**AGILE PART-2**

**WFT- WORK FLOW TRACKER**

**Ans-1 Definition Done ( DOD)**

As Per Agile Extension to the BABOK® Guide v2, Definition of Done is a technique where the

team agrees on, and prominently displays, a list of criteria which must be met before a

backlog item is considered done. That is the team has to create a well-defined, unambiguous, measurable, agreed-upon, and shared Definition of Done between all team members.

The best form of Definition of Done representation is a checklist of activities that has to

demonstrate the agreed value and quality of a user story. So, this checklist should include:

* acceptance criteria (to satisfy customer requirements for a product)
* quality criteria (to satisfy quality requirements for a product)

Definition of Done may be defined for different levels of project work. For example, in Agile

/ Scrum framework these levels of work could be user story, sprint, and release.

**Ans-2**

**Product vision**

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| **Scrum Project Name** | **WFT- Work Flow Tracker** |  |  |
| **Venue :** | Pune Allsate office |  |  |
| **Date : 12/03/2025** | **Start time : 13/03/2025** | **End time : 13/06/2025** | **Duration : 3 months** |
| **Client :** | Allsate |  |  |
| **Stakeholder list :** | Claims manager  Operations director  Claims medical analyst  Team Lead  Claims Processor |  |  |
|  | **SCRUM TEAM** |  |  |
| **Scrum master :** | Mr Ajay |  |  |
| **PO :** | Ms. Pooja |  |  |
| **Scrum developer 1** | Mr Anil |  |  |
| **Scrum developer 2** | Ms Anna |  |  |
| **Scrum developer 3** | Mr Sid |  |  |

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| **Vision :**  The **Workflow Tracker** is designed to enhance the efficiency, accuracy, and transparency of insurance claim processing through real time tracking. | | | |
| **Target Group**     * Claims medical analyst * Claims processor | **Needs**   * Implement a centralized tracking system to monitor claim processing in real time. * Utilize complexity analysis to allocate claims efficiently based on skill level. * Generate data-driven insights to optimize workflows and enhance operational efficiency. * Improve compliance and reporting through automated tracking and documentation. | **Product**   * Work Flow tracker * This project will ensure better workload distribution, faster claim resolution, and compliance with industry regulations. * It is feasible to develop the product because it is an enhancement | **Value**   * Improve Claim Processing Efficiency * Assess Case Complexity * Enhance Decision-Making * Ensure Compliance & Accuracy |

**Answer-3 User Stories**

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| **User Story No : 1** | **Tasks :** Real-time Tracking of Claims | **Priority : High** |
| **Value Statement :** AS A **CLAIMS MANAGER**, I WANT TO MONITOR THE NUMBER OF INSURANCE CLAIMS BEING PROCESSED IN REAL TIME, SO THAT I CAN ENSURE EFFICIENT WORKFLOW MANAGEMENT AND IDENTIFY BOTTLENECKS. | | |
| **BV : 5** | **CP : 3** | |
| **ACCEPTANCE CRITERIA :**   * Claims should be updated in real-time as they progress through different stages. * The dashboard should categorize claims based on their status (e.g., New, In Progress, Completed). * Users should be able to filter and search claims based on specific parameters (e.g., date, status, complexity). | | |

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| **User Story No : 2** | **Tasks :** Complexity Assessment for Claims | **Priority : High** |
| **Value Statement :** AS A **CLAIMS ANALYST**, I WANT TO CATEGORIZE CLAIMS BASED ON COMPLEXITY LEVELS (E.G., SIMPLE, MODERATE, COMPLEX), SO THAT I CAN PRIORITIZE WORK AND ALLOCATE RESOURCES EFFECTIVELY. | | |
| **BV : 4** | **CP : 5** | |
| **ACCEPTANCE CRITERIA :**   Claims should be automatically classified based on parameters such as claim amount, documentation required, and type of insurance.   Analysts should be able to manually update complexity levels if needed.   The system should provide a visual indicator of claim complexity to assist in prioritization. | | |

