

Updated System Requirements - Banking System

Project Sponsor: Professor Erik Frederiks, College of Computing, GVSU.

Business Need: This system is aimed at creating an automated system that enables customers to easily perform their banking actions by creating a user-friendly interface to display both their account information and transaction history easily.

Business Requirements:

- Easy sign-up, sign in and sign out process with few requirements.
- Display of both history of transactions performed, and account information such as balance.
- Security and login verification through password enablement for authorized access.

Business Value:

By creating an interface that is easily navigable, this software solution aims at improving security of banking processes, retaining and attracting more customers, elevating the position of our financial institution to attract even higher profitability yearly, and scaling the ranks of top banks within the country.

Special Issues or Constraints:

- Increased customer retention would mean increased system load, which would mean the need to expand system resources to handle as many users as seamlessly as possible.
- A highly efficient and available system with mitigations in place to handle potential downtime issues during scheduled system maintenance.
- The system must be able to protect and verify client's personal information such as their finances.