



P P SAVANI UNIVERSITY

TUTORIAL NO. - 5 ON SOFTWARE ENGINEERING (SSCS3010)

TITLE: Identifying Elicitation Techniques and Their Usage for Banking

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY (BSC-IT)

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Subject Code: SSCS3010

TUTORIAL-5

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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.



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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]