Role - Business Analyst

The BA translated the requirements and needs of the customer into a business model: process models and business goals and business vision. The BA researches the market to understand customer requirements and collaborates with the Architect(s) to translate them into a technological vision. They are responsible for designing features etc. which will distinguish their project from the competition and often work closely with the Marketing and Sales teams. In our simulation, the BA will also be responsible for the User-interface design to facilitate easier user-interaction. The BA will work with the testers to come up with the user acceptance criteria written on the back of each user story.

Revision History

Week Number	Author	Description of changes
2	Michael Tran, John Chan	• Added risks/mitigation • Added business goals • Added user stories • Added UI Mock-ups • Added Business Process Models
3-4	Michael Tran, John Chan	• Added Variations in the domain • Refined wireframes using Axure

1. Define Business Goals, Key Performance Indicators that measure the degree to which the goals have been achieved.
   A. Meet deadlines
   B. Ensure Customer Satisfaction / Implement user stories as wanted by customer (scores/grades)
   C. Provide a simple and intuitive way for people to manage their bank accounts (feedback)

2. Define User Stories for the project.

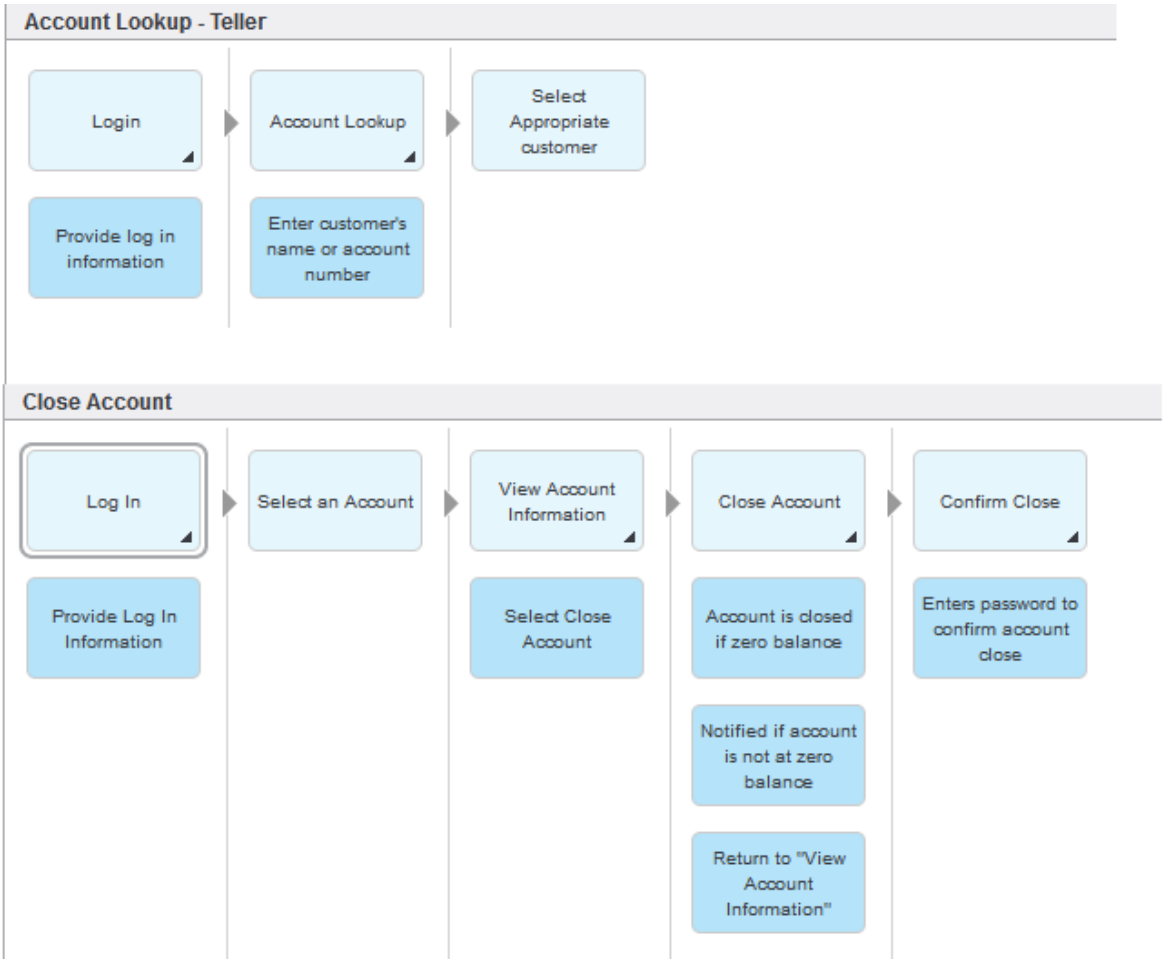
Name	Description	Estimation	Priority
Securely Log in	User should be able to securely log in as a bank employee or account holder	2 days	10
Securely Log out	User should be able to log out and return to the log in screen	1 day	20
Sign up	New customers should be able to open their first bank/user account with name, address, date of birth, email and account type.	1 day	10
Account Lookup	Teller should be able to look up a customer''s account to perform transactions for them.	1 day	20
Open Account	Account holder/teller should be able to add a new bank account.	1 day	20
Forgot Password	User should be able to retrieve password by submitting their email and account number	2 days	30
Display Accounts/Balances	Account holder should be able to see all of their accounts	1 day	20
Close Account	Account holder/teller should be able to disable and delete one of the customer's bank accounts.	2 days	30
Close Account Failure	Notify user that account must have zero balance to be closed.	1 day	30
Debit Account	Account holder/teller should be able to withdraw money from a customer's bank account IF withdrawal amount does not exceed the account balance.	2 days	20

