**Assignment:**

In this assignment, you will create a story map based on the high-level vision for the Remote Deposit Capture system (the case study from earlier). You will only focus on one part of this system: the mobile app.

The high-level requirements are specified in the attached, fictional case study description. Please read the case study below before you proceed further.

Since the system description only outlines the product vision, you may need to make some reasonable assumptions about the user's needs and the related functionality necessary to satisfy them. Similarly, feel free to make assumptions about some of the finer product details as well.

Case​ ​Study:​ ​Remote​ ​Deposit​ ​Capture

1. Recently,​ ​several​ ​banks​ ​have​ ​started​ ​offering​ ​customers​ ​remote​ ​deposit​ ​capture.​ ​With this​ ​new​ ​service,​ ​customers​ ​do​ ​not​ ​have​ ​to​ ​physically​ ​go​ ​to​ ​banks​ ​or​ ​ATM​ ​machines​ ​to deposit​ ​checks​ ​anymore.​ ​Instead,​ ​they​ ​can​ ​send​ ​checks​ ​as​ ​a​ ​scanned​ ​image​ ​through​ ​an Internet​ ​portal​ ​provided​ ​by​ ​the​ ​bank.
2. This​ ​technology​ ​can​ ​save​ ​banks​ ​and​ ​customers​ ​time​ ​and​ ​money​ ​making​ ​the transactions.​ ​Blue​ ​Bank​ ​is​ ​considering​ ​implementing​ ​this​ ​new​ ​service.
3. To​ ​use​ ​it,​ ​customers​ ​need​ ​a​ ​remote​ ​capture​ ​account​ ​with​ ​Blue​ ​Bank.​ ​In​ ​addition,​ ​they can​ ​either​ ​download​ ​an​ ​app​ ​on​ ​their​ ​phone​ ​or​ ​they​ ​need​ ​to​ ​install​ ​a​ ​browser​ ​plugin​ ​to use​ ​any​ ​general​ ​purpose​ ​scanner​ ​attached​ ​to​ ​their​ ​computer.​ ​The​ ​customer​ ​will​ ​be prompted​ ​to​ ​install​ ​the​ ​browser​ ​plugin​ ​when​ ​customer​ ​tries​ ​to​ ​deposit​ ​checks​ ​using bank’s​ ​internet​ ​portal.
4. Once​ ​the​ ​account​ ​is​ ​established​ ​in​ ​the​ ​system​ ​and​ ​customer​ ​has​ ​setup​ ​the​ ​mobile​ ​phone or​ ​browser​ ​plugin,​ ​customers​ ​will​ ​be​ ​able​ ​to​ ​scan​ ​all​ ​of​ ​their​ ​checks​ ​anytime​ ​and anywhere​ ​by​ ​using​ ​the​ ​bank​ ​mobile​ ​app​ ​or​ ​by​ ​accessing​ ​the​ ​bank’s​ ​Internet​ ​portal, logging​ ​in,​ ​and​ ​scanning​ ​the​ ​checks.
5. The​ ​service​ ​should​ ​be​ ​as​ ​easy​ ​as​ ​sending​ ​an​ ​attachment​ ​in​ ​an​ ​email.​ ​Of​ ​course,​ ​this new​ ​application​ ​has​ ​to​ ​be​ ​very​ ​reliable,​ ​secure,​ ​and​ ​easy​ ​to​ ​use.​ ​It​ ​must​ ​be​ ​integrated into​ ​the​ ​current​ ​Blue​ ​Bank​ ​Web​ ​site,​ ​and​ ​the​ ​Web​ ​site​ ​must​ ​also​ ​provide​ ​the​ ​ability​ ​for customers​ ​to​ ​purchase​ ​the​ ​general​ ​purpose​ ​pre-tested​ ​scanners.
6. Blue​ ​Bank​ ​will​ ​set​ ​up​ ​the​ ​scanner-purchasing​ ​ability​ ​with​ ​several​ ​appropriate​ ​hardware vendors​ ​and​ ​sell​ ​the​ ​devices​ ​at​ ​its​ ​physical​ ​banks​ ​as​ ​well.
7. Blue​ ​Bank​ ​is​ ​not​ ​sure​ ​yet​ ​what​ ​to​ ​charge​ ​for​ ​the​ ​scanners​ ​or​ ​service.​ ​The​ ​Website​ ​will also​ ​provide​ ​online​ ​technical​ ​support​ ​and​ ​instructions​ ​showing​ ​customers​ ​how​ ​to​ ​setup and​ ​use​ ​the​ ​new​ ​scanner​ ​and​ ​service.​ ​Support​ ​will​ ​be​ ​provided​ ​24/7​ ​via​ ​the​ ​Web​ ​site and​ ​telephone.
8. Several​ ​managers​ ​at​ ​Blue​ ​Bank​ ​are​ ​not​ ​sure​ ​that​ ​they​ ​should​ ​invest​ ​in​ ​remote​ ​deposit capture.​ ​The​ ​bank​ ​prides​ ​itself​ ​on​ ​being​ ​customer-oriented,​ ​having​ ​several​ ​large​ ​bank buildings,​ ​ATMs​ ​and​ ​remote​ ​bank​ ​sites​ ​in​ ​many​ ​grocery​ ​stores,​ ​primarily​ ​throughout​ ​the Midwest.​ ​Many​ ​of​ ​its​ ​customers​ ​have​ ​banked​ ​with​ ​Blue​ ​Bank​ ​their​ ​whole​ ​lives,​ ​but​ ​less than​ ​half​ ​of​ ​them​ ​use​ ​any​ ​of​ ​its​ ​current​ ​Internet​ ​banking​ ​services.
9. The​ ​new​ ​VP​ ​of​ ​IT​ ​was​ ​hired​ ​to​ ​prepare​ ​Blue​ ​Bank​ ​for​ ​the​ ​future​ ​and​ ​to​ ​reduce​ ​the​ ​loss​ ​of younger​ ​customers​ ​who​ ​have​ ​moved​ ​to​ ​banks​ ​that​ ​are​ ​more​ ​progressive.

