

Changemakers: Creativity and Value Creation



Task 1 - Q1 Innovation

Innovation is defined as "a new idea or method, or the use of new ideas and methods." [1]

Without always realising, innovation is everywhere in daily life and influences how we study, communicate, travel and even prepare meals. Some of the earliest innovations such as language and the discovery of fire, progressing to modern innovations such as space travel and smartphones, have hugely shaped human society from early history until now. These innovations developed into communication methods, entertainment and healthcare and many tools we rely on today did not exist a decade ago. [2]

Daniel Pink's "A Whole New Mind" argues that everyone can contribute to innovation, not just experts or those with technical ability. With an evolving world, we require more creative thinkers that can identify patterns and create new ideas. Imagination is just as important as technical ability and traditional skills and will play a huge part in problem-solving and evolving our future. [3]

Hans Rosling's video "200 Countries, 200 Years, 4 Minutes" highlights that innovation has improved global wellbeing by increasing life expectancy as countries get healthier. Poverty reduced as medicine, production and technology progressed. However, progress is not automatic—innovation must be used responsibly to address major challenges such as climate change, health, and inequality. [4]

Everyone has creative potential. Ken Robinson's TED Talk highlights that children are naturally creative because they lack the fear of being wrong and are willing to take risks. He states, "if you're not prepared to be wrong, you'll never come up with anything original," and explains that adults often lose this confidence because workplaces and schools condition people to avoid mistakes, limiting creative capacity. This supports the idea that creativity can be strengthened through curiosity, passion and even being wrong, all of which are essential for driving innovation. [5]

Task 1 - Q2 Ideation

Idea 1 - Machine-Learning Fraud Detection:

This project proposes a machine-learning model to identify potentially fraudulent transactions. Rule-based systems rely on pre-defined, manually created rules to detect known patterns and behaviours. They do not identify emerging, evolving or new trends. This approach would learn from historical data to recognise legitimate behaviour, enabling it to recognise suspicious behaviour and anomalies. This allows adaptation of existing rules, detection of suspicious activity current rules may not capture and generate new rules analysts are not yet aware are needed.

Pro's:

- Machine learning is adaptive and can identify emerging trends earlier detect subtle indicators.
- Once created and trained, the model can analyse large volumes quickly and consistently.
- Handles initial screening quicker allowing analyst to spend time on in-depth investigations.

Con's:

- The model relies heavily on quality and quantity of historical data.
- It requires technical design, validation and ongoing monitoring to maintain accuracy.

Idea 2 - Fraud Triage Dashboard:

This project proposes a dashboard that assesses incoming claims and routes them to the correct team/handler using pre-defined rules and indicators, minimising manual input.

Pro's:

- Reduces manual touches, speeding up the triage process through automation.
- Further development could integrate existing fraud reporting systems, allowing automatic triaging as claims enter the workflow.
- Consistent criteria reduces human error.
- High risk/high value cases can identified, referred and reviewed quicker.

Con's:

- Relies heavily on pre-defined rules, which must be complete and accurate.
- It wouldn't identify new rules/trends.
- Keywords may be taken out of context, and fraud indicators may be present without specific keywords, reducing allocation accuracy, as descriptions may allude to risk factors without using recognised keywords.

Idea 3 - Phishing Email Detection Tool

This project proposes a system to identify potential phishing emails. It would detect emails containing suspicious links, unusual language, spoofed domains and lookalike domain names designed to imitate legitimate organisations.

Pro's:

- Phishing is one of the most common cyberattacks, so automated detection would significantly reduce risk.
- Allows early prevention by highlighting suspicious activity before users interact with links.
- Can analyse metadata to identify patterns without manual input.
- Can integrate with existing systems and email platforms.
- Once developed, can implement machine-learning to improve performance and identification.
- Can analyse large volumes of emails quickly and consistently.

Con's:

- Possible false positives which would disrupt communication, particularly within large organisations.
- As phishing techniques change, regular updates are needed to remain effective.
- Must consider data privacy and compliance when analysing email content.
- Advanced phishing techniques may bypass simple rules.

Selected Project Title :

Fraud Triage Dashboard

Aim:

To create a dashboard to remove/minimise manual input involved in claims triaging and allocation.

SMART Objectives:

1. Reduce manual input

Automate initial assessment and routing via rule based processes, to reduce manual triage by 50% within three months of deployment.

2. Improve routing accuracy

Achieve 90% routing accuracy within two months of deployment by implementing predefined rules and indicators based on historical claim data.

3. Prioritise urgent claims effectively

90% of high risk claims to be identified by end of testing and 100% within three months of deployment, by using rule-based scoring using data from historical claims, such as cost and key words.

4. Increase consistency

Increase routing consistency by 90% within four months of deployment, by improving the rule based criteria and accuracy of risk scores.

Description:

The Automated Triage System Dashboard is designed to analyse key information such as vehicle type, claimant or representative details, accident circumstances and relevant

keywords, to route the claim to the correct handler/team. In typical fraud operations, different teams focus on different types of suspected fraud, so the dashboard groups cases into defined categories to support consistent allocation. These include exaggerated damage, exaggerated injury, staged or induced accidents, phantom passengers, low-speed impact claims, theft-related fraud, linked parties and organised fraud groups. By applying predefined routing rules and a priority scoring model, the system highlights high-risk or high-cost cases for prompt review, reducing manual input and ensuring that the correct handlers receive the correct specialist cases quickly and consistently.

Task 1 - Q3 Research

The LinkedIn Learning course 'Figma Essential Training' for UX Design is useful for this project as it teaches the fundamental skills required to use the tool. This includes layout design, prototyping and user interface structure, allowing for the creation of a clear and professional dashboard . [6]

The LinkedIn Learning course 'Critical Thinking for Better Judgment and Decision-Making' is relevant as it teaches structured decision making frameworks which need to be implemented within the dashboard, such as rule-based routing, prioritisation models and consistent triage logic within the dashboard. [7]

Microsoft's 'Introduction to Cloud Infrastructure' introduces the core principles of cloud computing, strengthening understanding of how cloud-based dashboards operate effectively. [8]

David Barber-Callaghan's 'Dashboard design – the fundamentals' explains how effective dashboards should display key information which can be interpreted quickly and easily via clear, concise and structured layouts. [9]

Task 2 - Q1 Project Scope

Proposed Solution:

The aim is to create an Automated Triage Dashboard designed to streamline the triage process, ultimately reducing manual handling time.

Technologies:

Figma will be used for the initial design of the dashboard interface because it provides an intuitive, drag-and-drop environment for creating realistic mock-ups, screens, layouts, and interactive prototypes without the need for coding. It is widely used in industry for designing dashboards and applications, it is easy to learn and enables each tab and screen of the proposed system to be clearly visualised. [10]

Development would require front-end, back-end and database technologies. For the front end, HTML provides the structure, CSS provides styling and JavaScript would enable functionality elements such as buttons and tabs [11]. The back end would use Python for writing the routing rules and Flask to connect to the dashboard [12][13]. An SQL database would store claim data, rules and scoring outputs [14]. The system could then be deployed on a cloud platform such as Google Cloud or Microsoft Azure for secure and scalable access [15][16]

Project Timeline & Task Schedule:

Project Stage and Key Tasks	Start Date	End Date
<i>Overall Project Duration</i>	<i>19/05/2026</i>	<i>10/07/2026</i>
Ideation	19/05/2026	22/05/2026
Aim & SMART Objectives	22/05/2026	26/05/2026
Project Description & Key Sources	26/05/2026	30/05/2026
Project Scope (solution, resources, timeline)	30/05/2026	09/06/2026
Project Planning: Task Schedule & Gantt Chart	09/06/2026	12/06/2026
Risk Analysis	12/06/2026	15/06/2026
Development Methodology Selection	15/06/2026	16/06/2026
Design Phase (dashboard layout, tab structure)	16/06/2026	23/06/2026
Prototype Development (mock-ups for each tab)	23/06/2026	30/06/2026
Implementation (refining screens, adding example data)	30/06/2026	06/07/2026
User Testing & Feedback (peer review)	06/07/2026	07/07/2026
Final Refinements	07/07/2026	08/07/2026
Final Testing	08/07/2026	09/07/2026
Reflection & Report Writing	09/07/2026	10/07/2026

Task 2 - Q2 Gantt Chart

Tom's Planner was used to create the below Gantt Chart [17]. This will allow for monitoring and tracking of the progress of the projects schedule.

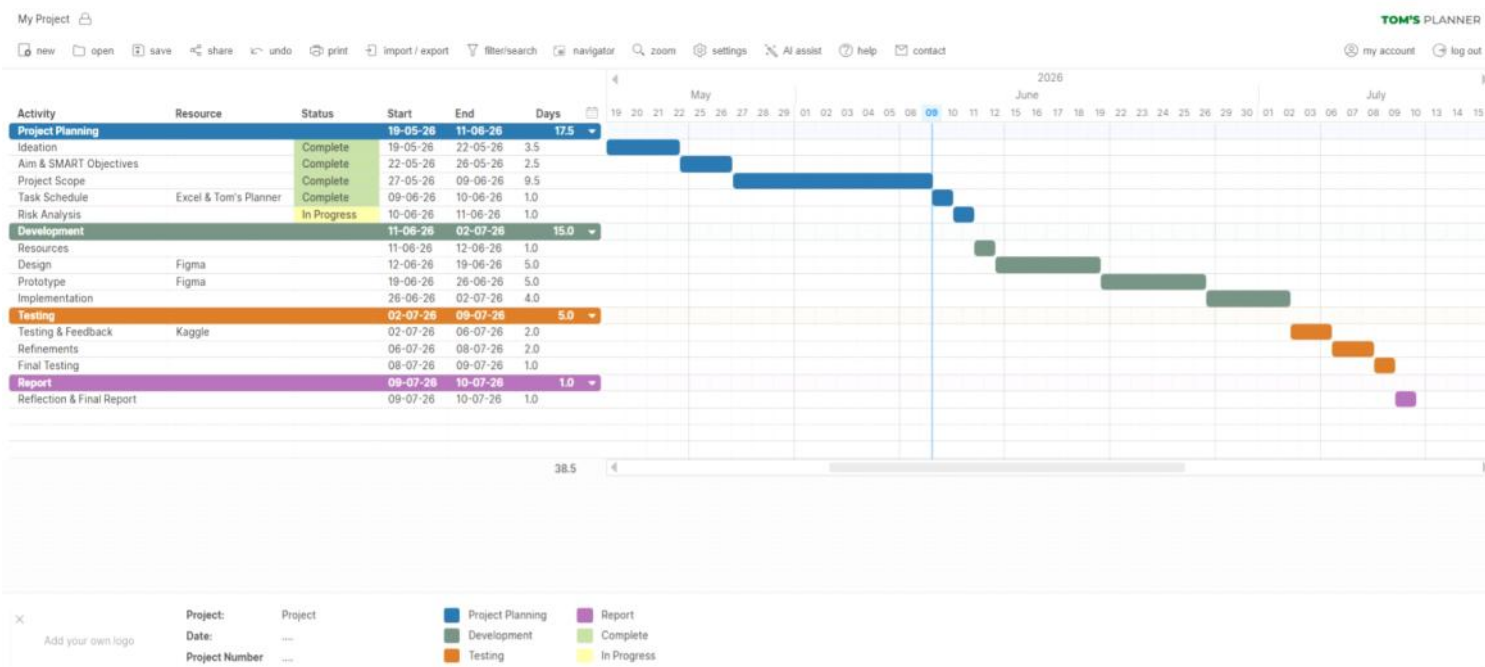


Figure 1: Gantt chart detailing the timescales of the project.