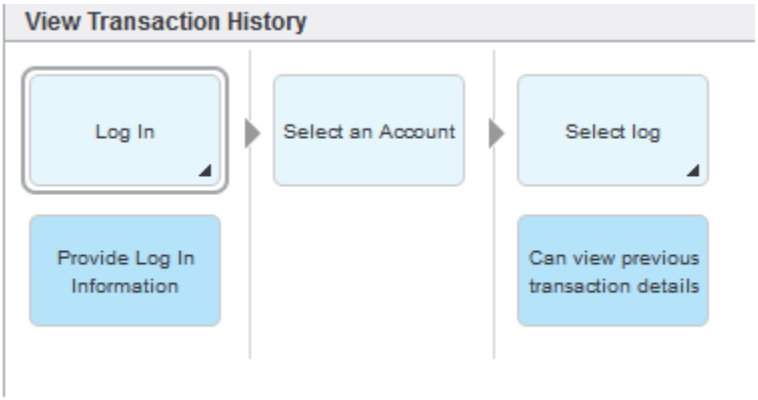
Email Check	Check is emailed to account holder once they debit their account.	2 days	20
Withdrawal/Transfer Failure	Notify user that they can't perform this action due to insufficient funds in source account	1 day	30
Credit Account	Account holder/teller should be able to deposit money into one of customer's bank account. Account holder can do this through credit and check. Teller can do this through cash as well.	2 days	20
Picture Check	Account holder should be able to take a picture of a check to credit their account.	1 day	40
Transfer	Account holder/Teller should be able to transfer money from one of the customer's bank accounts to another one of the same customer's account.	2 days	20
Wire	Account holder/Teller should be able to transfer money from one of the customer's accounts to another customer's account.	1 day	20
Transfer Confirmation	User must confirm this transaction	1 day	30
Calculate Interest	Account holder should be able to view interests of each of their bank accounts.	2 days	15
Get Balance	Balances of accounts should be listed to Account holder/Teller.	1 day	20
Transaction History	Account holder/Teller should be able to view customer's transaction history	1 day	30
Print Statement	Account holder should be able to retrieve and print out their transaction history	2 days	30

