Business Requirements Specification

Project Details

Project No.	
Project Name	Surrounding Enhancement
At Gate	
BRS Name	Collection Surrounding – File watcher & Email watcher

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Note: In the absence of a business analyst for the project, the project manager should be responsible for coordinate with related business parties and preparing the BRS.

BRS Version Control

Version Number n.n	Issued On Date YYYY/MM/DD	Author(s) Firstname & Surname & Title	Reviewer(s) Firstname & Surname & Title	Change Description
1.0	2017/06/21	Krisna Wijaya		Initial Draft
1.1	2017/07/10	Lerima Kumaat		Update BRS
1.2	2017/07/12	Taufan Mustaqim		Update BRS

Document Reviewed by Information Technology Department

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Executive Summary

Introduction

Collection payment processing involve manual process that are prone to mistakes, and time consuming.

Summary of the objectives

To automate as much as possible, manual process for collection premium payment data capture.

Impact if not doing this project

The process takes significant personnel time and effort in line with business growth.

Impact this project on the company revenue

Increase accuracy in revenue recognition.

Summary of the business benefits

- Business Volume
  Time saving

- Impact On Revenue
  Increased revenue data accuracy.

- Impact on Cost
  Release significant workload on personnel.

- Justification/Values/Benefit On the Expected Change
  Reduce manual process.

1 Scope & Assumption

1.1 Scope

1.1.1 In Scope

- Automating data acquisition from email
- Automating data acquisition from designated directory (for data provided by personnel from internet banking)
- Automating data transformation for surrounding to excel format
- Premium capture for all payment transactions:
    - NB Premium
    - Renewal Premium
    - Top Up Premium
    - Reinstatement
- RLS – DCR Capture (no changes at RLS side)
- Upload excel to Surrounding Application
- System maintenance and warranty
- Providing technical and process documentation

1.1.2 Out of scope

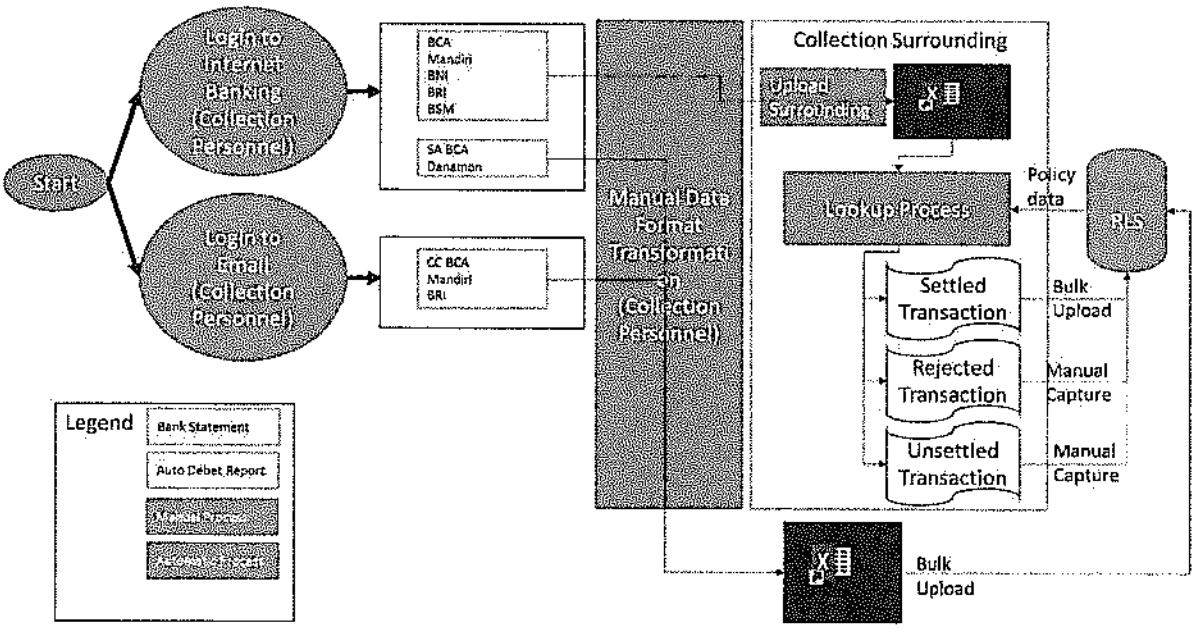
- N/A

1.2 Assumptions

- Source of data are coming from Banks:
    - Bank Statement (daily transaction movement)