Task 2 - Q3 Risks & Challenges

The table highlights risks that could affect the project, their potential impact and the contingency actions that will be used to minimise these risks and keep the project on track.

Risk No.	Risk / Challenge	Impact	Contingency
1	Time Management The project may take longer than expected, especially during the design stages.	High	Use a detailed Gantt chart or Kanban tracker and task schedule to plan goals. Break tasks into smaller steps and review progress regularly to stay on track.
2	Skill Gaps Limited experience with user interface tools such as Figma or lack of understanding dashboard design principles.	High	Complete short online tutorials to build skills for the project. Practise using the tools before starting the main design work.
3	Technical Challenges Difficulty using design software or creating realistic mock-ups.	Medium	Start with simple layouts and gradually refine them. Use templates and online examples as a guide.
4	Data Issues Using real claim data is not allowed due to confidentiality, which may limit realism.	Medium	Use sample data from Kaggle. Ensure no personal or sensitive information is included.
5	Additional Features New ideas or useful features may be identified as development progresses.	Medium	Prioritise essential features first. Only add optional features if time allows.

Task 3 - Q1 Development Method

A hybrid development method using the Systems Development Life Cycle (SDLC) and Kanban workflow would suit this project.

SDLC provides structured stages, including requirements analysis, design, development, testing, deployment and review. This approach would benefit a fraud related project as the requirements, logic and user needs will be clearly defined. There is emphasis on testing with this development method, which would support the dashboard needing to be accurate and reliable with the triage process. [18]

The Kanban approach would be effective for managing and organising project tasks. The workload is broken down into smaller, manageable sections and tracked through stages such as 'To Do', 'In Progress' and 'Done'. This allows for continuous progress monitoring, works well alongside other project management tools such as Gantt charts and allows for quick identification of areas causing delays. [19]

Combining the two provides a good balance of structure and flexibility as this project requires clear stages of development, however ongoing amendments would also be required.

Below is the Kanban tracker for this project [20]:

Spaces

FRAUD DASHBOARD

Summary

List

Board

Calendar

Timeline

Docs

Forms

+

Ask AI

Search work

SF

Filter

Group

Saved filters

Work	Assignee	Priority	Due date	Status	Updated	
☐ KAN-1 Ideation	SF sophie foyle	Highest	May 22, 2026	DONE	Jun 16, 2026, 12:25 PM	
☐ KAN-3 Define aim & Smart Objectives	SF sophie foyle	Medium	May 26, 2026	DONE	Jun 16, 2026, 12:27 PM	
☐ KAN-4 Project scope & resources	SF sophie foyle	Medium	Jun 09, 2026	DONE	Jun 16, 2026, 12:29 PM	
☐ KAN-5 Risk analysis	SF sophie foyle	Medium	Jun 15, 2026	IN REVIEW	Jun 16, 2026, 12:54 PM	
☐ KAN-6 Design - initial layout & tab structure	SF sophie foyle	Medium	Jun 23, 2026	TO DO	Jun 16, 2026, 12:32 PM	
☐ KAN-7 Prototype development	SF sophie foyle	Medium	Jun 30, 2026	TO DO	Jun 16, 2026, 12:54 PM	
☐ KAN-10 Early testing of design layout?	SF sophie foyle	Medium	Jul 02, 2026	IDEA	Jun 16, 2026, 12:34 PM	
☐ KAN-8 Implementation (refinement & add sample data)	SF sophie foyle	Medium	Jul 06, 2026	TO DO	Jun 16, 2026, 12:33 PM	
☐ KAN-9 Testing & Feedback	SF sophie foyle	Medium	Jul 07, 2026	TO DO	Jun 16, 2026, 12:33 PM	
☒ KAN-11 Final Adjustments	SF sophie foyle	Medium	Jul 08, 2026	TO DO	Jun 16, 2026, 12:35 PM	

+ Create

10 of 10

Figure 2: Image of the Kanban tracker created within Atlassian.

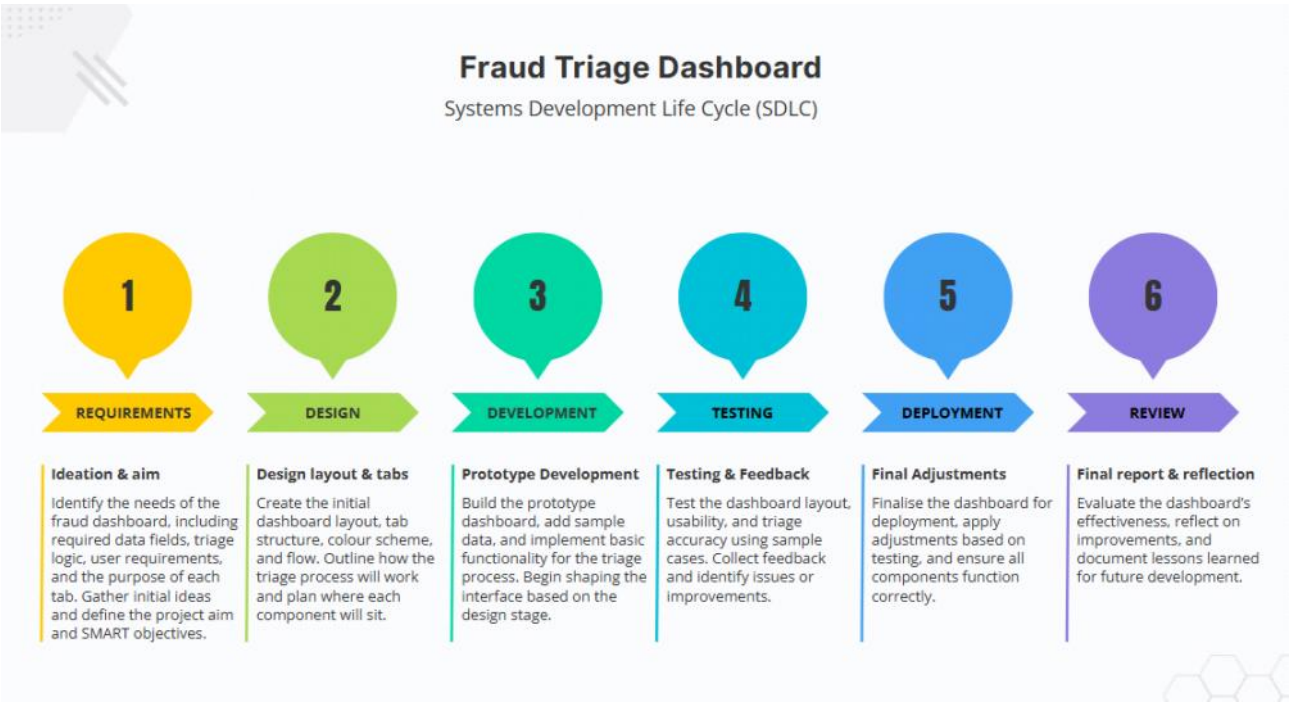


Figure 3: Image of the Systems Development Life Cycle (SDLC) method workflow.

Task 3 - Q2 Project Design Work

Requirements Specification

The dashboard must analyse key information to generate an accurate risk score and route claims correctly, using a combination of rules, tabs and keywords. It must provide a user-friendly interface with clear navigation and display all relevant information in a simple, accessible format. There are both functional requirements (what the dashboard must do) and non-functional requirements (how it operates) [22].

Functional Requirements

- **Display incoming claims**

The dashboard must clearly show claims, with selected data visible such as reference number/case ID, keywords, risk/priority score, type of fraud concern, status and assigned team.

- **Analyse and score claims**

The dashboard must analyse key information to apply an accurate risk score and correctly identify which type of fraud concern features. This is to enable the dashboard to correctly route the claim and display key information.

- **Routing logic**

The dashboard must use the analysed claim information to determine which team or handler the case should be allocated to, then apply the routing rules accurately to ensure each claim is assigned correctly.

- **Workload visibility**

The dashboard must give a clear overview of how many claims are assigned to each team and/or individual handler, to help manage workload capacities.

- **Navigation**

Overview of data would be required however further details should be obtainable via individual tabs. These tabs would include:

- Incoming claims
- Routing rules
- Risk/priority score
- Team workload
- Handler workload

Non-Functional Requirements

- **Usability**

The interface must be simple, easy to navigate with necessary information displayed and consistent design throughout.

- **Reliability**

Rules, logic and scoring must be accurate and consistent throughout all tabs.

- **Performance**

It must load promptly and allow for smooth navigation between sections.

- **Visual clarity**

The dashboard must be uncluttered, data and text must be readable, clear and concise to support quick decision-making.

User requirements

The dashboard must provide the ability to:

- Quickly identify high risk or urgent claims.
- Understand the routing decisions .
- View workload across teams and individuals.
- Navigate easily between sections/tabs

Data requirements

The dashboard must display the relevant information for the different areas of data.

Claim data:

- Case ID
- Keywords used for routing/scoring
- Risk level or priority scoring
- Assigned team & handler
- Current status - e.g pending, reviewed etc

Rules data:

- Which rule has been applied
- Assigned team & handler

Scoring data:

- Risk score
- Breakdown of how score was obtained

Workload data:

- Number of claims per team
- Number of claims per handler
- Number of unassigned/un-reviewed claims

Flowchart

This flowchart shows the triage process within the dashboard, highlighting how it is analysed, scored and routed to the correct team or handler. This supports development of the dashboard by outlining the steps and decision points required for the claim to be triaged accurately.