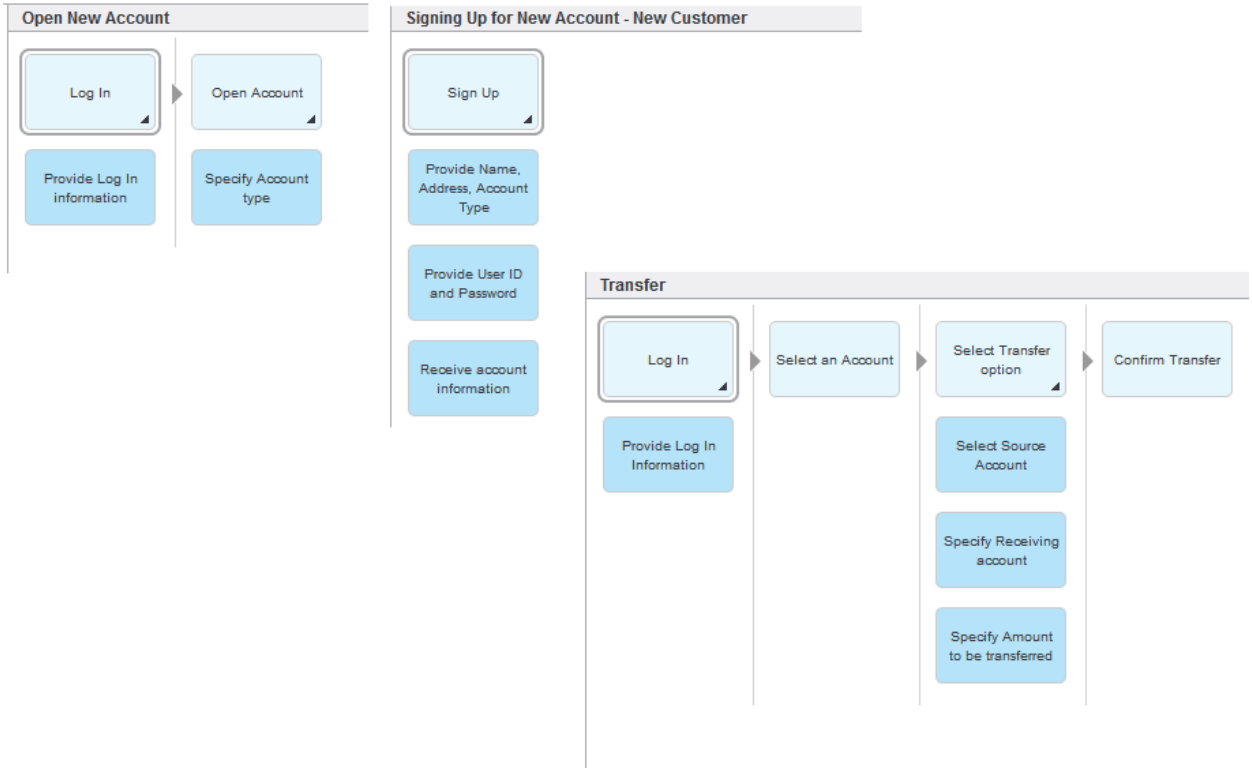
3. Business Process Models

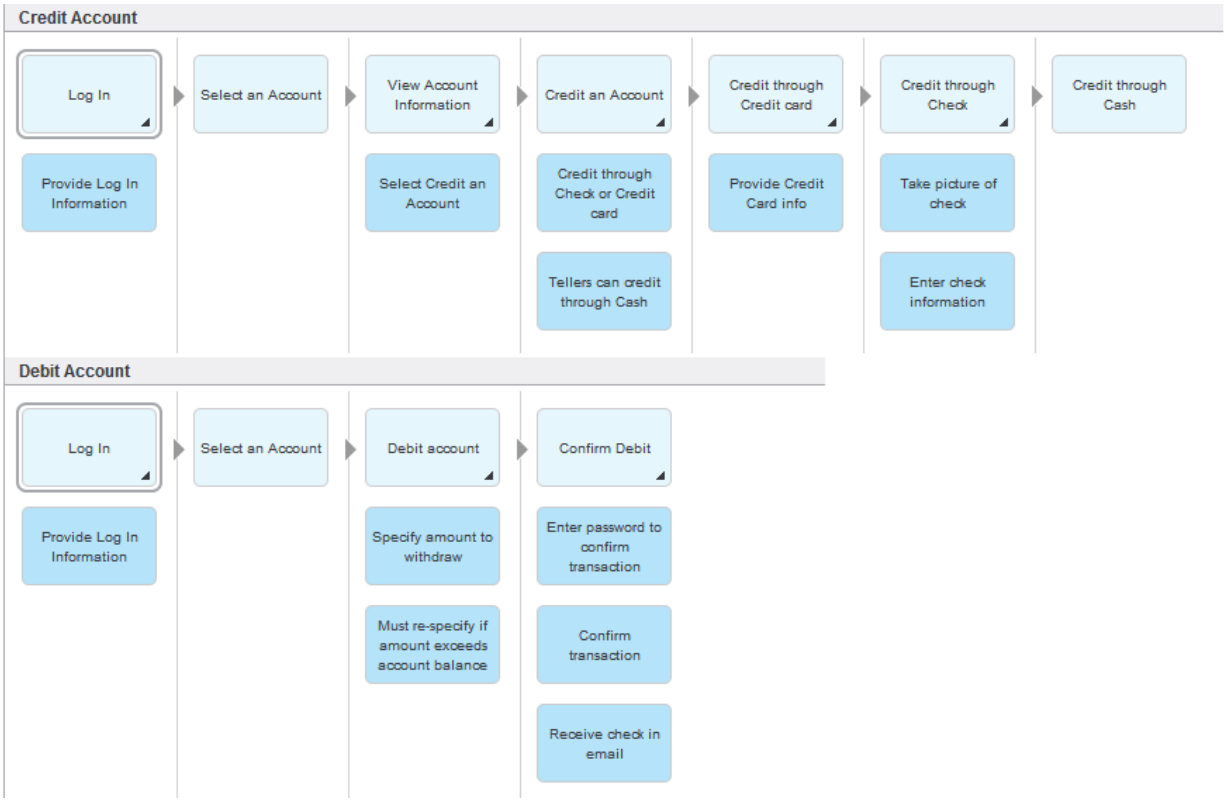
Use blueworks live to document the business processes. Describe the flow of the main business processes within the scope of your project.

Business Processes - an account holder may close an account, view their transaction history, debit an account, credit an account, open a new account, and transfer or wire money from one account to another. A teller may do all of these things for a customer by accessing the customer's account using the account lookup tool. New customers can only sign up for an account.