2 Current End-to-End Business Process

2.1 Description

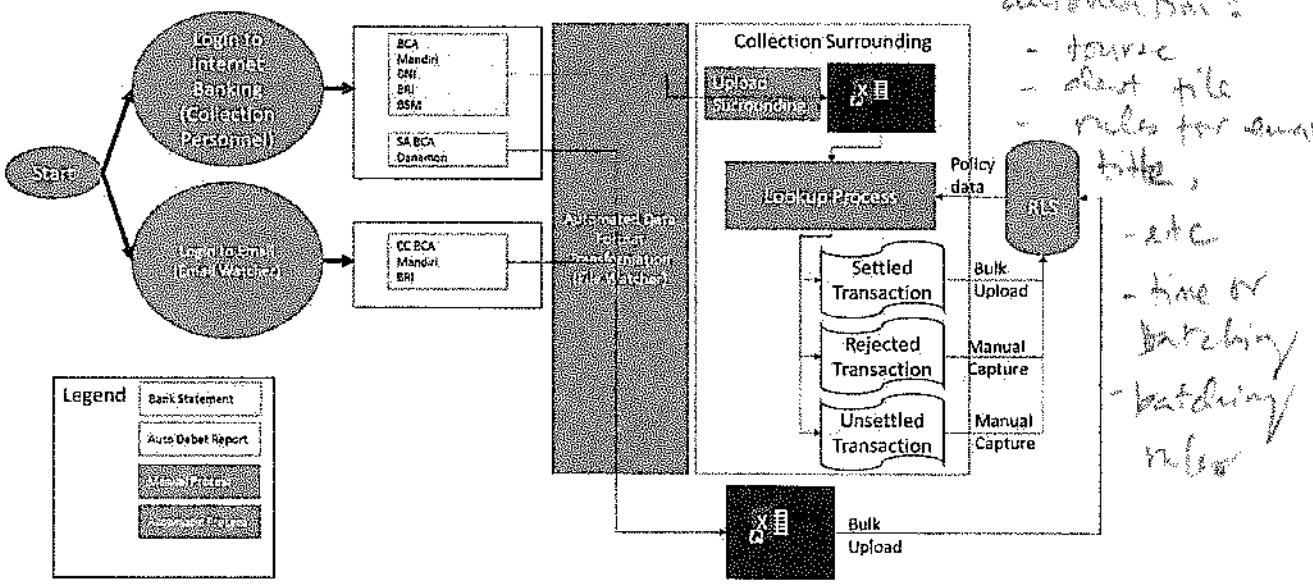


2.2 Problems

- Manual process upload bank statements to collection surrounding
- There is human intervention that can influence error data transformation process

3 Future State

3.1 Description



3.2 Future Considerations

- Credentials should be available for email watcher to use, while maintaining AXA security standard
- Surrounding application should be able to detect and upload excel files produced by file watcher system when available