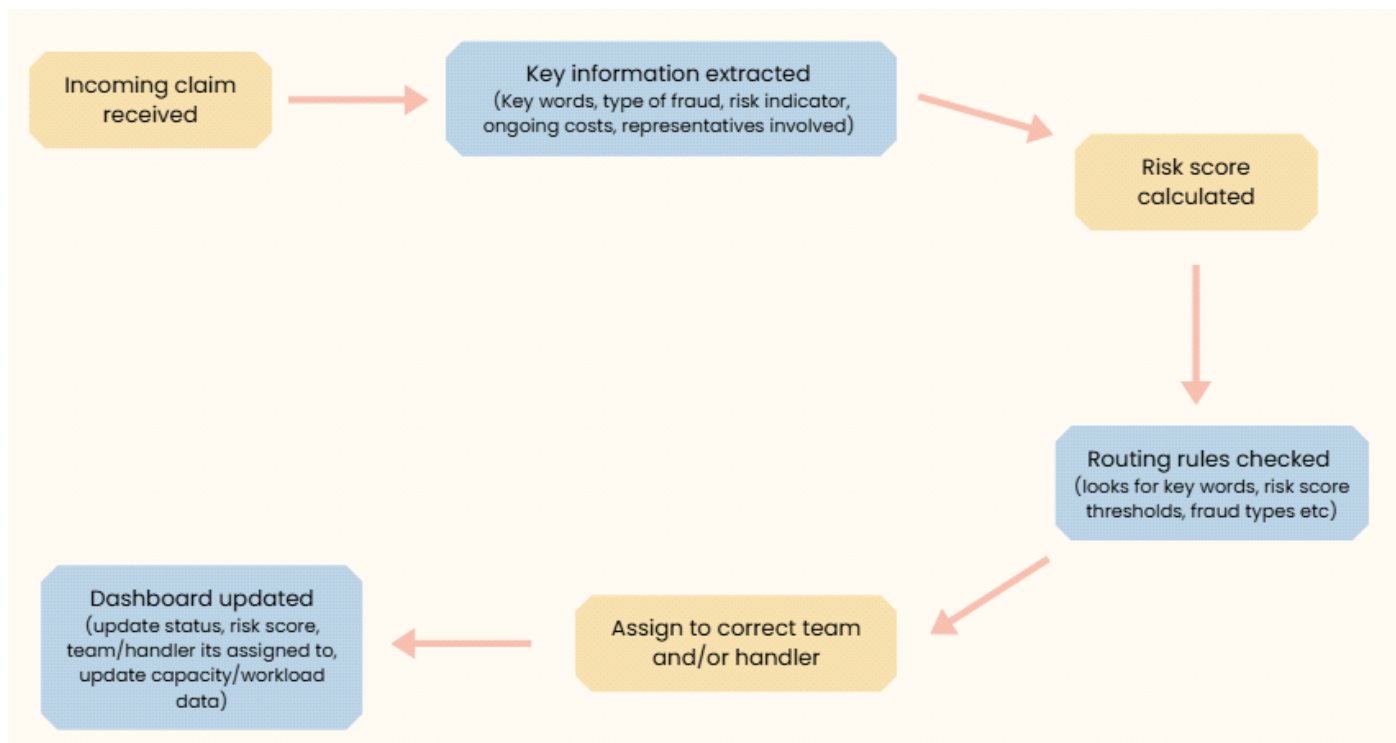


Figure 4: Flowchart of the triage process.

Task 3 - Q3 Initial Practical Implementation

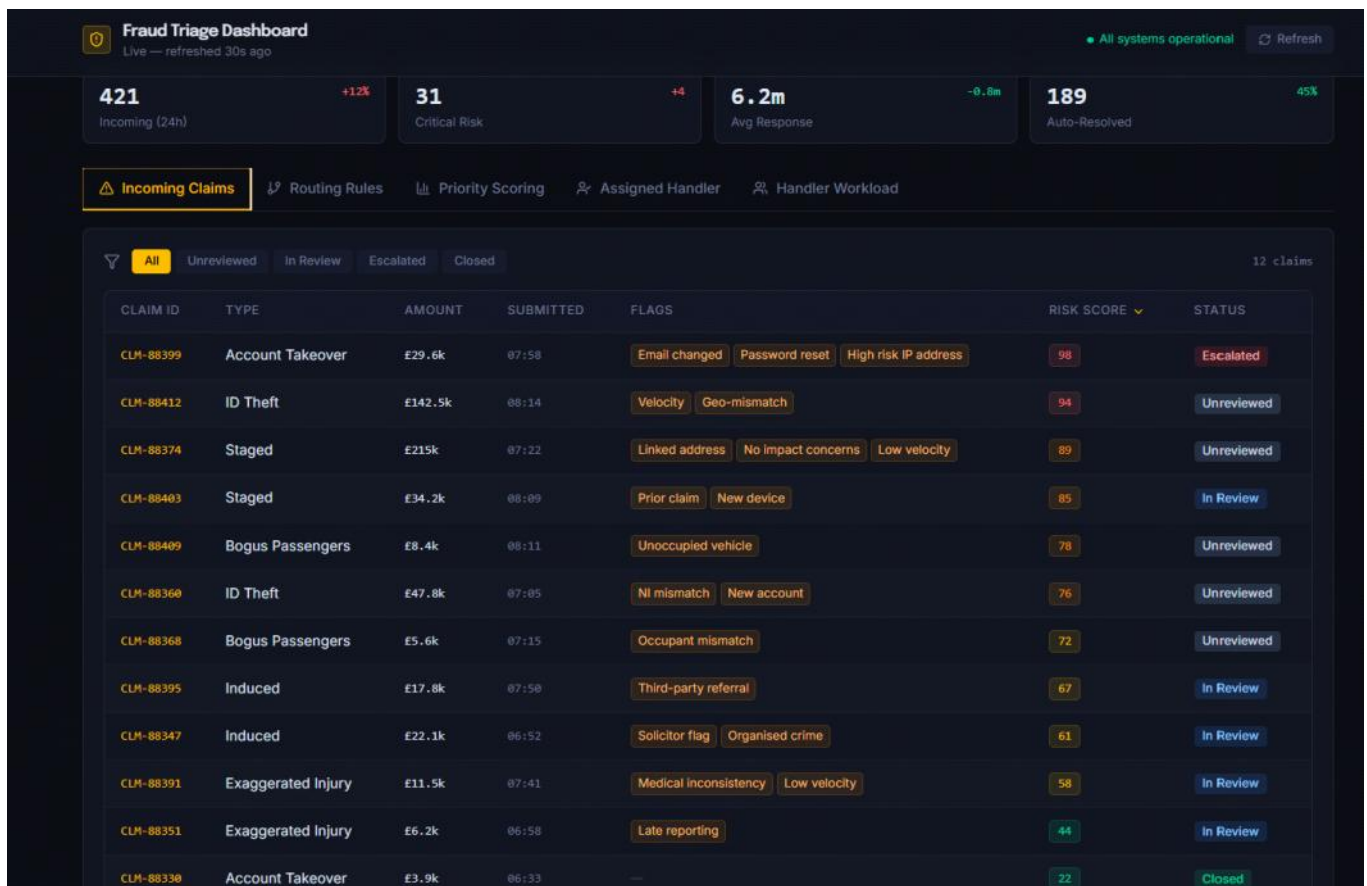


Figure 5: Dashboard home screen.

This screenshot shows the initial prototype of the dashboard home screen. It provides access to key tabs such as incoming claims, routing rules, scoring, team and handler capacity. The home screen also provides a quick view of incoming claims, the number of high risk claims, average response time and auto-resolved claims.

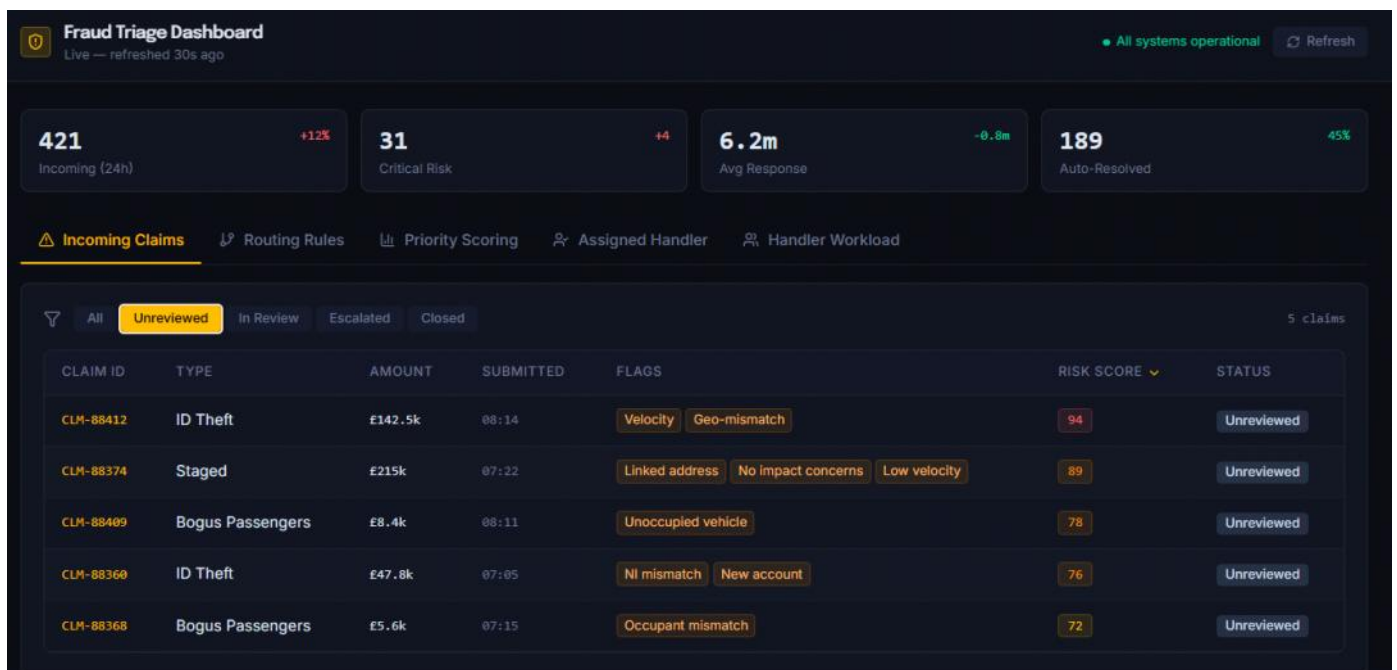


Figure 6: Unreviewed Incoming Claims.

This tab filters unreviewed claims, highlighting the filtering ability of the dashboard. It provides an overview of claim details and the risk scores enabling the prioritising of high risk claims.