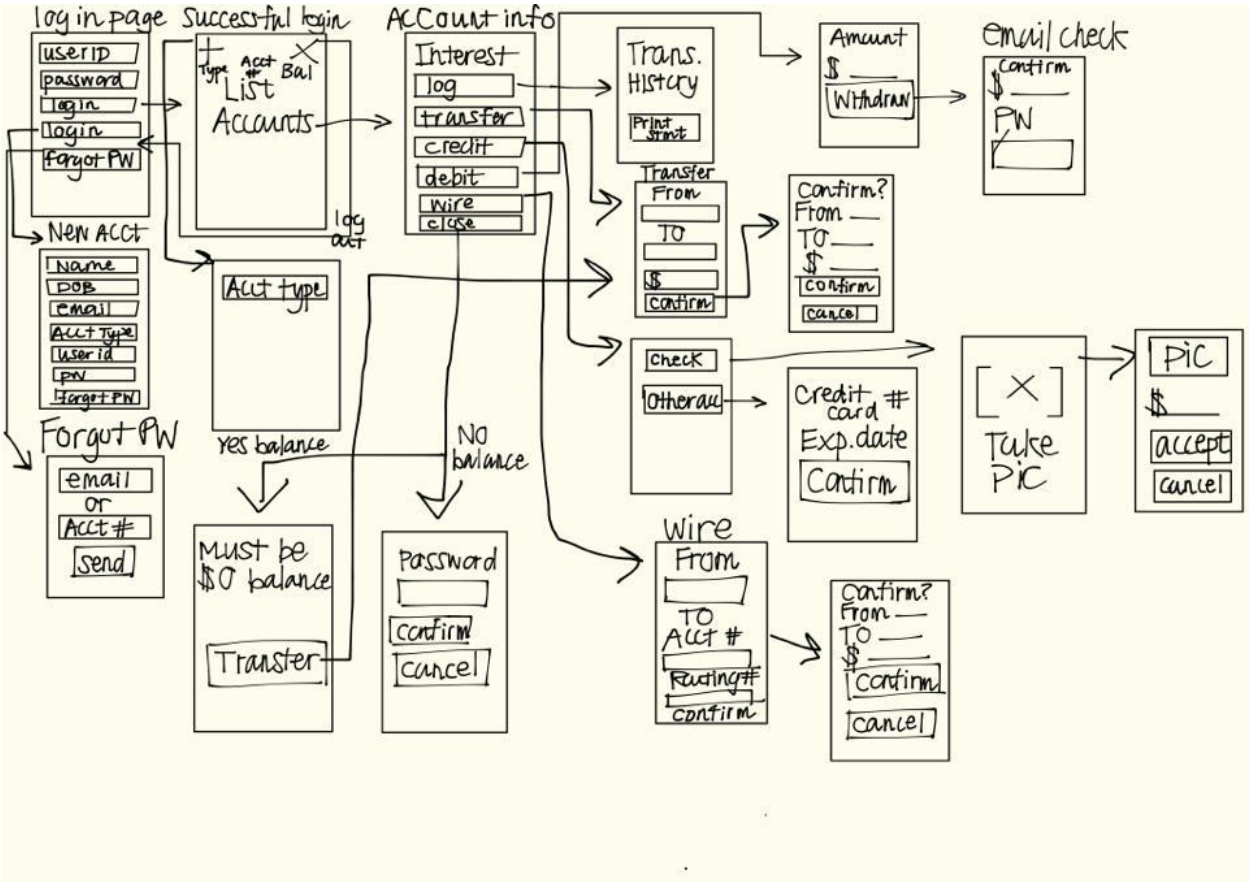



Open New Account
Log In
Open Account
Provide Log In information
Specify Account type
Signing Up for New Account - New Customer
Sign Up
Provide Name, Address, Account Type
Provide User ID and Password
Receive account information
Transfer
Log In
Select an Account
Select Transfer option
Confirm Transfer
Provide Log In Information
Select Source Account
Specify Receiving account
Specify Amount to be transferred