10. **Initial**​ ​**estimates**​​ ​suggests​ ​that​ ​the​ ​project​ ​will​ ​take​ ​6​ ​months​ ​to​ ​complete​ ​and​ ​cost​ ​about $500,000.​ ​Annual​ ​operating​ ​costs​ ​would​ ​be​ ​about​ ​$150,000​ ​per​ ​year​ ​for​ ​three​ ​years. Estimated​ ​benefits​ ​are​ ​about​ ​$400,000​ ​per​ ​year​ ​for​ ​three​ ​years.

11. Harold​ ​Johnson,​ ​the​ ​project​ ​sponsor,​ ​had​ ​told​ ​you​ ​that​ ​​**you**​ ​**will**​ ​**be**​ ​**leading**​ ​**this**​ ​**project** and​ ​​​it​ ​is​ ​important​ ​to​ ​finish​ ​on​ ​time​ ​and​ ​within​ ​budget,​ ​but​ ​it​ ​is​ ​even​ ​more​ ​important​ ​to provide​ ​a​ ​high-quality​ ​service​ ​and​ ​avoid​ ​any​ ​potential​ ​technical​ ​or​ ​user​ ​problems​ ​after implementation.​ ​Blue​ ​Bank​ ​wants​ ​to​ ​attract​ ​new​ ​customers​ ​with​ ​remote​ ​deposit​ ​capture and​ ​avoid​ ​losing​ ​current​ ​customers,​ ​so​ ​quality​ ​and​ ​customer​ ​service​ ​is​ ​key.

12. **The**​ ​**team**​​ ​to​ ​work​ ​on​ ​this​ ​project​ ​has​ ​4​ ​developers,​ ​2​ ​testers.​ ​Most​ ​of​ ​the​ ​developers​ ​and testers​ ​has​ ​offices​ ​on​ ​different​ ​floors​ ​of​ ​the​ ​building​ ​and​ ​generally​ ​works​ ​in​ ​their​ ​office.

13. The​​ ​**team**​ ​**members**​​ ​have​ ​some​ ​​**experience**​ i​​ n​ ​web​ ​development​ ​but​ ​none​ ​in​ ​mobile development.​ ​Nobody​ ​on​ ​team​ ​has​ ​performance​ ​testing​ ​experience​ ​or​ ​User​ ​experience expertise.​ ​Also,​ ​since​ ​this​ ​is​ ​the​ ​first​ ​agile​ ​project​ ​for​ ​the​ ​team,​ ​they​ ​are​ ​not​ ​familiar​ ​with engineering​ ​practices​ ​like​ ​automated​ ​testing,​ ​continuous​ ​integration,​ ​etc.

14. **The**​ ​**Business**​ ​**stakeholders**​​ ​who​ ​wrote​ ​the​ ​high​ ​level​ ​vision​ ​for​ ​the​ ​mobile​ ​application are​ ​going​ ​to​ ​help​ ​refine​ ​or​ ​define​ ​the​ ​user​ ​needs.​ ​They​ ​currently​ ​sit​ ​in​ ​different​ ​building. They​ ​are​ ​working​ ​on​ ​writing​ ​detailed​ ​requirements​ ​and​ ​planning​ ​to​ ​hand-off​ ​to​ ​you​ ​in​ ​2 weeks.