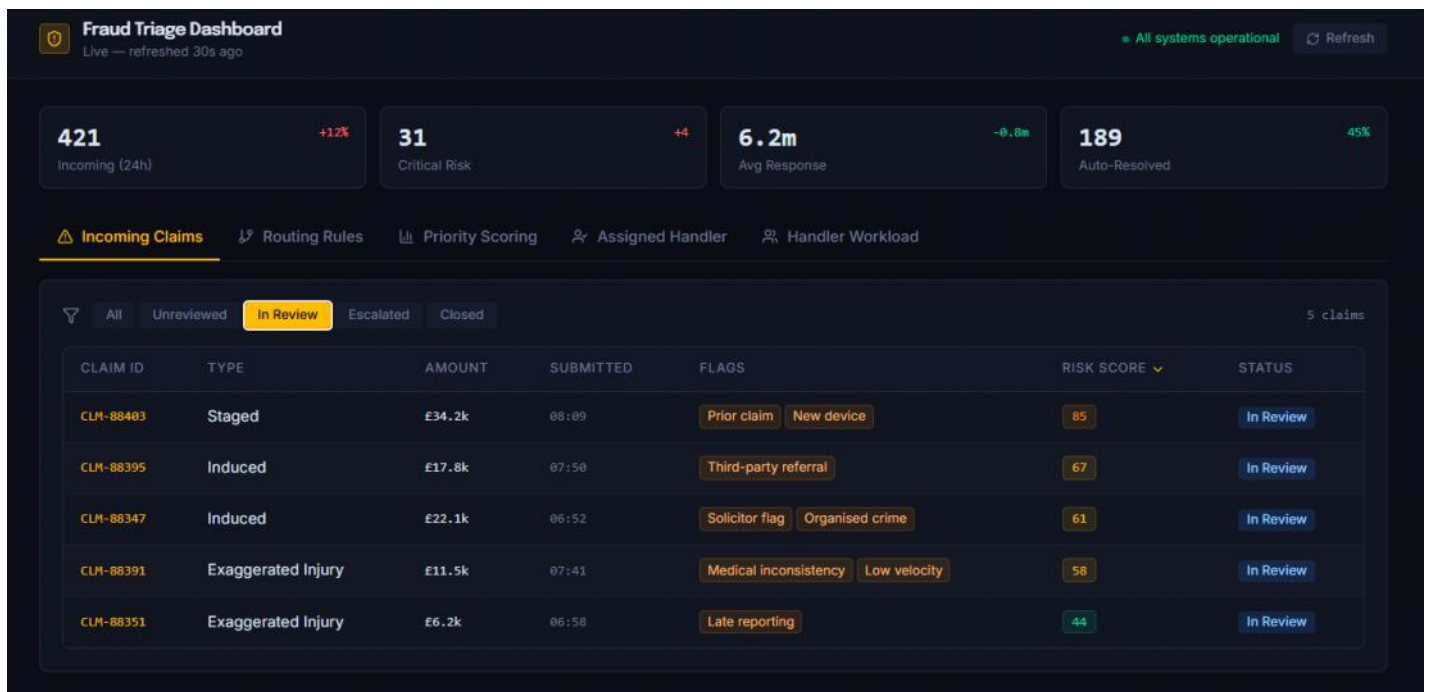


Figure 7: Overview of claims currently under review.

This screenshot shows claims currently under review, with an overview of details such as risk flags and risk score, to monitor ongoing investigations.

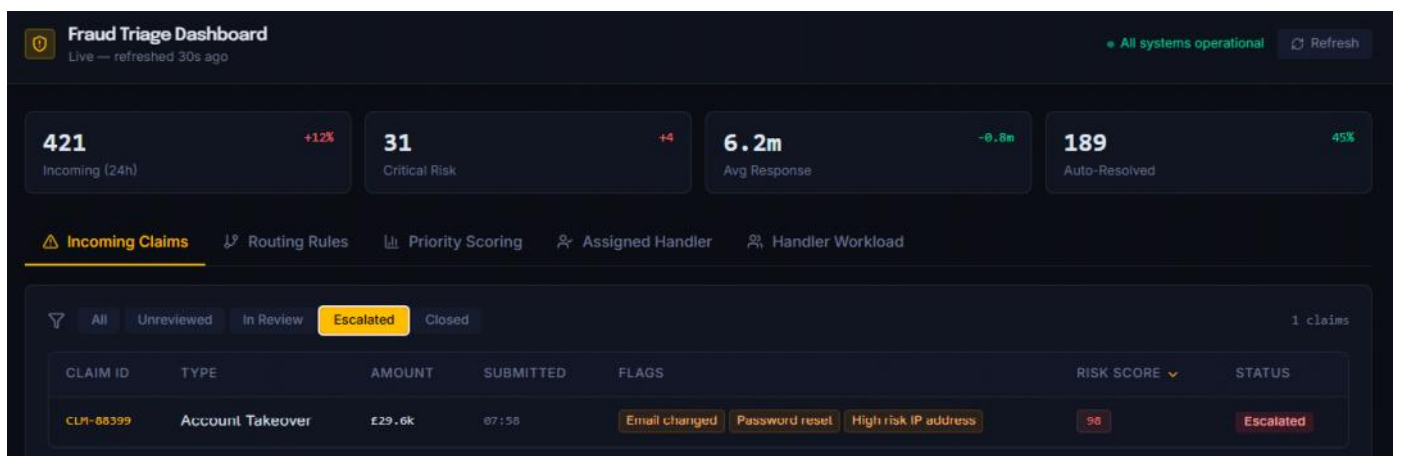


Figure 8: Escalated claims.

This tab highlights particularly high risk claims which have been escalated due to particularly concerning indicators. This highlights how the dashboard separates and flags high risk cases which require priority.

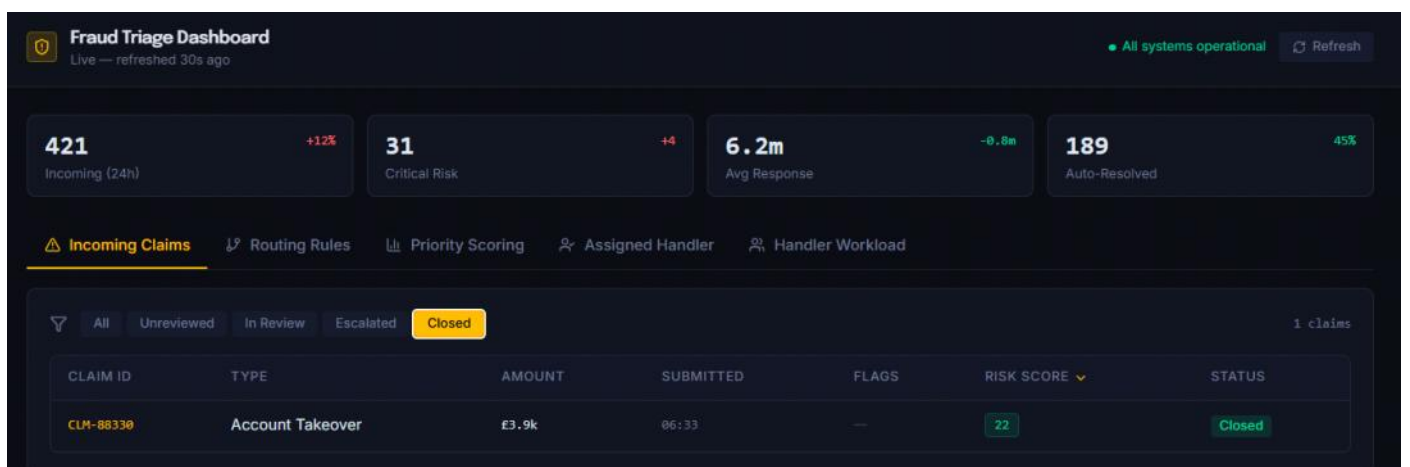


Figure 9: Closed claims.

This tab highlighted closed claims, showing how the dashboard tracks and maintains data on all types of cases, and provides a clear view of closed cases as well as ongoing ones.

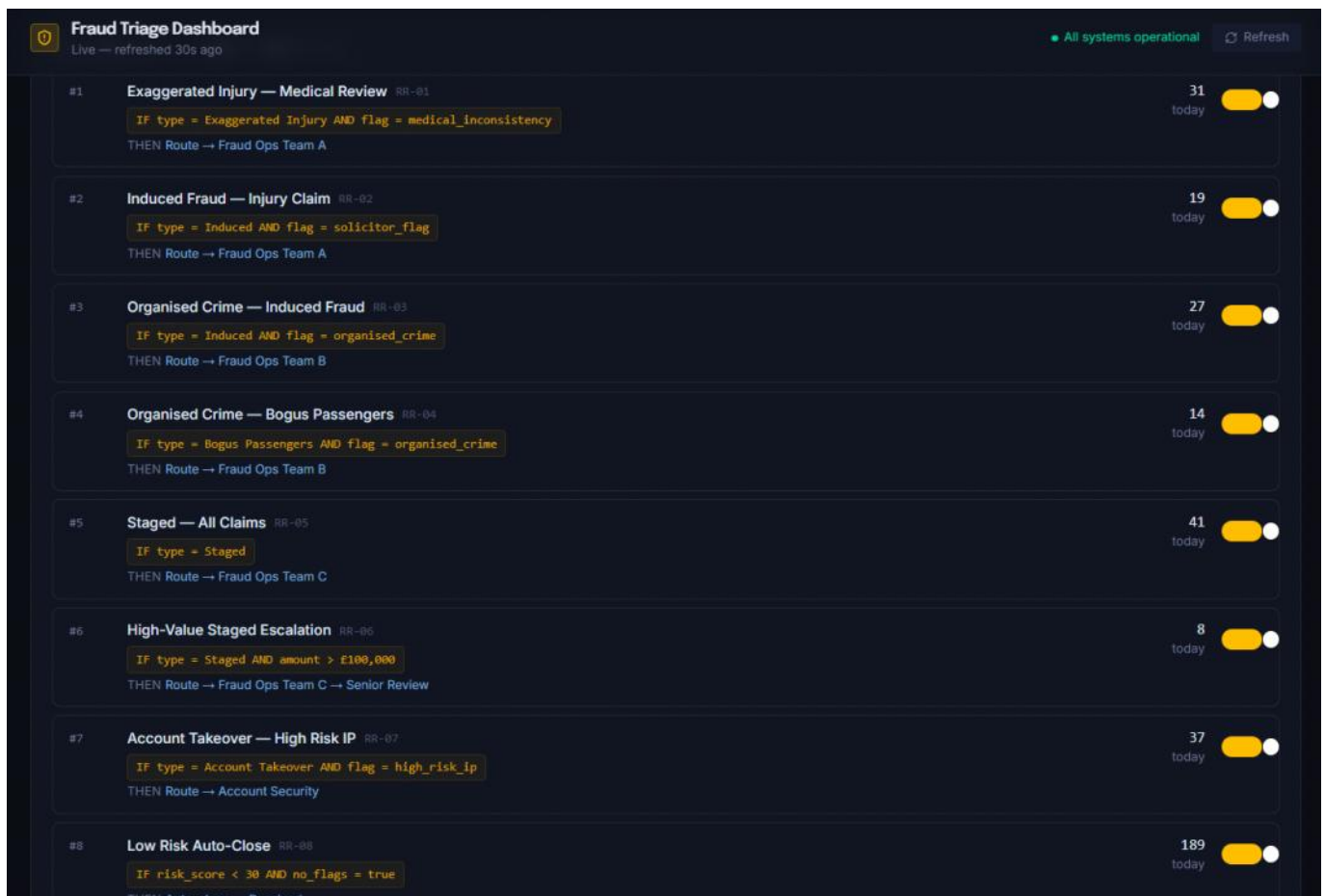


Figure 10: Detailed view of the 'routing rules' tab.

