Project Scope and Recommendations

Federated Insurance would like to create a project focused on the managing and monitoring of motor vehicle reports (MVR). This document outlines the scope and constraints of our recommendation that Federated Insurance develops a web application that allows MVR ordering and monitoring to be automated, and provides underwriters a more comprehensive experience with managing the MVR's of their clients.

The main functionality that is required for this project is the ability to automate the ordering of an MVR. Each ordered MVR will be linked with a driver and will begin a monitoring phase after it has been ordered. Depending on the driver, risk, and policy involved, a new MVR will be ordered every 6months to 3 years for $6 to $10. The system will need to order each MVR according to the state it is ordered in and be able to handle the time it takes for an MVR to be received. The new system will also to an about $0.06 MVR check each month to see if there have been any violations, if there have been violations, a new MVR will be ordered and the underwriter will be notified.

The main user of this new system will be the insurance underwriters at Federated, this new system will give them a comphrehesive view to manage their 'book of business' list of clients, the policies that belong to those clients, and the drivers that belong to each policy. Underwriters will have the ability to override and change the time frame and rules of the automated MVR system for a driver or policy. Underwriters will also be able to view alerts of high level violations that have occurred with drivers under their book of business.

Although the new system will automate many of their tasks, a processors view will be included to enter data, view reports, and managed errors that may occur during the MVR ordering process.

If we have the time, we would also look at adding a customer web portal to allow clients to view their current policies and drivers to keep their information updated, and to allow them to enter prospective drivers into our system to see if they are eligible to be insured before hiring the new driver.

Due to the limited time and the class environment, there are several constraints to this project. Federated insurance has many resources and the technical staff to allow this project to succeed. We will not be implementing this project, training new users, or actually ordering MVRs. We also must be aware of privacy laws related to the sharing of MVR data. Although we will not be implementing this project or ordering MVR's we will create a prototype of the web application and simulate the ordering of an MVR for demonstrative purposes.