

NON-FUNCTIONAL REQUIREMENTS DOCUMENT

Summary

Non-functional requirements define system quality attributes necessary to support operational banking processes securely and reliably. These ensure the system remains usable for customers, efficient for operational staff, and maintainable by technical support teams.

ID	Requirement	Priority	Measurement
NFR1	Response time under 2 seconds	High	Application search & dashboard load
NFR2	Support 10,000 concurrent users	High	Load testing
NFR3	Role-based access control	High	Customer/Officer/Manager/Finance separation
NFR4	Data encryption in transit & at rest	High	TLS + encrypted database
NFR5	System availability 99.5% uptime	High	Monitoring logs
NFR6	Automatic audit trail	High	Track approvals, payments, changes
NFR7	Usability (minimal training required)	Medium	User testing feedback
NFR8	Regulatory compliance (financial laws)	High	Local banking compliance
NFR9	Daily automated backup	High	Restore within 2 hours
NFR10	Maintainability for IT support	Medium	Modular architecture & documentation