1. Your​ ​peers​ ​have​ ​suggested​ ​that​ ​you​ ​want​ ​to​ ​be​ ​sure​ ​that​ ​the​ ​project​ ​will​ ​please​ ​key stakeholders,​ ​in​ ​particular​ ​Harold,​ ​the​ ​project​ ​sponsor,​ ​and​ ​Tricia,​ ​the​ ​VP​ ​of​ ​Marketing. Both​ ​of​ ​these​ ​senior​ ​managers​ ​are​ ​very​ ​aware​ ​of​ ​customers’​ ​needs,​ ​so​ ​it​ ​is​ ​important that​ ​the​ ​new​ ​service​ ​is​ ​stable,​ ​secure,​ ​and​ ​easy​ ​to​ ​use.
2. They​ ​both​ ​want​ ​the​ ​remote​ ​deposit​ ​capture​ ​capability​ ​to​ ​be​ ​ready​ ​as​ ​soon​ ​as​ ​possible​ ​so the​ ​company​ ​can​ ​start​ ​promoting​ ​this​ ​new​ ​service.

17. **High**​ ​**Level**​ ​**Vision**​:​ ​Here​ ​are​ ​the​ ​High​ ​Level​ ​Vision​ ​for​ ​the​ ​Remote​ ​Deposit​ ​Capture: **18.** Using​ ​the​​ ​**new**​ ​**mobile**​ ​**app,**​ ​​Blue​ ​Bank​ ​customers​ ​can:

1. Download​ ​an​ ​app​ ​for​ ​iPhone,​ ​android​ ​phones,​ ​windows​ ​phones
2. Login​ ​in​ ​the​ ​app​ ​using​ ​their​ ​internet​ ​portal​ ​account​ ​or​ ​identify​ ​themselves​ ​using

other​ ​authentication​ ​methods.

1. View​ ​balance​ ​of​ ​their​ ​accounts
2. Deposit​ ​checks​ ​to​ ​deposit​ ​account
   1. take​ ​secure/fraud​ ​proof​ ​pictures​ ​of​ ​checks​ ​(back​ ​and​ ​front)
   2. enter​ ​details​ ​of​ ​the​ ​check​ ​-​ ​like​ ​amt
   3. Select​ ​account​ ​to​ ​deposit
   4. validate​ ​check​ ​image​ ​against​ ​the​ ​entered​ ​details
   5. deposit​ ​the​ ​e-check​ ​into​ ​the​ ​bank​ ​account
3. Provide​ ​opportunity​ ​for​ ​bank​ ​to​ ​share​ ​new​ ​offers​ ​and​ ​promotions​ ​to​ ​customers.

**19. New**​ ​**browser**​ ​**plugin**​ ​​should​ ​support:

1. Secure/fraud​ ​proof​ ​scanning​ ​of​ ​checks
2. Support​ ​IE,​ ​Firefox,​ ​Chrome​ ​and​ ​Safari
3. Add​ ​support​ ​for​ ​pre-approved​ ​supported​ ​scanners.
4. Work​ ​with​ ​other​ ​scanners​ ​that​ ​supports​ ​ISO​ ​protocols​ ​for​ ​scanners.

e. Work​ ​seamlessly​ ​with​ ​pre-approved​ ​supported​ ​scanner  
20. **Changes**​ ​**to**​ ​**bank’s**​ ​**internet**​ ​**portal**​​ ​will​ ​allow​ ​Blue​ ​Bank​ ​customers​ ​to:

1. Create​ ​/​ ​update​ ​/​ ​delete​ ​deposit​ ​account
2. Scanning​ ​checks​ ​using​ ​the​ ​browser​ ​plugin​ ​(back​ ​and​ ​front)
3. Deposit​ ​e-check​ ​to​ ​deposit​ ​account

* ○  Enter​ ​details​ ​of​ ​the​ ​check​ ​-​ ​like​ ​amt
* ○  Validate​ ​check​ ​image​ ​against​ ​the​ ​entered​ ​details

**Assignment**

The case study specifies some of the key functionality that the IT team needs to build. You are responsible for the mobile app.

For the mobile app, create a story map to show the user experience and what you need to build. Feel free to add fictitious functionality and features as you feel appropriate. You will be graded on the quality, completeness, and correctness of your story map.

Please make sure that your story map has all the functionality listed in mobile app section (section 18) in the case study.

You may create the story map using any tool you wish (for example, LibreOffice Writer/Draw or Microsoft Word/Visio). Once finished, you will upload the document here.