments	I Want to add, update and delete UW and AUW assignments simultaneous if assignment(s) are the same. An AUW can be assigned to multiple UW's. But AUW assignment will not match one specific UW entirely. Because of the need to assign an AUW to multiple UW's the system will have to allow assigning of AUW and UW at the same time but yet maintain unique assignments.	Must have	
S12, S13	US38	UW assignments	UW admin / UW management / Brokerage	AUW to UW relationship	I Want to be able to assign one AUW to multiple UW and one UW to multiple AUW	Must have	

S12, S13	US39	UW assignment s	UW admin / UW management / Brokerage	Assignment of Assistant UW can be unique from UW	AUW assignment may not match one specific UW entirely. Because of the need to assign an AUW to multiple UW's the system will have to allow assigning of AUW and UW at the same time but yet maintain unique assignments if applicable.	Must have	
S12, S13	US40	UW assignment s	UW admin / UW management / Brokerage	Assign UW or/or AUW by Location indicator	I want to assign UW and/or AUW by SIC Location (UW resides at Minnesota, Scottsdale, San Francisco, New York). This is how we can distinguish routing between the MN and the SIC Contract Transportation Underwriters.	Must have	Multiple UW's share the same Agencies and Departments but routing can not distinguish who to route to because we can not distinguish a location. A routing indicator for when multiple SIC UW share the same Dept and Agency.
S23	US41	UW assignment s	Client services	Data conversions needs for UW assignments,	I want to do Data conversions for UW assignments, new fields, levels and any other elements that have additional options.	Must have	
S15	US42	UW assignment s	System	Capture and maintain UW assignments which will be used to feed all existing (WINS, Omni View and Submission Manager) and future applications.	I want to Capture and maintain UW assignments which will be used to feed all existing (WINS, Omni View and Submission Manager) and future applications.	Must have	
S23	US43	Adding / Editing information	UW admin	UW Admin's to have ability to add multiple phone, fax, and email ID in the initial screen.	I want to enter and maintain multiple addresses, phone, fax number all on one screen.	Must Have	

S14	US44	Adding / Editing information	UW admin/ Brokerage / Marketing / Uw management	Capture and maintain foreign address, phone and fax information	I want to push bulletins and Announcements to Agent contacts located outside of the US	Must have	
S17	US45	Adding / Editing information	UW admin	Dept authorities to include foreign countries, provinces, states, territories	I want to push bulletins and Announcements to Agent contacts located outside of the US, i.e. Canada	Must have	
S10	US46	Audit trail	UW admin/IT Client services/	Notifications and audit trails of changes, explanations and dates	I want to be able to view audit trail of Notifications and audit trails of changes, comments and dates	Shoul d Have	
S10	US47	Audit trail	IT Client services/UW Admin	Retain the history of deleted and inactivated agent contact information.	I want to be able to view history of deleted and inactivated agent contact information.	Shoul d Have	

S10	US48	Notifications	Agency Admin	Agency (External) admin makes any change, auto notifies SIC admin and client services (help desk.)	I want to auto notify my changes, to SIC admin and client services (help desk.)	Must have	
S16	US49	Reports	Agency Admin	Agency Personnel Report	I want to have improved Agency personnel reporting capabilities	Must have	New Reports out of scope but existing reports to show the updated structure and granularity
S21	US50	Reports	UW Admin’s/Portal Team	Update existing reports (agency reporting) to function with the new hierarchy levels.	Internal and External users want to access reports at a more granular level	Must have	
S21	US51	Reports	UW Admin’s	Report access to agency contacts at more granular levels.	I want to assign report access to an agency individual at an agent number level	Must have	
S22	US52	Training / training Material to IT client services	IT Client services/UW Admin's/Marketing/Brokerage/External Admin	Provide training/material to internal and external administrators and users.	I want to get training / material to know how to use the new system functionality	Could have	UAT can be used as a mode when the training is provided

