**Practical 10**

**Aim: To identify the various elicitation techniques and their usage for the Banking case study.**

**Note:** Requirement elicitation is the process of seeking, discovering, acquiring and elaborating requirements. This includes learning and understanding the needs of the users. This activity is communication centric and iterative in nature. The techniques used here are important to get stakeholder consensus on the Requirements.

**Case Study:** KHL is a leading global bank that provides standard banking services to its customers spanning across the globe. The head office is located in London and the bank has a presence in more than 20 countries with a client base of nearly 500,000.Tuning with time and ever increasing clients and transactions, the bank has specialized branches for specific customer segments like consumer, corporate and the SMEs. KHL Bank aims to be a one stop shop for its customers to address their changing financial needs. KHL bank offers various banking products and services across its customer segments including Core Banking and Wealth Management amongst other services. KHL Bank is well known among its clients for world-class processes and speed of execution of transactions as part of core banking. Currently, KHL bank has made a proposal for investing around $200 million in setting-up 24x7 banking support facilities for the customers. The bank has decided to leverage IT for automating several business processes including:

1) Managing Accounts

2) Transaction Management

The aim of this proposed banking system is to create a paperless bank thereby moving towards e-banking. FinSoft, a newly established software company has the vision of providing software solutions in the financial sector. Managing Director (MD) of KHL bank has approached FinSoft for the computerization of the bank so that there is no more manual way of doing transactions in any of its branches. As part of automation, the KHL bank users are to be provided with ATM facility, e-banking facility over internet and phone banking facility over land lines and cellular networks. FinSoft is doing such a project for the first Time. Requirements development team in FinSoft has planned for carrying out the requirement elicitation for this project.

In the context of the case study, for the following scenarios identify the most appropriate requirements elicitation techniques **(Brainstorming, Workshops, Questionnaire, Task Analysis, Observation, Prototyping, Scenario identification).**

**Scenario Requirement elicitation technique**

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| **Scenario** | **Requirement elicitation technique** |
| Interrogative conservation with Managers, Cashiers, Clerks and other Staff for arriving at the requirement for automating transactions | In this, Requirement Engineers conduct an interview with the clients to understand the requirements. |
| Formal and planned requirement discussion in a conference to room conducted among managers of diversified branches facilitated by anchor. | Organization may conduct workshops among various stakeholders by querying about their expectation and requirements from the upcoming system. |
| Survey form circulated among the users (account holders) who visit the bank, to ease their interactions with bank | A document with pre-defined set of objective questions and respective options is handed over to all stakeholders to answer, which are collected and compiled. |
| Analysis for understanding mode of transactions-Checks, Cash, DD, MT, Gold, etc. | Team of engineers and developers may analyze the operation for which the new system is required. If the client already has some software to perform certain operation, it is studied and requirements of proposed system are collected. |
| Ethnographers deployed for understanding the users interactions with bank officials. | Team of experts visits the client’s organization or workplace. They observe the actual working of the existing installed systems. |
| UI design of e-banking portal, ATM, Computer Systems | Prototyping is building user interface without adding detail functionality for user to interpret the features of intended software product. It helps giving better idea of requirements. |
| Understanding the process involved in each transaction like withdraw, deposit, fund transfer etc. | In this, the developers identify and understand the complete scenario of the system. |