



**P P SAVANI UNIVERSITY**

**TUTORIAL NO. – 5  
ON  
SOFTWARE ENGINEERING (SSCS3010)**

**TITLE: Identifying Elicitation Techniques and Their Usage for  
Banking**

**BACHLEOR OF SCIENCE IN INFORMATION TECHNOLOGY (BSC-IT)**

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## **TUTORIAL-5**

**Date:17/07/2025**

**Aim:** Identifying Elicitation Techniques and Their Usage for Banking  
**Banking Case Study**

### **Scenario:**

A bank wants to develop an **Online Banking System** that allows customers to:

- View account details
- Transfer funds
- Pay bills
- Apply for loans

### **Technique-wise Explanation with Examples**

#### **1. Interview**

**Purpose:** Collect detailed information from stakeholders.

#### **Example:**

- **Question to Bank Manager:**  
*"What security measures are required for online fund transfers?"*
- **Question to Customers:**  
*"What features do you expect in a mobile banking app?"*

#### **Usage:**

- Helps gather **business rules, security policies, and customer expectations.**

#### **2. Questionnaires/Surveys**

**Purpose:** Collect data from a large group.

#### **Example Questions:**

- *How often do you use online banking services?*
- *What is the most important feature for you? (a) Fund Transfer (b) Loan Application (c) Bill Payments*

#### **Usage:**

- Good for **statistical analysis** of user preferences.

#### **3. Observation**



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**Purpose:** Watch users perform current banking activities.

**Example:**

- Observe a cashier processing deposits and withdrawals in a branch.
- Note steps, time taken, and pain points.

**Usage:**

- Helps identify **workflow inefficiencies** and **areas for automation**.

#### 4. Brainstorming

**Purpose:** Generate innovative ideas with stakeholders.

**Example:**

- Team meeting with IT staff and customer service to discuss:  
*"How can we make fund transfers faster and more secure?"*

**Usage:**

- Useful for **feature innovation** (e.g., introducing QR code payments).

#### 5. Document Analysis

**Purpose:** Study existing bank policies, transaction logs, compliance documents.

**Example:**

- Reviewing **KYC (Know Your Customer) guidelines** to ensure legal compliance.

**Usage:**

- Helps in **regulatory and legal requirements gathering**.

#### 6. Prototyping

**Purpose:** Build a **mock-up or wireframe** of the online banking interface.

**Example:**

- Show a **login screen prototype** to users for feedback:  
*"Do you prefer PIN login or OTP-based login?"*

**Usage:**

- Reduces misunderstanding and validates UI/UX early.

## 7. Focus Groups

**Purpose:** Discussion with a small group of customers and employees.

**Example:**

- Invite 5-10 frequent customers to share their experience with current mobile banking.

**Usage:**

- Gathers **opinions and preferences** for system usability.

## 8. Use Case Analysis

**Purpose:** Define how users will interact with the system.

**Example:**

- **Use Case:** *"Customer transfers funds to another account."*  
Steps: Login → Select Transfer → Enter Details → Confirm → OTP → Success

**Usage:**

- Helps define **functional requirements** clearly.

## Activity for Students

- Select **2 techniques** and write **questions or examples** for the banking case study.
- Prepare a **small prototype (sketch)** for one feature like **fund transfer**

## 1. INTERVIEWS

**Purpose:** To collect detailed, in-depth information from individual stakeholders.

**Stakeholders Interviewed:**

- Bank Manager
- Existing Customers

**Example Questions:**

- To Bank Manager:  
*"What kind of fraud detection mechanisms are essential for online banking transactions?"*



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- To Customers:  
*"What difficulties do you usually face while transferring funds online?"*  
*"Would you prefer to authenticate transactions using biometrics or OTP?"*

**Usage:**

- Understand security expectations, daily usage behavior, and preferred authentication methods.

## 2. PROTOTYPING

**Purpose:** To visually demonstrate functionality and interface for validation.

### Prototype Feature: Fund Transfer Interface

#### Example Questions to Users:

- "Do you prefer having a one-step or multi-step fund transfer process?"
- "Would a recent-transfer list on the home screen be helpful?"

**Usage:**

- Early feedback on UI/UX
- Clarifies ambiguous or complex requirements
- Reduces rework during development phase

### Prototype Sketch: Fund Transfer Feature

+-----+	
Online Fund Transfer	
+-----+	
[From Account]: 1234 XXXX 5678	
[To Account No]: _____	
[IFSC Code]: _____	
[Amount ₹]: _____	
[Note]: _____	
[Send OTP] [Cancel]	
+-----+	



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**After OTP sent:**

+-----+	
Enter OTP: [_____]	
[Confirm Transfer] [Cancel]	
+-----+	