S11	US53	Auto fill functionality	All users	Auto fill functionality should be available for all data field searches.	I want auto fill functionality to be available for all portal screens for the elements that are represented in the screen based on level of authority	Should Have	
S11	US54	Add Agency	UW admin	ability to generate Agent number	I want to generate agency number and forward agency update to CATS along with the agency number	Should Have	
S23	US55	Add agency	UW Admin's/Portal Team/ brokerage / IT client services / Marketing	online adm 916	I want to have an online ADM 916 which is to help ensure all the agency information or single information updates to one individual or multiple individuals can be received online and can be routed to the next level of the process flow. This is to eliminate multiple manual data entries thereby ensuring process efficiency	Should Have	
S10	US56	Add agency	UW admin	Auto notifications	I want to send notifications to CATS for agency update along with agent number, SIC help to open ticket & assign to web portal admin to code loss run ID	Should Have	

S10	US57	Add agency	agency individual /UW admin / UW management	Auto notifications	I want to get auto notified when agency is added to the portal	Should Have	
S11	US58	Add agency	SIC users	hyper link to agency number	I want to view the CATS exhibit for the agency number when I click on the agency number (hyperlink)	Must have	
S10	US59	Setup UW assignment	UW admin	notification to UW management & underwriter	I want to give notification to UW management & underwriter when I add UW & UW assistant assignments	Should Have	
S10	US60	Setup UW assignment	UW management/ Underwriters	notification to UW admin	I want to give notification to UW admin when I add UW & UW assistant assignments	Should Have	
S10	US61	Add agency contact	User	Notification to update profile	I want to get auto notification to update profile information so that I can update my profile within 1 week before the account gets locked	Should Have	
S10	US62	Reports	requestor/ individual	Notification of access being granted	I want to get notification that the access has been granted	Should Have	

S10	US63	Authority Changes	requestor/ individual/uw management	Notification of access being granted	I want to get notification that the access has been granted	Should Have	
S23	US64	Authority Changes	UW admin	Auto addition of department and state	The system should auto add the department and state for the individual portal account with the authority change	Must have	
S10	US65	Cancel Agency	UW admin	Delete Single/ multiple departments	I want to delete single/ multiple department/state for individual portal account with authority change to Agency in ADCT. When Department or state deleted- Delete from Agency individuals profile relevant state or department associated with agency location.	Should Have	only UW Admin can change ADCT Agency Authority
S10	US66	Cancel Agency	UW admin	Notification of cancellation	I want to auto notify the requestor deletion of single/ multiple departments in ADCT	Should Have	These are the changes to Agency Profile in ADCT that in turn automatically change the authority of the agenct individual profile. Only UW admin can change Agency authority in ADCT
S10	US67	Cancel Agency	System	Notification of cancellation	want to auto notify the requestor deletion of all departments for agency in ADCT	Should Have	
S20	US68	Cancel Agency	System	Make agency inactive	Want to change uw assignment Wins Table 53 for agency to be inactive but retain individual's access.	Should Have	
S20	US69	Cancel Agency	UW admin	Assignment deletion in Omniview	System should notify me after 1 year to delete UW assignment in omniview	Must have	

S20	US70	Cancel Agency	UW management	agency inactivation after 15 months	System should notify me after 15 months to inactivate agency access	Must have	
S5	US71	Add New User Role	UW Admin	Create New user roles	I want to add/ edit user roles (Internal/External) as business needs change or evolve	Must have	
S5	US72	Additional name field for Agency	UW Admin	Cross Reference	I want to search on a former name or merger name for agency	Must have	With all of the mergers and acquisitions it is difficult to link former with new. It would help both UW and Risk Clearance to have a clear search method of a cross reference. We do not want to keep using the name former name field as it can cause mailing to appear incorrect if the cross reference name is not deleted from the name field before a mailing goes out.

The Non-Functional Requirements Work Product

The non-functional requirements imposed upon the solution were identified during discussions of the process maps and user stories. The business subject matter experts were asked to reveal their expectations of the solution above and beyond its functionality, and specifically to any exceptions from the norm. The project team chose to organize the non-functional requirements into the following categories—accessibility, availability, system recovery, data back-up/recovery and retention. These non-functional requirements consist of clear, concise and testable statements and are presented in the table below.