4 Business Requirements

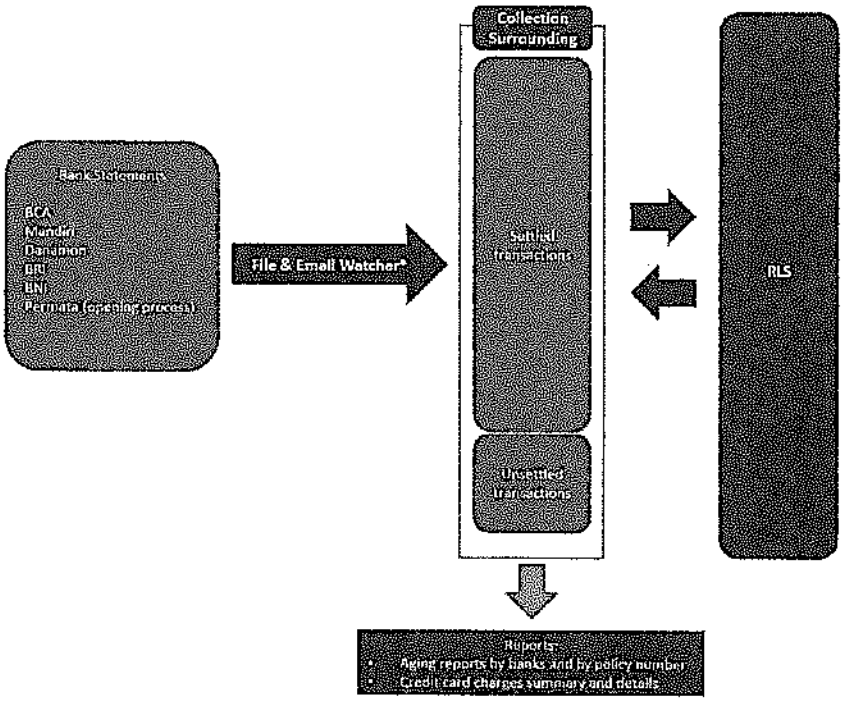
4.1 Requirement Cross Reference Matrix

Requirement No.	Requirement Description	Priority (H/M/L)	Apply to System
Functional Requirement			
4.2.1	Collection Surrounding Environment		
4.2.2	Reporting		
Non-Functional Requirement			

4.2 Functional Requirements

Requirement No.	4.2.1 Collection Surrounding Environment		
Author	Krisna Wijaya	Department	Accounting
Current Process	Collection Bank Accounts – Incoming Funds are maintained in Collection Surrounding. Collection Bank Accounts as of 2017 • Limitation on uploading transactions details of Auto Debit Saving Accounts Transactions (due to huge numbers of data). • Limitation on providing credit card charges information that applied to policyholders.		
Business Rules	<Please state what business rules have to be considered when implement this requirement>		
Functionality Required	• File & Email Watcher Tools* as uploader to Collection Surrounding and its raw data extraction will be mapped to manual journal upload template and uploaded to People Soft. • All collection transactions should be covered in Collection Surrounding. (Currently auto debit is off surrounding). • Additional column showing charges information in Collection Surrounding as per charged to policy holders. • Standardized upload processes of all Collection tools to RLS. * a. Mail Watcher: Program applications that can read emails from third parties (Business partners) automatically. b. File Watcher; Program application that can read file from folder automatically and in real time and convert the data in to application data based.		

Proposed Collection Surrounding Environment



Requirement No.	**4.2.2 Reporting**		
Author	Krisna Wijaya	**Department**	Accounting
Current Process	• No scheduled reporting generated with standardized format on the aging suspense maintenance by banks or by policy number.		
Business Rules	<Please state what business rules have to be considered when implement this requirement>		

need more details for automation - preference

Functionality Required	• Unsettled aging reports by banks and by policy number, to monitor and find solution of any unsettled transactions during the collection premium process. • Credit card charges summary and details report to control and analyse process as well as expense monitoring. **Sample Unsettled Aging Reports** (by Bank) (by Policy number) **Sample Credit Card Charges Report** (Credit Card Charges)

Requirement No.			
Author		**Department**	
Current Process			
Business Rules	<Please state what business rules have to be considered when implement this requirement>		
Functionality Required			

Requirement No.			
Author		**Department**	
Current Process			
Business Rules	<Please state what business rules have to be considered when implement this requirement>		

Functionality Required	

4.3 Non-Functional Requirements (Mandatory)

Requirement No.	4.3.1 Server Site Application		
Author	Roy Kusrahmadi	Department	IT
Functionality Required	☒ (A) System Performance		
	☒ (B) Data Volume projected		
	☒ (C) System availability and response		
	☒ (D) System Administration		
	☒ (E) Data Security		
	☐ (F) Others (e.g. DR, HA, System Relocation, etc)		
Requirement No.	4.3.2 Server must be in Local Premises		
Author	Roy Kusrahmadi	Department	IT
Functionality Required	☐ (A) System Performance		
	☐ (B) Data Volume projected		
	☐ (C) System availability and response		
	☐ (D) System Administration		
	☒ (E) Data Security		
	☐ (F) Others (e.g. DR, HA, System Relocation, etc)		
Requirement No.	4.3.3 Application should be built with Java or .NET platform and DB SQL Server		
Author	Roy Kusrahmadi	Department	IT
Functionality Required	☒ (A) System Performance		
	☒ (B) Data Volume projected		
	☒ (C) System availability and response		
	☐ (D) System Administration		
	☐ (E) Data Security		
	☐ (F) Others (e.g. DR, HA, System Relocation, etc)		

5 References, Glossary of Terms & Interdependencies

5.1 References

The following documents are referenced in this document.

Document No.	Details

5.2 Glossary of Terms

The following phrases, acronyms and abbreviations are used throughout this document.

Term	Definition

5.3 Interdependencies

The following interdependencies have been identified and are being actively managed.

Associated Project	Description	Dependency Type	Management Strategy