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| **User Story No : 3** | **Tasks :** Performance Analytics and Reporting | **Priority : Medium** |
| **Value Statement :** AS A **CLAIMS MANAGER ,** I WANT TO GENERATE REPORTS AND ANALYZE TRENDS IN CLAIM PROCESSING, SO THAT I CAN MAKE DATA-DRIVEN DECISIONS TO OPTIMIZE EFFICIENCY AND REDUCE PROCESSING TIME. | | |
| **BV : 4** | **CP : 3** | |
| **ACCEPTANCE CRITERIA :**   * Reports should include metrics such as average processing time, claim complexity distribution, and team productivity. * Users should be able to export reports in multiple formats (e.g., PDF, Excel). * Data should be visualized using charts and graphs for easy interpretation. | | |

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| **User Story No : 4** | **Tasks :** Resource Allocation Optimization | **Priority : H**igh |
| **Value Statement :**  AS A **TEAM LEAD**, I WANT TO ADJUST TEAM WORKLOADS BASED ON CLAIM COMPLEXITY AND PROCESSING SPEED, SO THAT I CAN ENSURE A BALANCED DISTRIBUTION OF TASKS AND PREVENT BACKLOGS. | | |
| **BV : 5** | **CP: 2** | |
| **ACCEPTANCE CRITERIA :**   * The system should allow managers to reassign claims based on workload and expertise. * A dashboard should provide insights into team workload and pending claims. * Notifications should alert team leads if a team member is overloaded or if claims are pending beyond the expected timeframe. | | |

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| **User Story No : 5** | **Tasks : Complexity level** | **Priority : high** |
| **Value Statement : AS A** CLAIMS MANAGER,**I WANT TO** TRACK AND MANAGE THE NUMBER OF INSURANCE CLAIMS PROCESSED WHILE ASSESSING THEIR COMPLEXITY IN REAL TIME, **SO THAT** I CAN OPTIMIZE RESOURCE ALLOCATION, IMPROVE OPERATIONAL EFFICIENCY, AND ENSURE TIMELY RESOLUTION OF CLAIMS. | | |
| **BV : 5** | **CP : 03** | |
| * **ACCEPTANCE CRITERIA :** * The system should display real-time tracking of processed claims. * It should categorize claims based on complexity levels (e.g., simple, moderate, complex). * Analytics and reporting features should provide insights into claim processing trends. * The system should allow resource allocation adjustments based on workload and claim complexity. * Users should be able to generate reports for performance evaluation and forecasting. | | |

**Answer 4 :**

**Agile PO Experience :**

1. Defining and Managing the Workflow Tracker

* Establish a **Claims Workflow** with key stages.
* Use tools like **JIRA, Azure DevOps, or Trello** to maintain the tracker.

1. Backlog Management & Traceability

* Create and refine **Epics, Features, and User Stories** related to claims processing.
* Link each story to relevant workflow stages to ensure **end-to-end traceability**.
* Maintain status updates (To Do, In Progress, Done) for each work item.

1. Mapping Requirements to Project Goals

* Ensure regulatory and compliance requirements (HIPAA, GDPR, etc.) are integrated into the workflow.
* Align tasks with business objectives, such as **reducing claim processing time** or **enhancing fraud detection mechanisms**.
* Use **traceability matrices** to track how requirements map to deliverables.

### **Coordination with Stakeholders**

* **Development Team:** Provide clarity on requirements, ensure sprint goals align with claim processing needs.
* **Business Analysts & QA Team:** Ensure test cases cover all workflow scenarios.
* **Regulatory Teams:** Validate that compliance checkpoints are embedded in the workflow.

