**Title:** User Requirement Gathering

**Objective(s):**

In this lab, students will learn to

* identify the various user requirement gathering techniques
* apply the usages for the Banking case study

**Tools, Equipment and Materials:**

1. [Hardware: Personal Computer with Internet access]
2. [Software: Text Editing Software]

**Instructions:**

**Test of understanding on User Requirement Gathering Concepts**

1. User requirement gathering is the process of pursuing, discovering, acquiring and elaborating requirement. This includes learning and understanding the needs of the users. This activity is communication centric and iterative in the nature. The techniques used here are essential in order to gain stack holder consensus on the requirements.
2. *Affinity* is a leading regional bank that provides standard banking services to its customers spanning across Southeast Asia. The head office is located in Australia and the bank has presence in more than 10 countries with client base of nearly 500,000.Tuning with times and ever increasing clients and transactions, the bank has specialized branches for specific customer segments like consumer, corporate and the SME’s. *Affinity* Bank aims to be one stop service for its customers to address their changing financial needs. *Affinity* bank offers various banking products and services across its customer segments including Core Banking and Wealth Management amongst other services. The bank is well known among its clients for the processes and speed of execution of transactions as part of core banking.
3. Presently, *Affinity* bank has made a proposal for investing around $150 million in setting-up 24x7 banking support facilities for the customers. The bank has decided to leverage IT for automating several of the business processes including:

* Managing Accounts
* Transaction Management

1. The aim of this proposed banking system is to create a paperless bank there by moving towards e-banking. Techscape, a newly established software company has the vision of providing software solutions in the financial sector. Managing Director (MD) of *Affinity* bank has approached Techscape 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 Affinity bank users are to be provided with ATM facility, e-banking facility over internet and phone banking facility over land lines and cellular networks. Techscape is doing such a project for the first time.
2. Requirements development team in Techscape has planned for carrying out the requirement gathering for this project. In the context of the case study, for the following scenarios table below:
3. Identify the most appropriate requirements gathering techniques (Survey, Interview, Review documents/software, Brainstorming, Workshops, Questionnaire, Task Analysis, Observation, Prototyping, Scenario identification).
4. Describe in details the application on one or more techniques for each scenario.
5. Recommend any best practices that can effectively yield the quality of requirement gathering from various sources namely users, system and other entities.

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| **Scenario** | **Requirement Gathering Activities** |
| Interrogative conservation with Managers, Cashiers, Clerks and other Staff for arriving at the requirement for automating transactions. | -Questionnaire  Planning the interview date, objectives and Identification, and introduction of the stakeholders |
| Formal and planned requirement discussion in a  conference to room conducted among managers of diversified branched facilitate by anchor. | -Interview  Stakeholders were invited to attend the conference to plan the followings and objectives. |
| Survey form circulated among the users (account  holders) who visit the bank, to ease their interactions  with bank. | -Observation & Review documents  A survey needs to be tested with a small groups of people to identify any issues in the questions and make any necessary adjustments for uncompleted responses. |
| Analysis for understanding mode of transactions-  Checks, Cash, DD, MT, Gold, etc. | -Task analysis  The data needs to be analysed to understand the different modes of transactions and the flow of data. This may include visualisation tools and other graphical methods. |
| Ethnographers deployed for understanding the users  interactions with bank officials. | -Brainstorming  Planning the ethnography study to develop outlines and objectives of the study, data collection methods and schedule for the study. |
| UI design of e-banking portal, ATM, Computer Systems | -Prototyping  Planning the UI design to develop in outlines and meets objectives and refine the design to meet the user’s expectations based on their requirements. Prototypes of the UI will be also tested with users to gather feedbacks and validate design choices. |

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