The 'routing rules' tab shows the logic used to assign each case to its respective team and subsequent handler. Each rule has a condition and a corresponding action. This gives an overview of the early stages of the process and logic of the rule based triage.

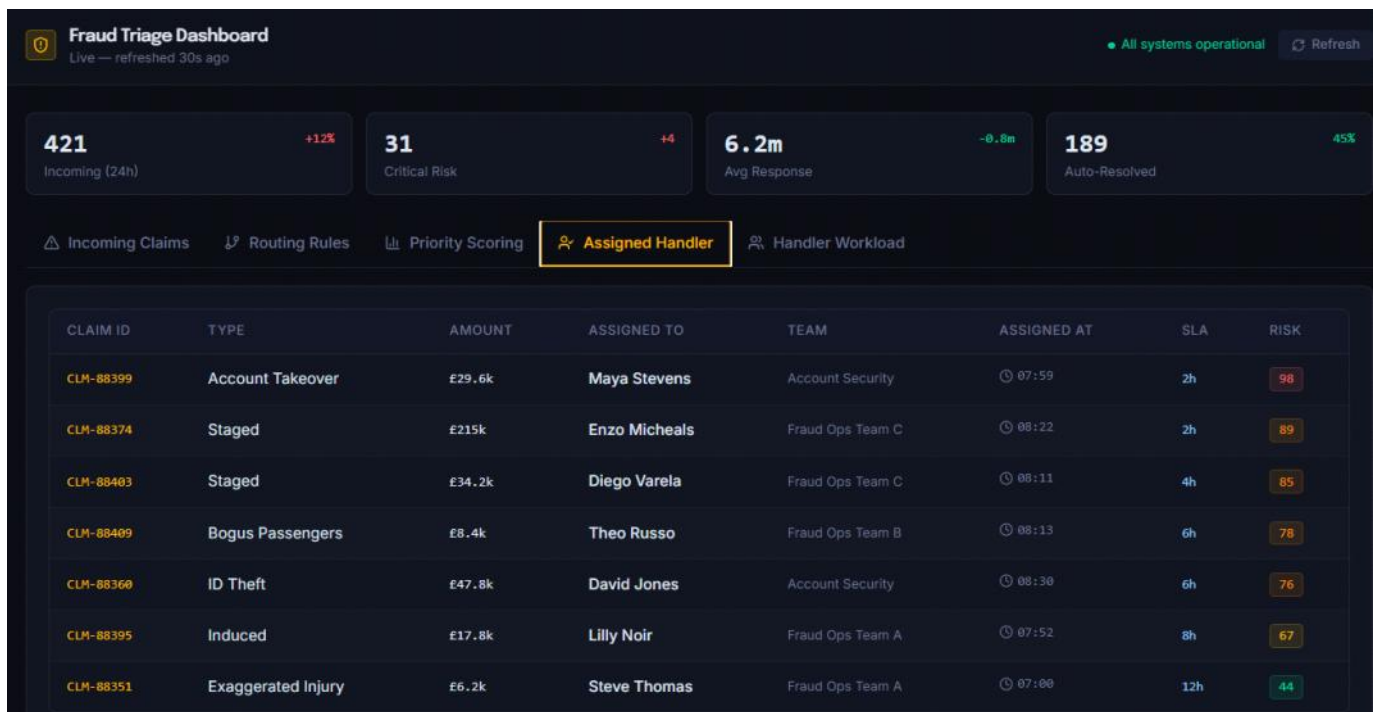


Figure 11: Assigned Handler View

This shows which handler each claim has been assigned to. It includes details such as the team relevant to the handler, risk score and fraud type, giving a snapshot overview of the claim each handler has been assigned, and ensuring they have been routed to the correct handler.

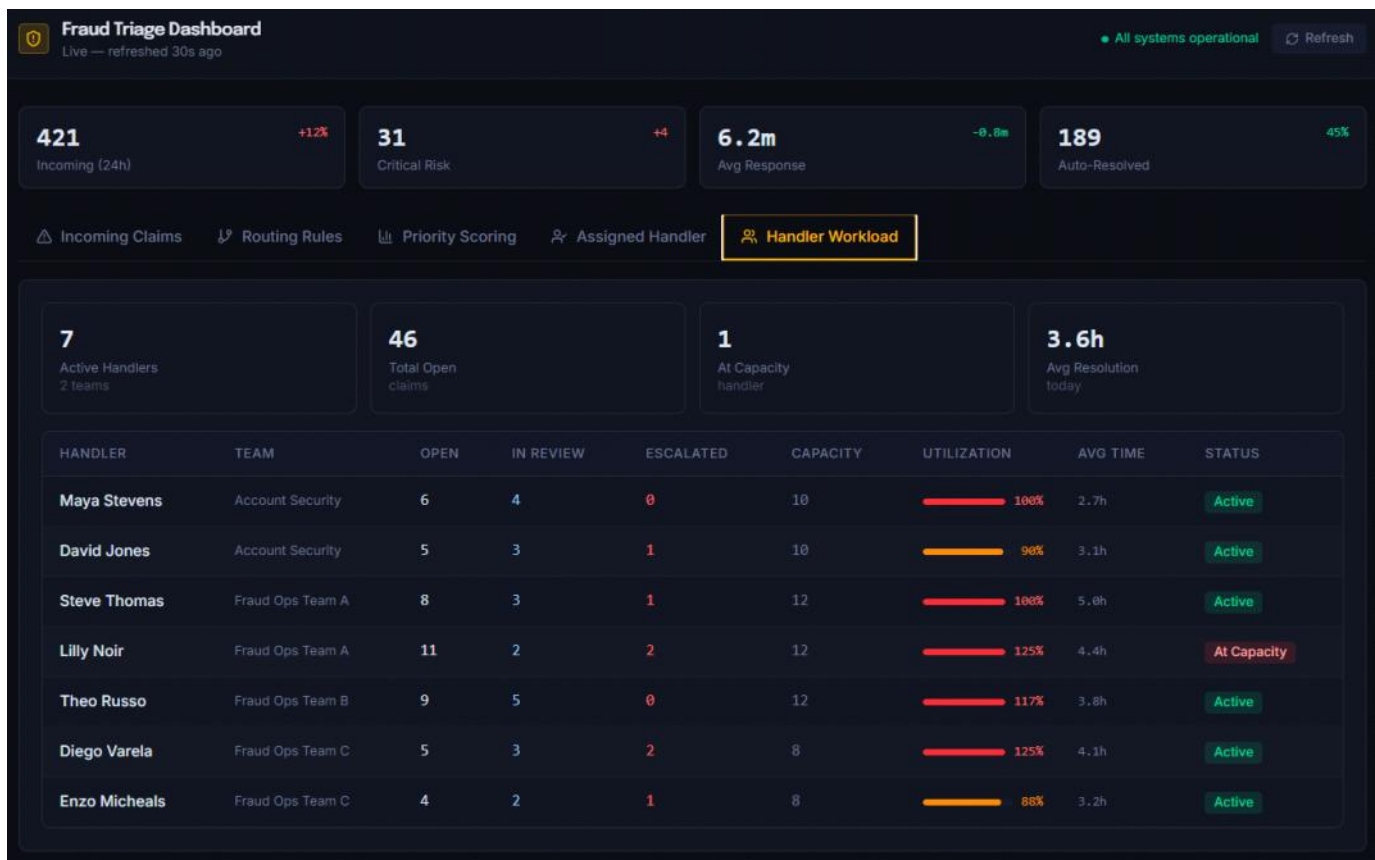


Figure 12: Handler Workload Overview.

This tab displays the overall workload of each handler, including how many cases are open, pending review or escalated. It highlights data such as average time to deal with a case as well as who is at capacity in terms of workload. This highlights how the dashboard aids with monitoring, team management and workload allocation.

Project Management Tool

Monday.com is a project management tool used to plan, organise, and track project tasks. It helps users manage timelines, responsibilities, priorities, and progress via visual dashboards. Once the information has been entered into the initial table, it can quickly generate various displays such as tables, cards, and charts. As shown below, a Kanban tracker can also be created, which aligns with the development method for this project [23].