### **Monitoring & Continuous Improvement**

### **Track KPIs (e.g., claim resolution time, error rates).**

### **Gather feedback from claims processors, insurers, and customers for backlog refinement.**

### **Implement improvements based on retrospectives and sprint reviews.**

**Answer- 5**

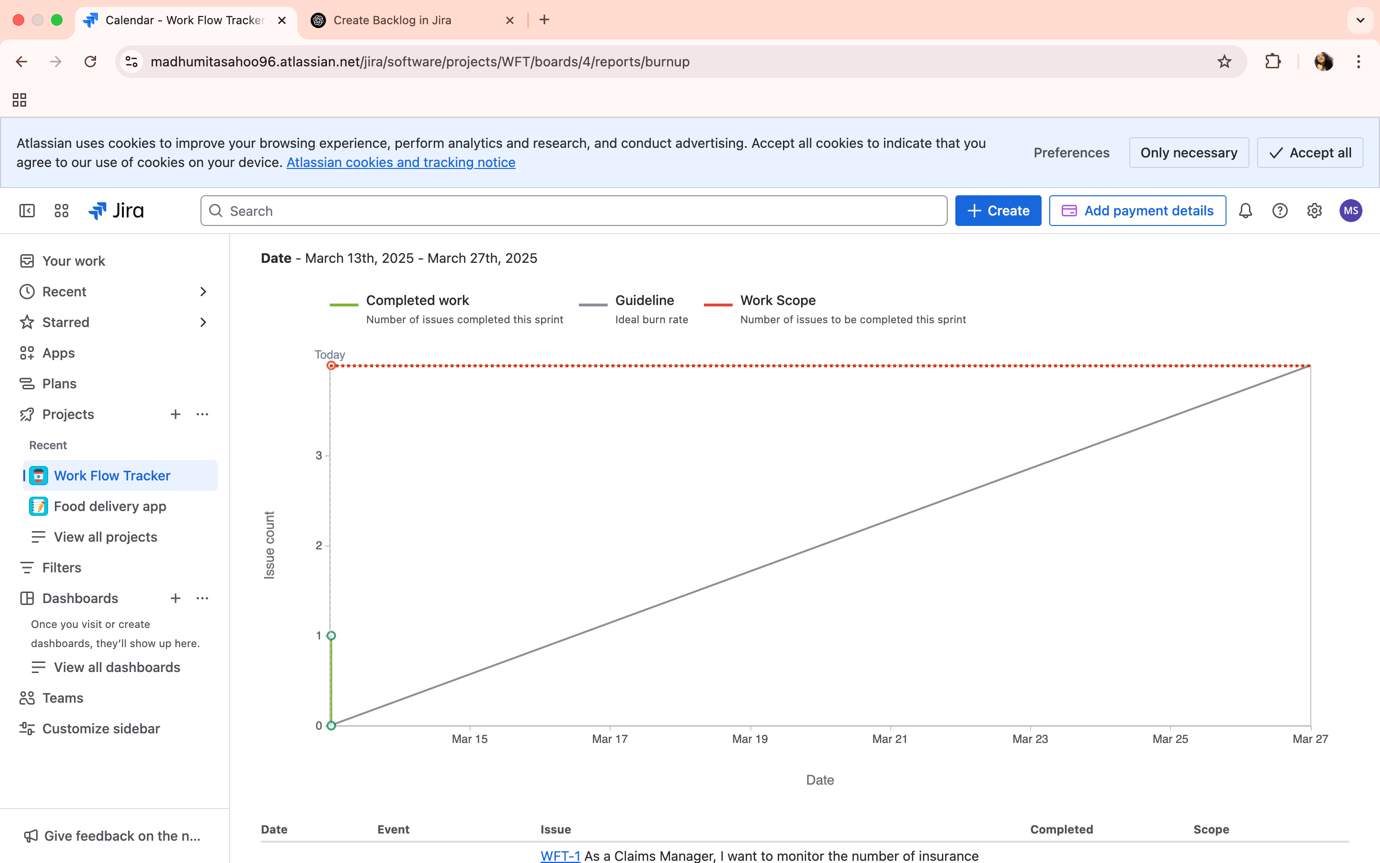
This **Product Backlog** aligns with **Agile best practices** by breaking down user stories into **tasks**, setting **priorities**, and allocating them into **Sprints**.