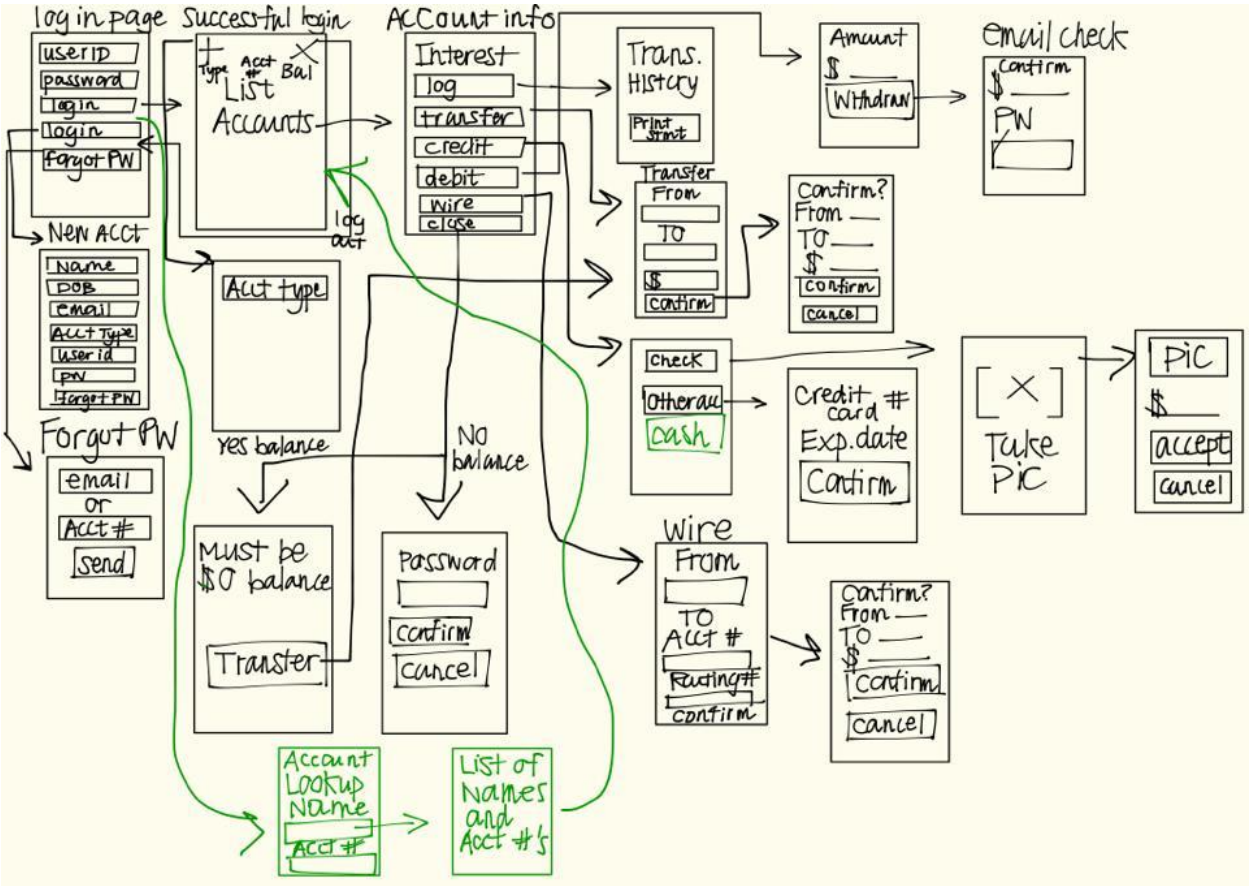

Credit Account
Log In
Select an Account
View Account Information
Credit an Account
Credit through Credit card
Credit through Check
Credit through Cash
Provide Log In Information
Select Credit an Account
Credit through Check or Credit card
Tellers can credit through Cash
Provide Credit Card info
Take picture of check
Enter check information
Debit Account
Log In
Select an Account
Debit account
Confirm Debit
Provide Log In Information
Specify amount to withdraw
Must re-specify if amount exceeds account balance
Enter password to confirm transaction
Confirm transaction
Receive check in email

4. Wireframes: Simple UI mock-ups and flow between them.

UI flow for Account Holder:



UI Flow for Bank Teller (Difference from Account Holder in green)



5.. Project Risks and Mitigation plan

Risk	Counterplan
Calling in sick	Make sure everyone gets enough sleep
Midterms/Other classes/Out of town/Predictable conflicts	Let Project Manager know of any upcoming difficulties one may have
Unfamiliar with new technologies	Everyone should try to catch themselves up and get help from those who are experienced.
Holidays	Take them into account when planning ahead