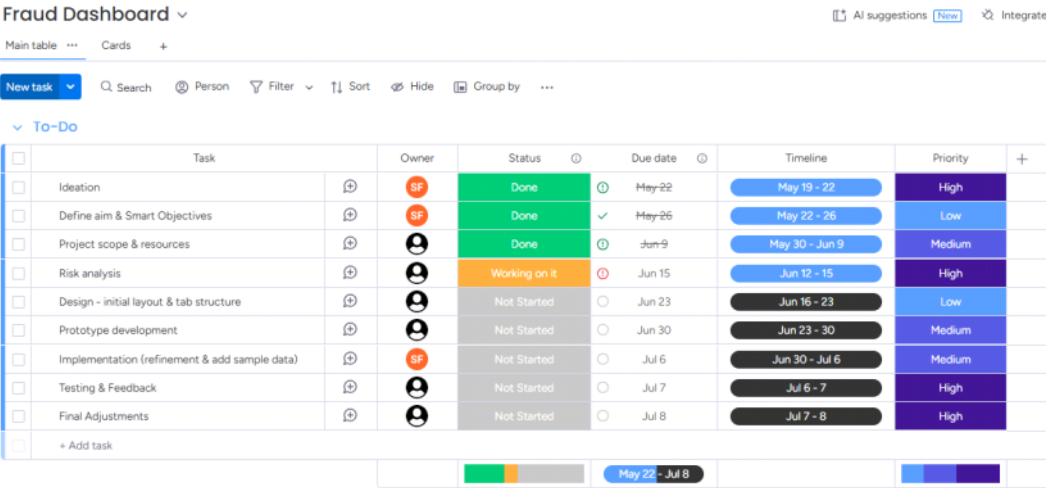


Figure 13: Table view of the project schedule within Monday.com

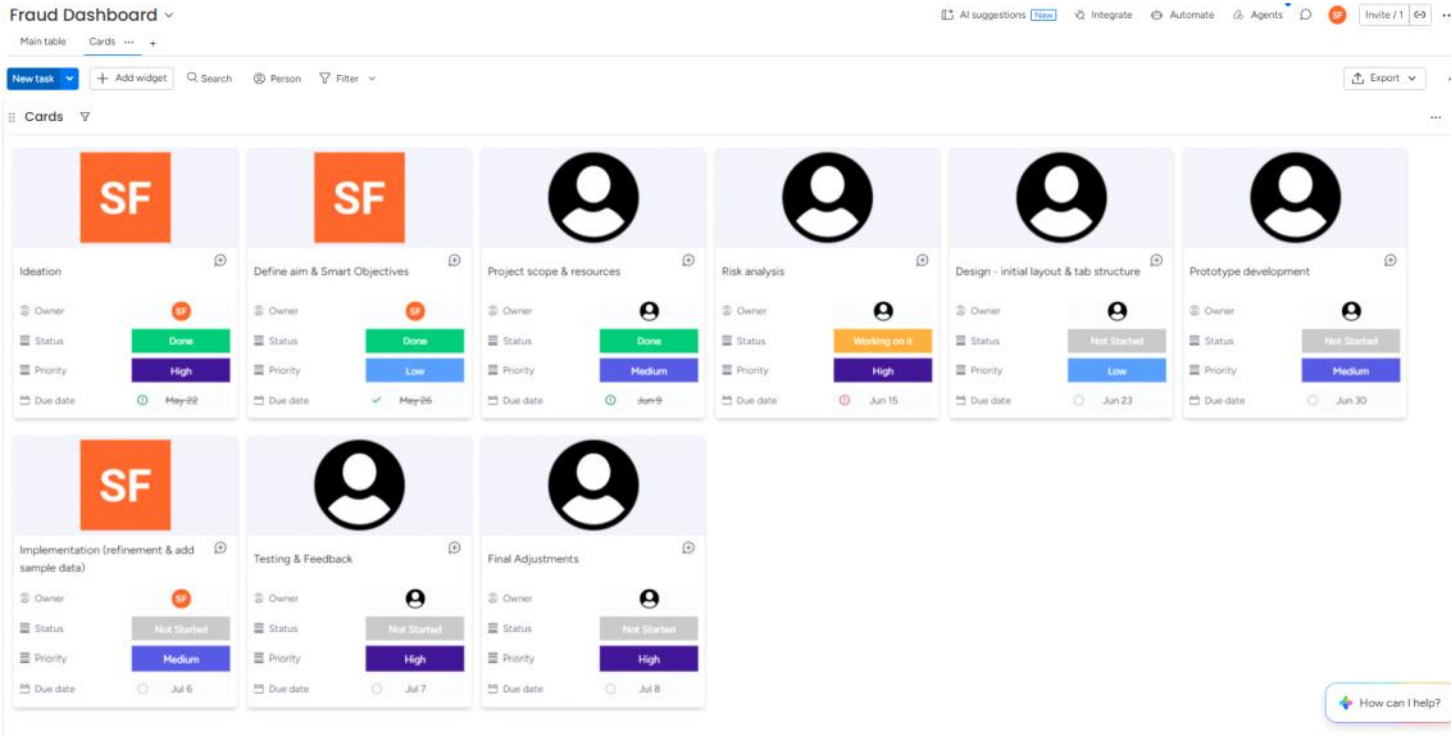


Figure 14: Cards view of the project schedule within Monday.com

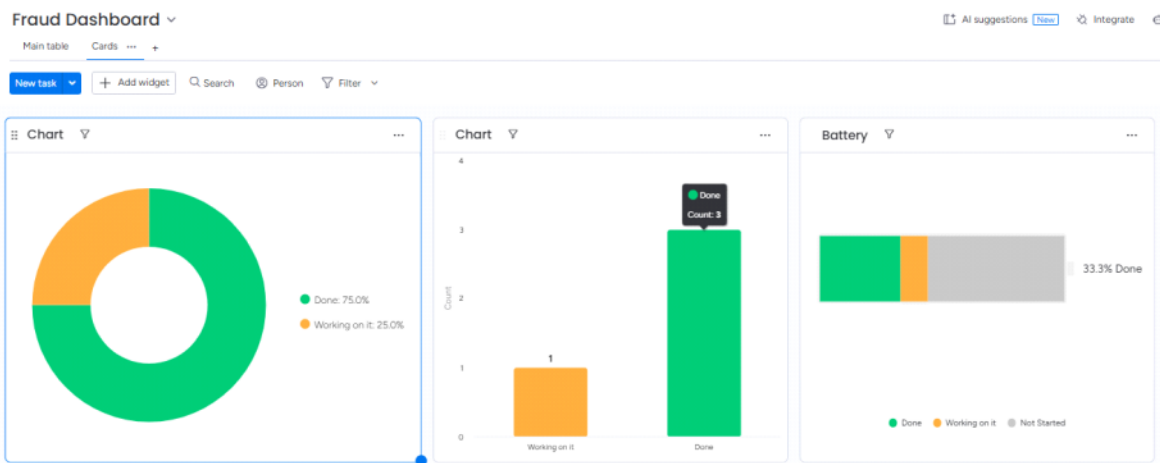


Figure 15: Graph view of the project schedule within Monday.com

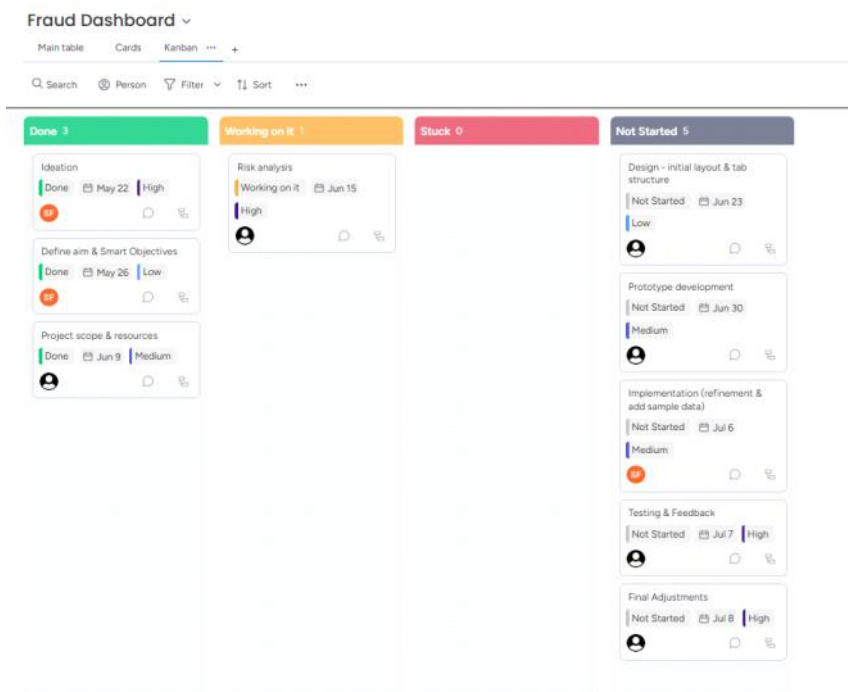


Figure 16: Project schedule within Monday.com in the form of a Kanban tracker.

Online Course

Figma will be used for the initial design of the dashboard interface, as this allows clear visualisation of the layout, structure and interactive elements in the form of a prototype. This provides an effective way to demonstrate how the dashboard will look and function, while also enabling refinements to be made before development begins.

The LinkedIn Learning course 'Figma Essential Training' [6] provides introductory guidance on using the tool effectively, and allowed further understanding of the key design principles.

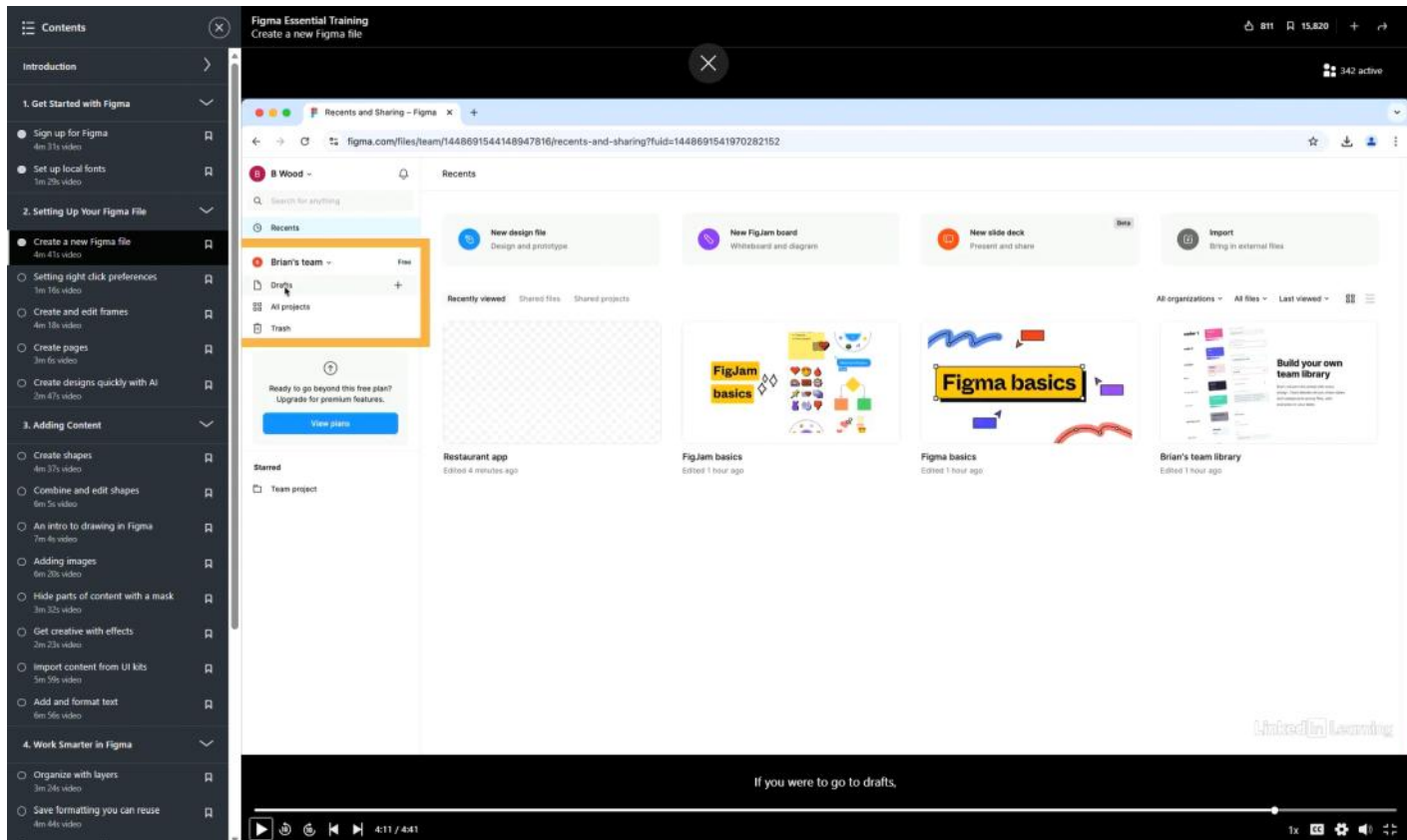


Figure 17: Online course tutorial showing how to create new files.