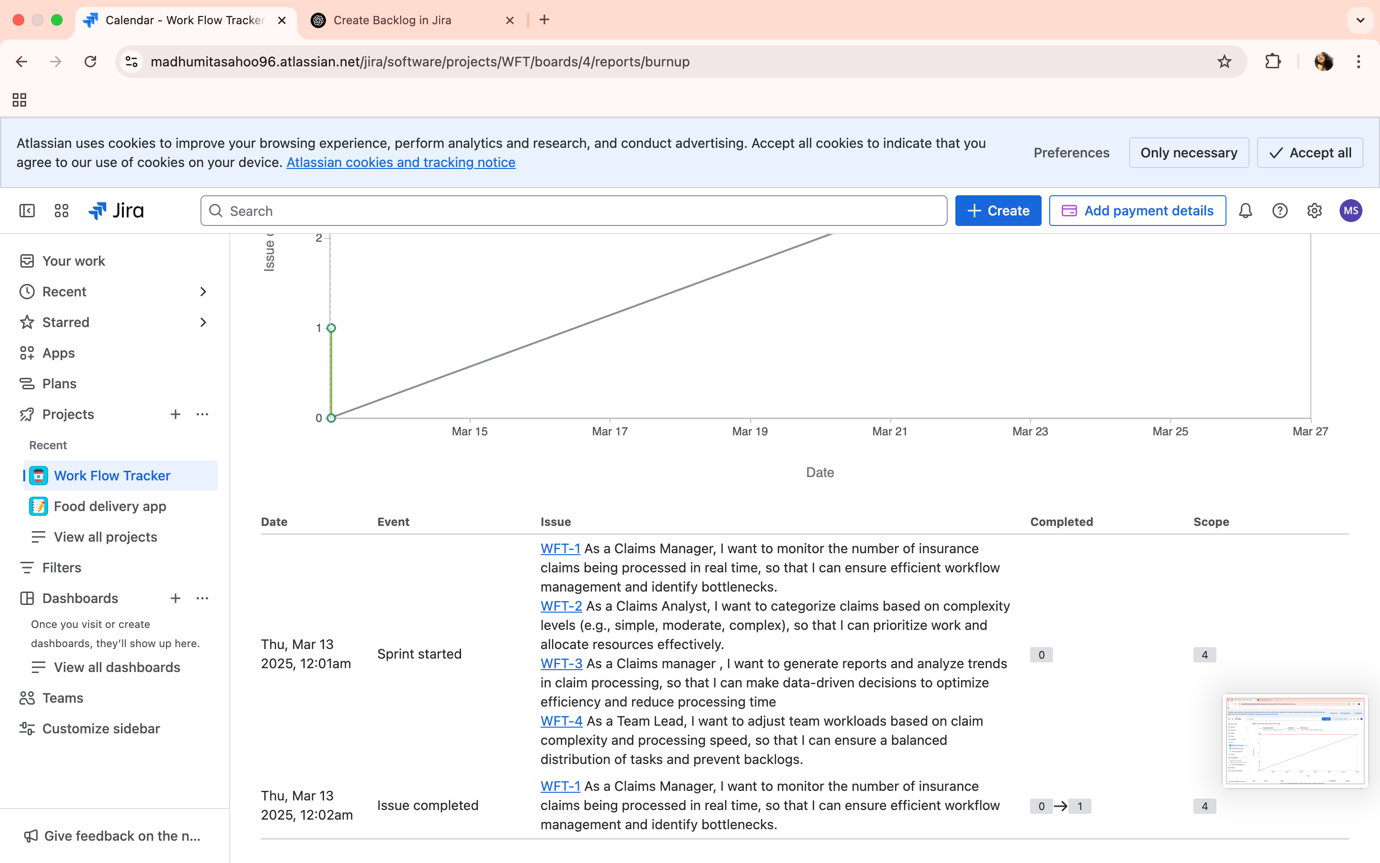
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| **User Story ID** | **User Story** | **Tasks** | **Priority** | **BV** | **CP** | **Sprint** |
| US-001 | As a Claims Manager, I want to monitor the number of insurance claims being processed in real time, so that I can ensure efficient workflow management and identify bottlenecks.  Implement claim status categorization (New, In Progress, Completed)  Enable search and filtering by date, status, and complexity. | Develop real-time tracking dashboard | High | **5** | **3** | **Sprint 1** |
| **US-002** | As a Claims Analyst, I want to categorize claims based on complexity levels (simple, moderate, complex), so that I can prioritize work and allocate resources effectively. | Develop algorithm for automatic complexity assessment  Allow manual updates for complexity classification.  Display complexity level with visual indicators | **High** | **4** | **5** | **Sprint 1** |
| **US-003** | As an Operations Director, I want to generate reports and analyse trends in claim processing, so that I can make data-driven decisions to optimize efficiency and reduce processing time | Implement claim processing analytics module.  Enable export of reports in multiple formats (PDF, Excel)  Display visual charts and graphs for data insights. | **Medium** | **4** | **2** | **Sprint 2** |
| **US-004** | As a Team Lead, I want to adjust team workloads based on claim complexity and processing speed, so that I can ensure a balanced distribution of tasks and prevent backlogs. | Develop workload distribution dashboard.  Implement reassignment feature for claims.  Set up workload monitoring with alerts. | **High** | **5** | **5** | **Sprint 2** |
| **US-005** | As a Claims Processor, I want to receive alerts when a claim is pending beyond a predefined time, so that I can take necessary actions to expedite processing and meet service-level agreements. | Develop SLA-based claim alert system.  Configure email and in-app notifications for pending claims.  Implement SLA threshold settings for managers. | **Medium** | **3** | **3** | **Sprint 3** |

