

# Group-27

## LIC CASE

### Questions:

**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? (e.g., AHP, Numerical Assessment, MoSCoW method, etc.) How? Provide details.**

### Stakeholders and Users

- Agents
- PolicyHolder (customer)
- LIC employees
- Retinodes Software Company

### User Stories :

- As a user, I should be able to see all the policy packages in my personal devices like mobile or laptop.
- As a user I should be able to make my own policy packages.
- As an agents, I should get all the updates as soon as possible so that I can serve users with best policies without any controversy.

- As an Employee of LIC, I should be able to see the records of my customer.
- As a user I should be able to provide the cost of personalised policies made by me.
- As a customer I could create my own package and send a request for the review.

Yes we can prioritize the features using MoSCoW prioritization technique.

- Agents **must be** provided with the updates as soon as there are any changes in the policy so that there will not be any dispute and the user gets the best deal.
- Users **should be** able to see all the policies on the web application of LIC so that he/she can compare from other companies' policies.
- Users **could** make his/her own policies based on the personal requirement and feasibility.
- Branch Manager **wishes** to keep the price of policies as competitive as possible but he/she also has to keep in mind the profit of the firm is not compromised.

**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?**

Market facing technologies:

- Web based application that can be accessed from desktops and laptops
- Mobile Application that can be accessed from mobile devices
- Machine learning can be used to analyze the customer requirements and give the best price.

Yes, these market facing technologies are helpful in the proper deployment of the product. Because we are digitizing the entire business processes of LIC and providing a complete solution that addresses all aspects of the agent-insurer relationship. And these technologies would help the company as well as customers to access and use the product in a better way and provide better user experience.

These market facing technologies can be developed using following technology frameworks.

- Front-end: React.js or Angular.js
- Back-end: MangoDB, Node.js etc., Express.js
- For Mobile App: Android (Kotlin), iOS (Swift)

Some example websites are: [insurancedekho.com](http://insurancedekho.com), [policybazaar.com](http://policybazaar.com)

**3. Suggest an effective requirement engineering framework that can be used in market-facing projects because there are no existing systems that can be analyzed for the development so we need to consider all requirements from the core.**

- We can use prototyping framework in these technologies because there is no existing system from which requirements can be derived so to understand requirements prototyping works best.

**4. List out the possible features those are not feasible to consider. Can you provide justification for each of them in detail?**

- Payments cannot be accepted in the form of bitcoin or other such assets because such assets don't have fixed value.
- Users cannot complete the whole process of buying an insurance in digital mode as either one has to visit the office or agents have to visit the user for verification purposes.

**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.**

- Whenever a customer is given a choice to make a package of his own choice, he/she might ignore the already defined packages offered by the company itself. The company generally curates the packages according to customer's demands and needs and only in a few cases an exception arises to curate a special package. This mistake can be rectified by a simple review system where the package suggested by the customer is reviewed by the LIC agents and where they would suggest the similar predefined package.
- Requirement Engineering activity to handle this : Market research on the competence of users while handling a similar UI or their knowledge of existing plans would be very helpful in generating the necessary requirements

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

- The conflict might occur in the requirements between LIC and users where the LIC wants to get more profit from the policy holder by keeping the price as high as possible and customers who want to get a policy based on their requirements in as less price as possible. The conflict can be resolved by comparing the policies of different companies and also the policies that are pre defines to give the best price for both the customer and LIC.
- Another conflict can be that some package is giving a different price with some feature and if any customer makes

a customized package from that package because he does not need all feature and if this package has more price than the basic package that he uses as basis then the system has to be changed. the system should calculate price on the basis of basic package and if it has defect then they should change the basis package.

- There is also some possibility that the package the company provides has more price and the same package made by some customer can have less price. So companies here have to take care of customized packages and they should select the price on the basis of some basic packages. They can redirect the customer to the same package company has. Or they can give more price than the actual price so that customer will choose the company's package.

**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.**

- No confidential information (e.g., passwords) is stored in plain text.
- The total system downtime should not exceed 10 minutes.
- The recovery time after a system failure should not exceed 5 minutes.
- After purchasing the policy, display should be updated within 2 seconds -else the customer will call the customer care and there is a possibility of error there..
- The website should run from all around the world. (Suppose someone NRI wants to purchase for his resident friends.

- Software must run on all devices and be accessible all time.

**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?**

- Verification of documents will be difficult to do in online mode due to the security or duplicate documents issues
- Discussion between the agents and users about packages details is tough using software. For that an option should be there in the software to make an appointment for package discussion.
- The issues of insurance fraud like Premium misappropriation. For eg insurance agents can misappropriate funds by stealing premiums and cover them up by crediting a fake customer account with another customer's premium. We can't really take care of such issues.