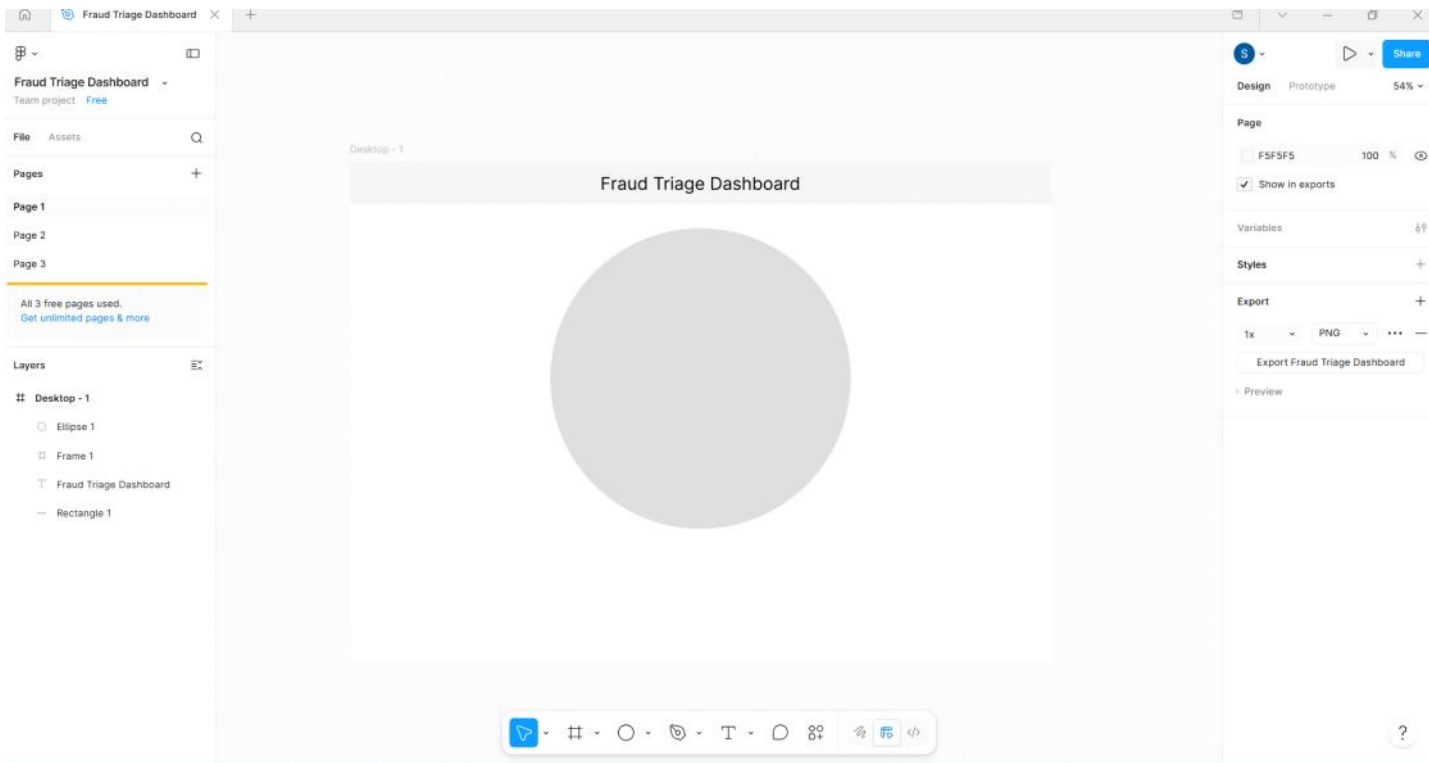


Figure 18: Evidence of practising along with the LinkedIn Learning course to develop basic Figma skills.

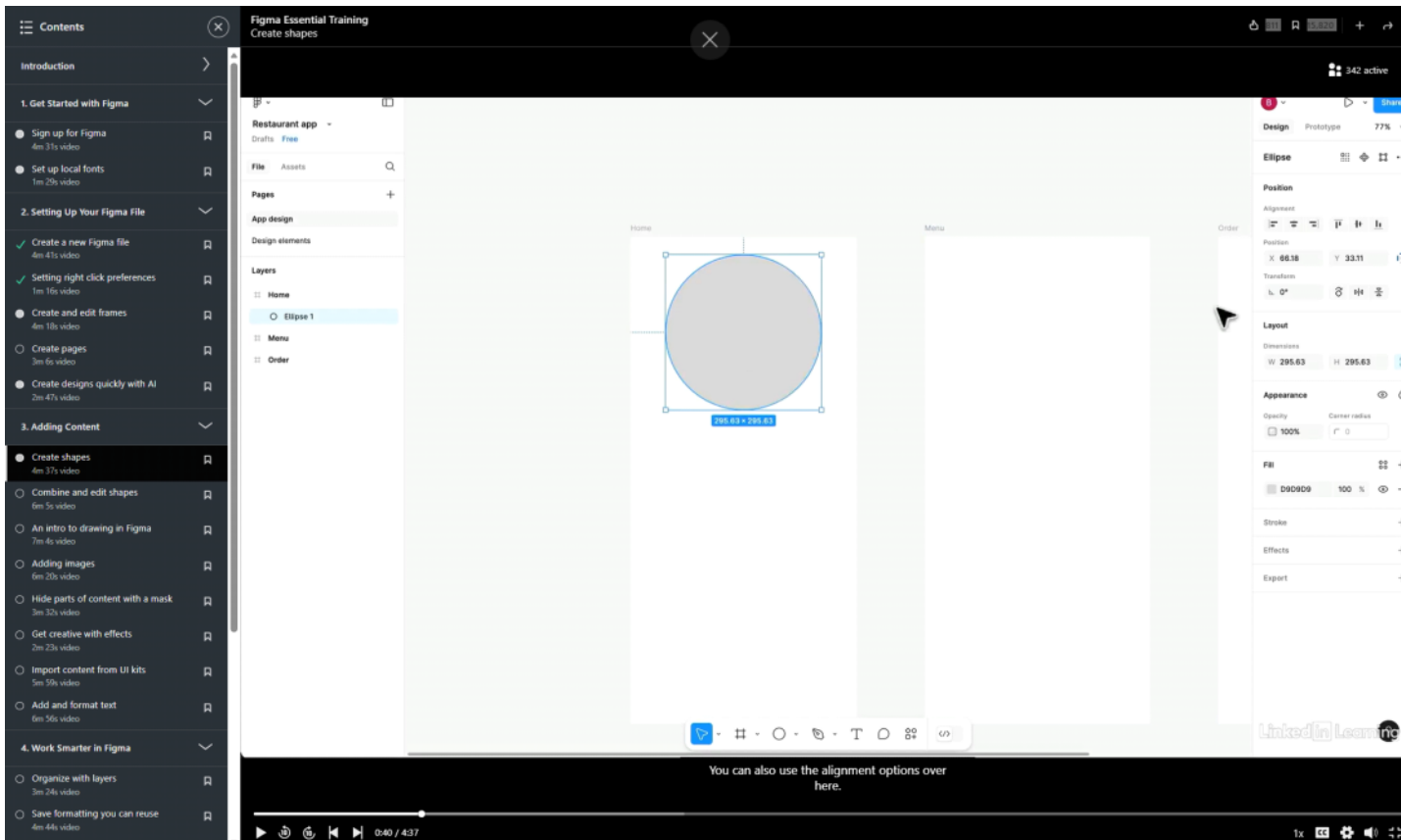


Figure 19: Screenshot of the LinkedIn Learning course section used to practice basic Figma skills.

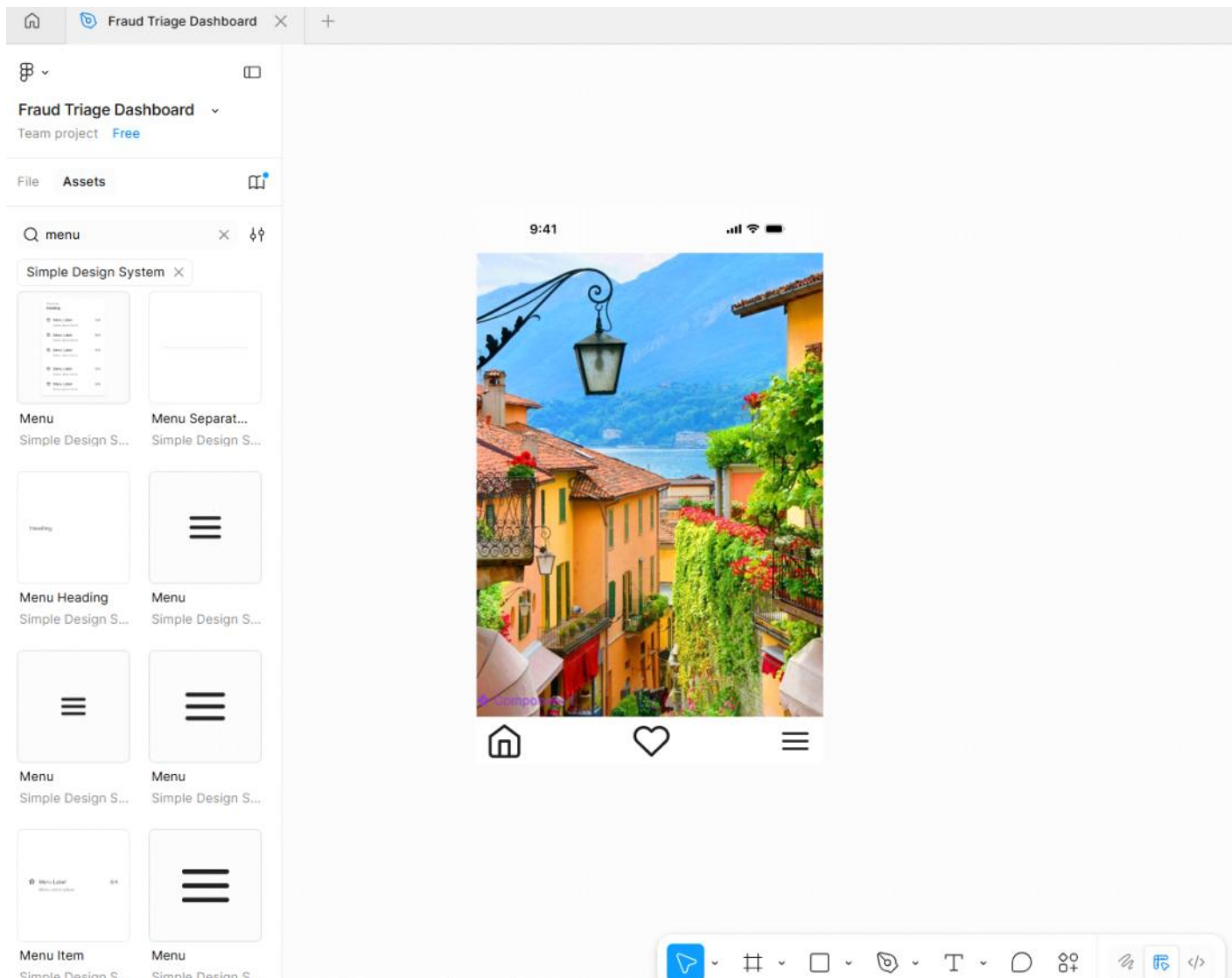


Figure 20: Evidence of practising further skills alongside the LinkedIn Learning course.