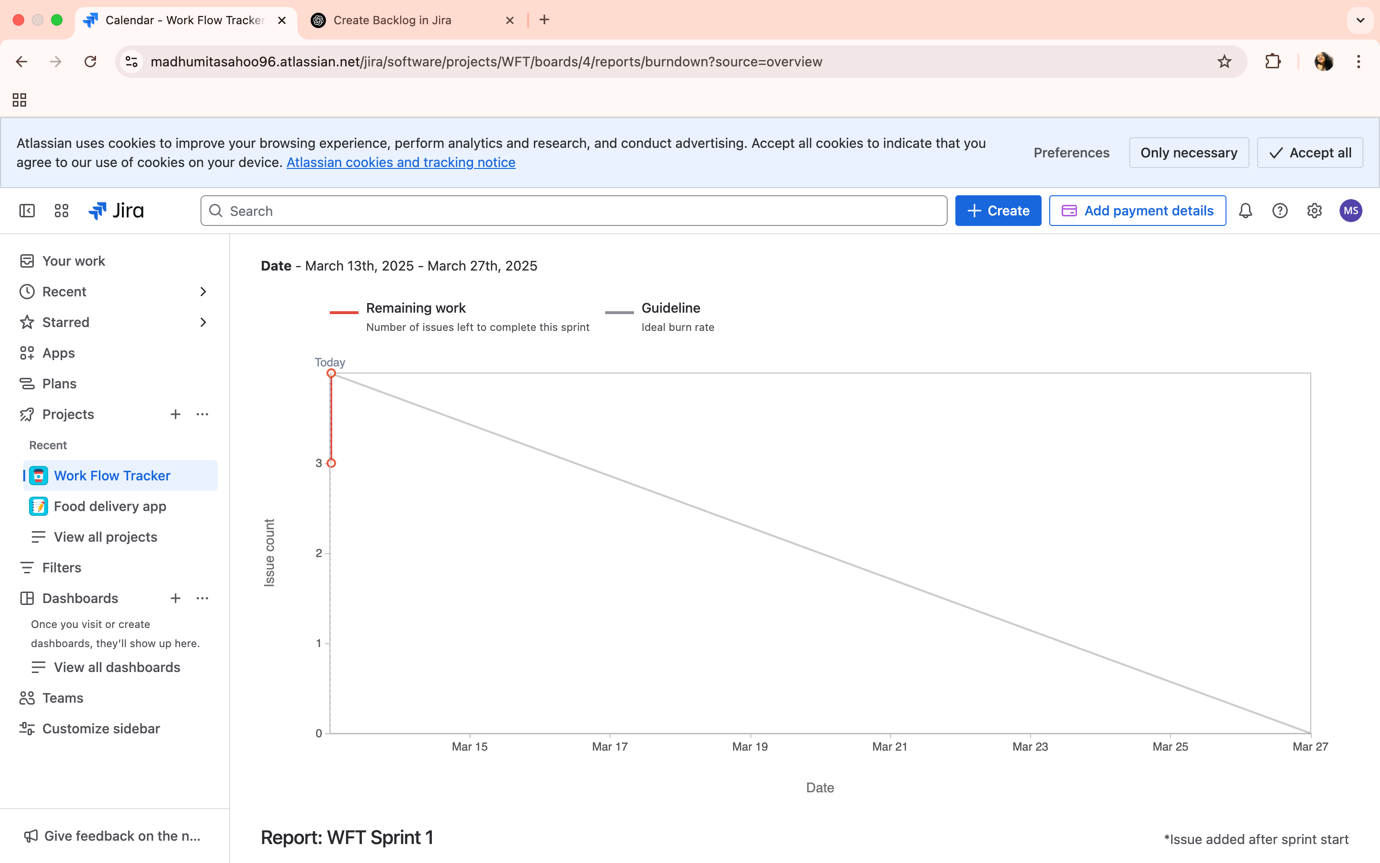
This **Sprint Backlog** assigns **tasks to owners**, tracks their **status**, and includes **estimated effort (story points)** for sprint planning.