ID	Non-Functional Requirement	Category
NFR001	Identified users must be able to access the solution via the Internet and the Nationwide Intranet facility.	Accessibility
NFR002	User classes that consist of Nationwide employees must be able to access the solution via the Nationwide Intranet, including virtual private network (VPN) access.	Accessibility
NFR003	User classes that consist of agents, customers and external entities must be able to access the solution only through the Internet.	Accessibility
NFR004	Ensure that the actions of an individual, entity, or process can be traced uniquely to a specific individual, entity, or process and time stamped	Audit and Controls
NFR005	The solution should be available 24 hours each day, 7 days each week. There are no requirements for the SIC Portal to be available beyond the already established business support hours currently defined as 6:00 AM MST to 5: 30 PM MST, Monday through Friday (Excluding holidays).	Availability
NFR006	90% of all user inquiry transactions must have an overall response time of five seconds or less. The project team defines “overall response time” as the time between a user submitting a request and the user receiving a complete response for that request, including the presentation of the response view to that user.	Availability

ID	Non-Functional Requirement	Category
NFR007	100% of all inquiry and update transactions must have an overall response time of 15 seconds or less.	Availability
NFR008	Transactions with an overall response time greater than 15 seconds must trigger an alert message of severity (TBD in Design) and category (TBD in Design).	Availability
NFR009	The overall response times are expected to be satisfied within the normal operating environment defined as: —Average hourly concurrent user count: (TBD in Design) —Peak hourly concurrent user count: (TBD in Design) —Average hourly transaction count: (TBD in Design) —Peak hourly transaction count: (TBD in Design)	Availability
NFR010	The solution must support a recovery point objective (RPO) of no data loss (i.e., there can be no data loss at the point of recovery).	Availability
NFR011	Policy information derived from an online policy purchase must be retained for the same duration as imaged policies (five years after the cancellation date). The policy information may be archived via an offline storage mechanism.	Availability
NFR012	Enforce the current Portal time-out “no activity for 4 hours” for all SIC Associates and Agents using the SIC Portal.	Availability
NFR013	Ensure the system can be easily expanded to accommodate additional agents downloading large amounts of data file: a. Initial load b. Monthly update files	Scalability
NFR014	Ensure that Internal Associates and external Agents are authenticated via the standard Portal Authentication / Identification process when attempting to login to the SIC Portal.	Security
NFR015	Ensure access to the Agency Reports is granted by the Report Access Tool in order to prevent unauthorized use.	Security
NFR016	Ensure confidential information is not made available or disclosed to unauthorized individuals, entities, or processes.	Security
NFR017	The solution must be compliant with all required security controls as prescribed by the Nationwide Information Security Policy.	Security

ID	Non-Functional Requirement	Category
NFR018	The solution must conform to the Nationwide Operational Architecture Standard to ensure the inheritance of architectural security controls.	Security
NFR019	The solution must provide users with the ability to reset their passwords without Service Desk assistance.	Security
NFR020	The solution must offer the ability to exchange data files containing confidential customer information with our business partners.	Security
NFR021	Enforce the recovery times as documented in the IT Incident Resolution Service Level Agreement. The IT Incident Resolution Service Level Agreement can be found at the following location: V:\ISS\ProjectNotebooks\Agency Reporting\Solution Delivery\2-Solution Scoping\SA/Incident Resolution SLAs.doc	System Recovery
NFR022	The solution must support a recovery time objective (RTO) of one hour (i.e., recovery from any type of unplanned system outage should be successfully completed within one hour of the outage).	System Recovery
NFR023	The solution's recovery procedures must be defined to be consistent with the RTO.	System Recovery
NFR024	The solution must store data to more than one repository before a transaction is marked complete.	System Recovery
NFR025	In order to ensure that recovery from failures is within the RTO of one hour and meets the RPO of zero data, so as to support the availability requirements .Solution Set One – Synchronous Replication is required.	System Recovery
NFR026	The preventative maintenance schedule must utilize the lowest planned usage period of the week.	Maintenance

Performance, DATA Retention, Data Backup and Recovery

No changes to the current Performance, DATA Retention, Data Backup and Recovery for Agency Reporting and the utilization reports have been identified.