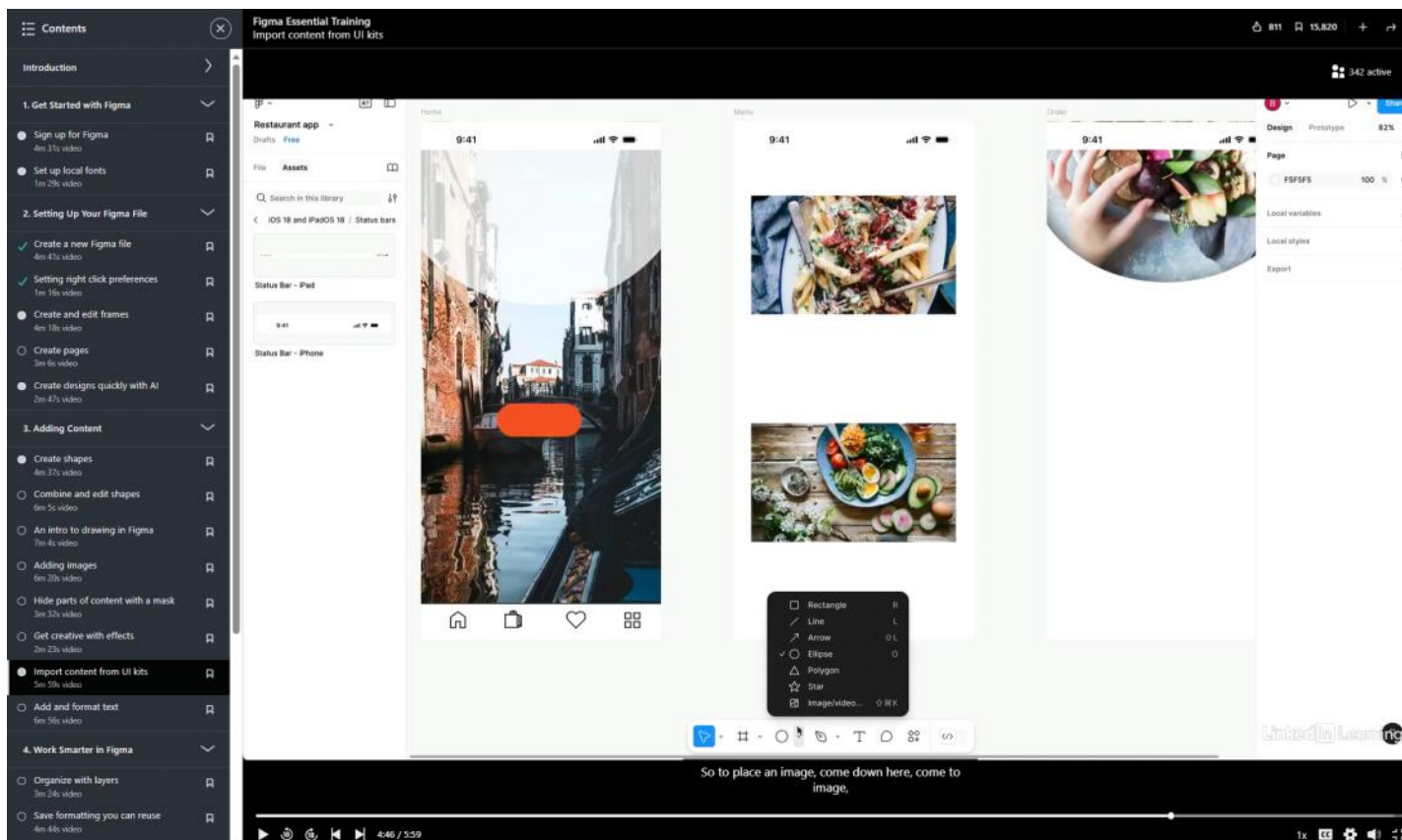


Figure 21: Screenshot of the LinkedIn Learning course section used to practice these further skills.



TASK 1 ACTIVITY

Document answers to the following questions:

1. Skill development: **Q.** What **new skill or technology** would you like to learn or enhance?
2. Positive Social Impact: **Q.** If you could create something to make the world a better place, what would it be?
3. Employability: **Q.** What technology or skill would you like to develop that would make you more attractive to **potential employers**?
4. Project idea: **Q.** **What would you like to do for your L5 Computing Project?**

1. I want to learn how to use cloud based systems, as I have had little exposure to these. Similarly, this would be the first time creating a dashboard so learning to design and make it functional is a skill id like to learn.
2. Fraud affects everyone who pays for insurance. Whilst this project is more of a benefit to the business, preventing fraud reduces premiums for customers. Customers utilised in fraud as well, e.g. someone deliberately driving into them in order to induce an accident, can be widely affected by these type of incidents. If triaging process is quicker, resources can be used elsewhere like raising awareness and prevention.
3. Being able to not only come up with an idea, but design, create and implement it would approve employability as would show me to be a more well-rounded employee. Providing working solutions, not just raising issues, is a very desirable trait in an employee.
4. I would like to create some element of fraud detection.



Task1 Q2

Project title:

Automated Triage System Dashboard

Fraud Triage Dashboard

Fraud Allocation Triage Dashboard

Aim:

Remove/minimise manual input involved in claims triaging and allocation.

SMART Objectives:

- 1. Reduce manual input**
- 2. Improve routing accuracy**
- 3. Prioritise urgent claims effectively**
- 4. Increase consistency**

Pro's & Con's

Pro's:

- Quicker
- Can be expanded
- Reduce human error
- Highlight high risk cases

Con's:

Reduce human error.

- Highlight high risk cases

Con's:

- Relevant rules must be input
- Rules must be pre-defined – wont identify new trends
- May not pick up all concerning cases if the key words aren't included in the case.



4 - Activities WORKSHEET

Changemakers – Session 4 Worksheet

Project Development Methods (Task 3 Question 1 Preparation)

Student Name: Sophie foyle

Project Title: fraud triage dashboard

Instructions

As I am away at a conference this week, session 4 is delivered through the recorded lecture.

Please watch the lecture and complete the activities below.

Once finished, email your completed worksheet and any supporting screenshots, diagrams or photos to e.kazimierska@uwtsd.ac.uk by the end of the day.

The activities are designed to help you start thinking about **Task 3 Question 1**, so don't worry about getting everything perfect at this stage. I am mainly interested in seeing how you are starting to apply today's ideas to your own project.

Activity 1: Selecting a Development Method

Which development method do you think is most likely to work for your project?

Write a short response (~ 150–200 words) explaining:

- Which development method you are currently considering.
- Why you think it might be suitable.
- What aspects of your project influenced your choice.
- How it might help you organise and manage your work.

Don't worry if you change your mind later. This is simply your current thinking after watching the lecture.

A hybrid development method using the Systems Development Life Cycle (SDLC) and Kanban workflow would suit this project.

SDLC provides structured stages, including requirements analysis, design, development, testing, deployment and review. This approach would benefit a fraud related project as the requirements, logic and user needs will be clearly defined. There is a lot of emphasis on testing with this development method, which would support the dashboard needing to be accurate and reliable with the triage process.

The Kanban approach would be effective for managing and organising project tasks. The workload is broken down into smaller, manageable sections and tracked through stages such as 'To Do', 'In Progress' and 'Done'. This allows for continuous progress monitoring, works well alongside other project management tools such as Gantt charts and allows for quick identification of areas causing delays.

Combining the two provides a good balance of structure and flexibility as this project requires clear stages of development, however ongoing amendments would also be required.

Activity 2: Project Planning Evidence

Create some evidence (screenshot, picture, diagram, etc.) showing how you intend to organise and manage your project.

You may use:

- A single methodology (e.g. Scrum, Kanban, SDLC, RAD, Design Thinking)
- A customised version of a methodology
- A combination of two or more methodologies

Choose **ONE** of the following:

Option A: Kanban Board Create a simple board showing: • To Do • In Progress • Done Include at least 8 project tasks.	Option B: Sprint Plan Create a simple sprint schedule showing how your project will be divided into development cycles.
Option C: SDLC Plan Map your project against the key SDLC stages: • Analysis • Design • Development • Testing • Deployment • Review / Evaluation	Option D: Hybrid Methodology Diagram Create a simple diagram showing how two or more methodologies will be combined within your project. Examples: SDLC + Kanban; Scrum + Kanban; Waterfall + Agile; Design Thinking + Prototyping Briefly explain: • Which methodologies are being combined. • Why they are suitable for your project. • How they will be used together.

Spaces

FRAUD DASHBOARD

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Summary

List

Board

Calendar

Timeline

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Forms

+

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Search work

SF

Filter

Group

	Work	Assignee	Priority	Due date
☐	 KAN-1 Ideation	 sophie foyle	 Highest	May 22, 2024
☐	 KAN-3 Define aim & Smart Objectives	 sophie foyle	 Medium	May 26, 2024
☐	 KAN-4 Project scope & resources	 sophie foyle	 Medium	Jun 09, 2024
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☒	 KAN-11 Final Adjustments	 sophie foyle	 Medium	Jul 08, 2024

+ Create

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<https://projectdash.atlassian.net/jira/software/projects/KAN/list?jql=project%20%3D%20KAN%20ORDER%20BY%20cf%5B10019%5D%20ASC&selectedIssue=KAN-6>

Activity 3: Reflection

In a short paragraph (~ 50–100 words), answer the following question:

 What was the most useful thing you learned from today's session, and how might it influence your project?

How different methods work for different projects. I like that you can combine them too, as I prefer to work with structure however given the nature of my project that isn't always possible. With combining more than one method, I get the structured, clear visibility of the kanban chart which for me / my mind, is very useful. However using a combination allows for more flexibility without me losing all structure

Drafting Task 3 Question 1

You do not need to submit a full answer to Task 3 today.

However, the work you have completed above should give you a good starting point.

When you begin writing Task 3 Q 1 later, try to make sure you cover:

- Which methodology you have selected.
- What the methodology is.
- Why it is suitable for your project.
- How you intend to apply it.
- Any references or sources you used.

Remember that there is no single correct methodology.

Different projects require different approaches. You may choose a single methodology, adapt an existing one or combine elements from several methodologies if you can justify your decision.

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