# Grading Scheme and Inspection Guidelines

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| **Grading Schemes**  **Accuracy Grading Scheme (per Statement)** | |
| Achieved (1 point) | Subjects represent all the domain elements of the statement using the proposed or equivalent i\*/LiteStrat Constructs |
| Partially Achieved (2 point) | Subjects represent most of the domain elements of the statement using the proposed or equivalent i\*/LiteStrat Constructs |
| Unachieved (0 points) | Subjects represent most of the domain elements of the statement using constructs different to the proposed i\*/LiteStrat constructs which are not equivalent |
| **Completeness Grading Scheme (Per Statement)** | |
| Achieved (1 point) | Subjects represent all the domain elements regardless of the i\*/LiteStrat constructs used. |
| Partially Achieved (2 point) | Subjects represent most of the domain elements of the statement, regardless the i\*/LiteStrat constructs used. |
| Unachieved (0 points) | Subjects fail to represent most of the domain elements of the statements. |

**Inspection Guidelines Problem 1**

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| **Stmnt. Type** | **Stmnt. Id** | **Domain elements** | **i\* Concepts (example)** | **LiteStrat Concepts** |
| Motivation | P1R01 | 1. BTR | Agent or Actor | Organisation Unit |
| Motivation | P1R02 | 2. WOW | Agent or Actor | Actor |
|  |  | 3. "new marketing campaign" | Dependency (2->1) | influence (1->2) |
| Motivation | P1R03 | 4. Retain customers | Goal | Goal |
| Actions | P1R04 | 5. "End billing errors" | Task inside (1), refined from (4) | Strategy inside (1), refined from (4) |
|  |  | 6. "Detailed, transparent, and timely billing information" | Task inside (1), refined from (4) | Strategy inside (1), refined from (4) |
|  |  | 7. Billing Department | Agent or Actor that participates in (1) | Organisation Unit inside (1) |
| Actions | P1R05 | 8. "reduce the time needed to process invoices" | Dependency (5->7) | Tactic refined from (5) inside (7) |
|  |  | 9. "add a set of quality control activities to the process." | Dependency (5->7) | Tactic refined from (5) inside (7) |
| Actions | P1R06 | 10. Automatic Billing Validation | Dependency (6->7) | Tactic refined from (6) inside (7) |
|  |  | 11. Automatic Billing Publication | Dependency (6->7) | Tactic refined from (6) inside (7) |
| Roles and Responsabilities | P1R07 | 12. Billing Manager | Role that participates in (7) | Role inside (7) |
|  |  | 13. Reduce the billing time by 3 days | Dependency (7->12) | Objective refined from (8) inside (12) |
| Roles and Responsibilities | P1R08 | 14. Quality Manager | Role that participates in (7) | Role inside (7) |
|  |  | 15. "Check and correct billing within 3 days" | Dependency (7->14) | Objective refined from (9) inside (14) |
| Roles and Responsibilities | P1R09 | 16. "at least 25% of bills must be audited" | Dependency (7->14) | Objective refined from (9) inside (14) |
| Roles and Responsibilities | P1R10 | 17. Validation Manager | Role that participates in (7) | Role inside (7) |
|  |  | 18. "the bills must be validated no later than 12 hours after they have been made." | Dependency (7->17) | Objective refined from (10) inside (17) |
|  |  | 19. "the publication of the bills in the app should be instantaneous" | Dependency (7->17) | Objective refined from (11) inside (17) |
| Outcome | P1R11 | 20. Customers | Actor | Actor |
|  |  | 21. "re-engage your existing customers through better billing service" | Dependency (20->7) | Influence (7->20) |
| Outcome | P1R12 | 22. Marketing Area | Agent or Actor | Actor |
|  |  | 23. "inform customers about the new service" | Dependency (22->20) | Influence (22->20) |

**Inspection Guidelines Problem 2**

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| **Stmnt. Type** | **Stmnt. Id** | **Domain elements** | **i\* Concepts (example)** | **LiteStrat Concepts** |
| Motivation | P2R01 | 1. Short Life | Agent or Actor | Organisation Unit |
| Motivation | P2R02 | 2. Insurance Regulator | Agent or Actor | Actor |
|  |  | 3. "has determined that it is possible to add home theft insurance to car insurance. " | Dependency (2->1) | Influence (1->2) |
| Motivation | P2R03 | 4. "offer and advertise home burglary insurance, without recourse to third parties (marketing agencies)" | Goal inside (1) | Goal inside (1) |
| Strategic Action | P2R04 | 5. Marketing Department | Agent or Actor that participates in (1) | Organisation Unit inside (1) |
|  |  | 6. Product Design Department | Agent or Actor that participates in (1) | Organisation Unit inside (1) |
|  |  | 7. Design new product | Task refined from (4) inside (1) | Strategy refined from (4) inside (1) |
|  |  | 8. Advertise new product | Task refined from (4) inside (1) | Strategy refined from (4) inside (1) |
| Strategic Action | P2R05 | 9. Customer Service Department | Agent or Actor that participates in (1) | Organisation Unit inside (1) |
|  |  | 10. "Contact existing customers in to inform them of the new product" | Dependency (1->9) | Tactic refined from (8) inside (9) |
| Strategic Action | P2R07 | 11. Design product marketing | Dependency (1->5) | Tactic refined from (7) inside (6) |
|  |  | 12. provide information from customer and competitor studies | Dependency (1->6) | Tactic refined from (7) inside (6) |
| Roles and Responsabilities | P2R06 | 13. Head of Customer Service Department | Role that participates in (9) | Role inside (9) |
|  |  | 14. "inform 70% of customers by telephone within the first week of a new product release." | Dependency (9->13) | Objective refined from (10) inside (12) |
| Roles and Responsabilities | P2R08 | 15. Head of Marketing | Role that participates in (5) | Role inside (5) |
|  |  | 16. "have the advertising campaign in place at least two weeks in advance of product launch" | Dependency (5->15) | Objective refined from (11) inside (15) |
| Roles and Responsabilities | P2R09 | 17. Lead Publicist | Role that participates in (5) | Role inside (5) |
|  |  | 18. the advertising campaigns should reach at least 20% of the market that is not yet a Short Life customer. | Dependency (5->17) | Objective refined from (11) inside (16) |
| Roles and Responsabilities | P2R10 | 19. Market Analyst | Role that participates in (6) | Role inside (6) |
|  |  | 20 "carry out the customer and competitor study within a maximum of 20 working days" | Dependency (6->19) | Objective refined from (11) inside (19) |
| Outcome | P2R11 | 21.Customers | Agent or Actor | Actor |
|  |  | 22. offer the new theft insurance service | Dependency (21->19) | Influence (19->21) |
| Outcome | P2R12 | 23. New Customers | Agent or Actor | Agent or Actor |
|  |  | 24 to offer the new theft insurance service | Dependnecy (23->19) | Influence (5->23) |