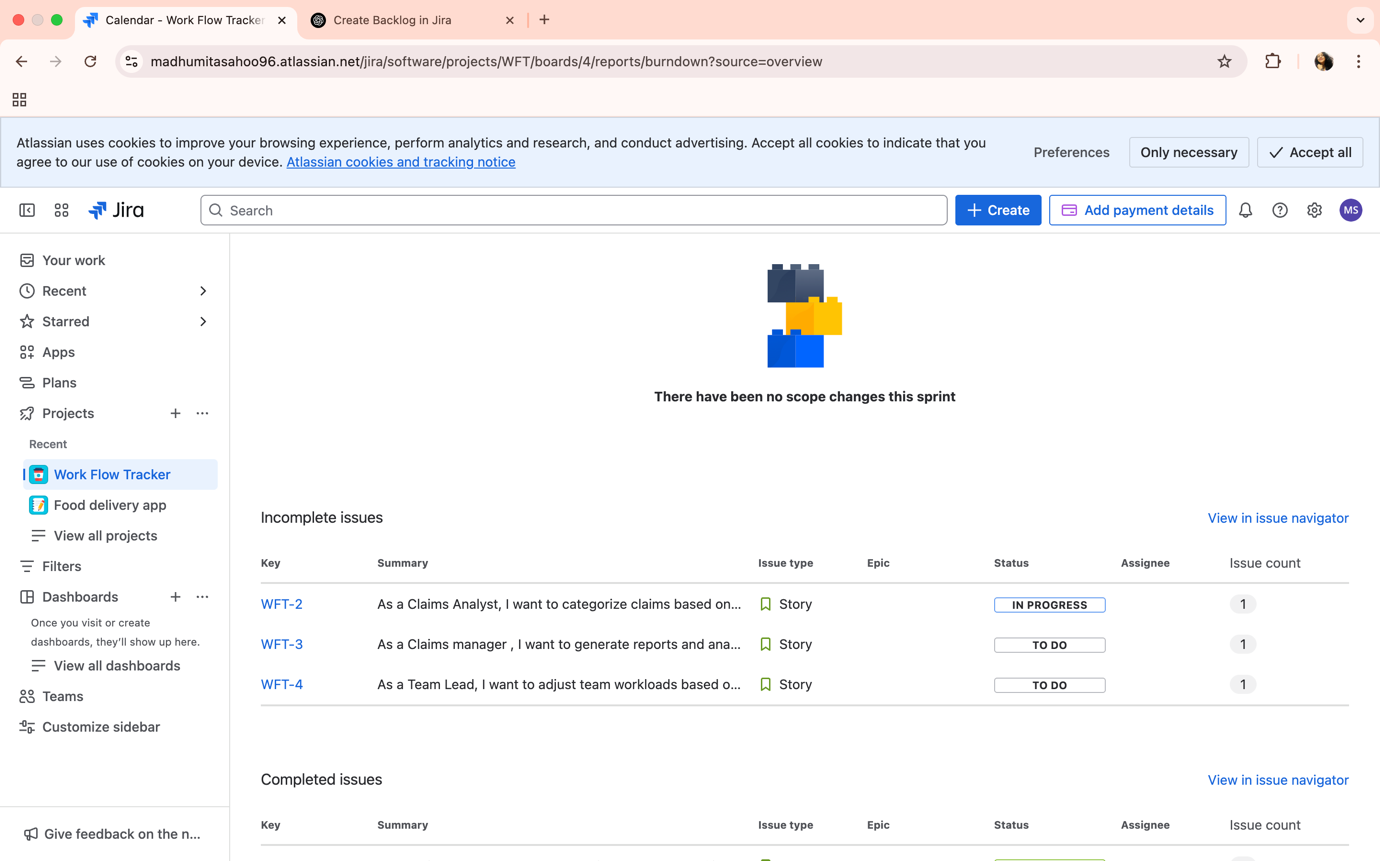
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| **User Story ID** | **User Story** | **Tasks** | **Owner** | **Status** | **Estimated Effort** |
| **US-001** | As a Claims Manager, I want to monitor the number of insurance claims being processed in real time, so that I can ensure efficient workflow management and identify bottlenecks. | Develop real-time tracking dashboard.  Implement claim status categorization (New, In Progress, Completed)  Enable search and filtering by date, status, and complexity. | Mr Anil  Ms Anna  Mr Sid | Completed  To Do  To Do | 3  2  3 |
| **US-002** | As a Claims Analyst, I want to categorize claims based on complexity levels (simple, moderate, complex), so that I can prioritize work and allocate resources effectively. | Develop algorithm for automatic complexity assessment.  Allow manual updates for complexity classification.  Display complexity level with visual indicators. | Mr Anil  Ms Anna  Mr Sid | In-  Progress  To Do  To Do | 5  2  2 |
| **US-003** | As an Operations Director, I want to generate reports and analyse trends in claim processing, so that I can make data-driven decisions to optimize efficiency and reduce processing time. | Implement claim processing analytics module.  Enable export of reports in multiple formats (PDF, Excel).  Display visual charts and graphs for data insights | Mr Anil  Ms Anna  Mr Sid | In-  Progress  To Do  To Do | 3  3  3 |
| **US-004** | As a Team Lead, I want to adjust team workloads based on claim complexity and processing speed, so that I can ensure a balanced distribution of tasks and prevent backlogs. | Develop workload distribution dashboard.  Implement reassignment feature for claims.  Set up workload monitoring with alerts. | Mr Anil  Ms Anna  Mr Sid | In-  Progress  To Do  To Do | 5  3  3 |
| **US-005** | As a Claims Processor, I want to receive alerts when a claim is pending beyond a predefined time, so that I can take necessary actions to expedite processing and meet service-level agreements. | Develop SLA-based claim alert system.  Configure email and in-app notifications for pending claims.  Implement SLA threshold settings for managers | Mr Anil  Ms Anna  Mr Sid | In-  Progress  To Do  To Do | 3  2  2 |
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**Burndown**

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