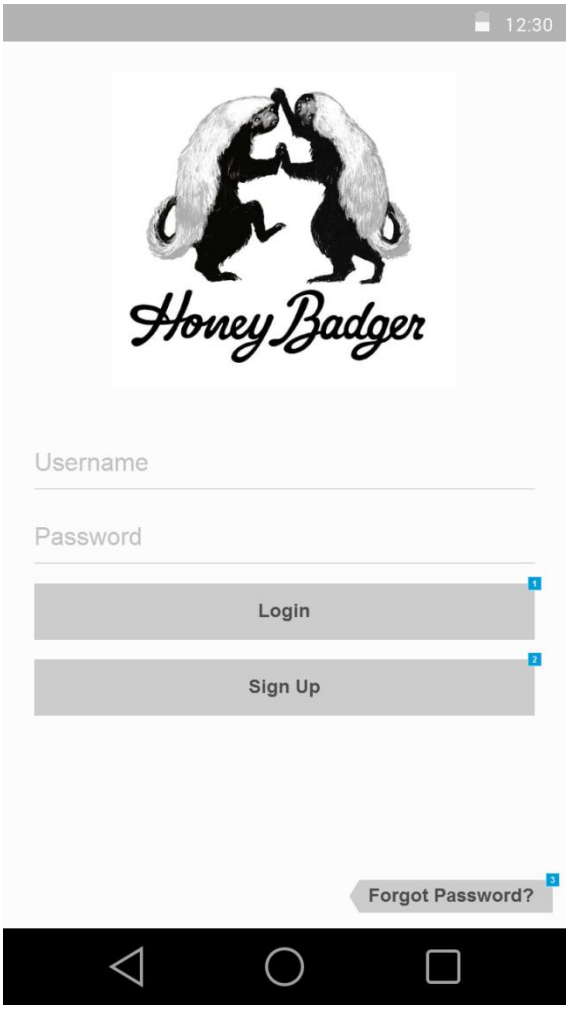
6. Variations in the Requirements

- As of now, there are two types of user accounts: teller and customer
    a. Tellers can access customer's accounts in order to perform bank functions for them
    b. Customers can only access their own accounts and perform transactions with their own accounts.
- Different rules in interest rates based on account type
    a. Checking Account Interest Rates
    b. Savings Account Interest Rates
        i. As of now, these are the only differences between Checking and Savings
- Different rules in interest rates based on Account balance over 30 days
    a. Balance = $3000+ = 3% interest rate
    b. Balance = $2000-3000 = 2% interest rate
    c. Balance = $1000-2000 = 1% interest rate
- As of now, there are no rules on the number of accounts per customer, but may change.
- Different account types available to customer
    a. Checking
    b. Savings

Refined Wireframe (Does not include all of it):

1.1. Home

1.1.1. User Interface

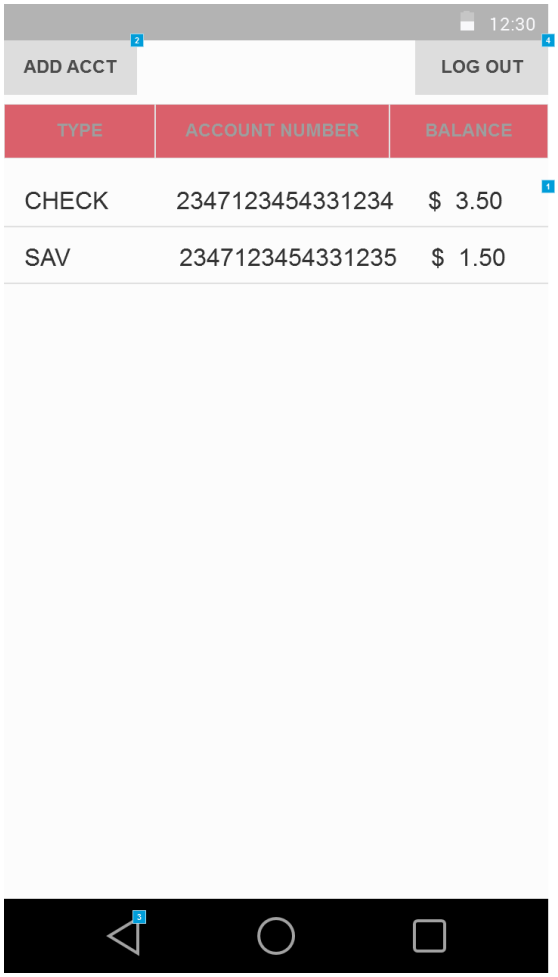


1.1.2. Widget Table

Footnote	Interactions
1	OnClick: Case 1: Open Successful Login in Current Window
2	OnClick: Case 1: Open Sign Up Page in Current Window
3	OnClick: Case 1: Open Sign Up Page in Current Window

1.2. Successful Login

1.2.1. User Interface

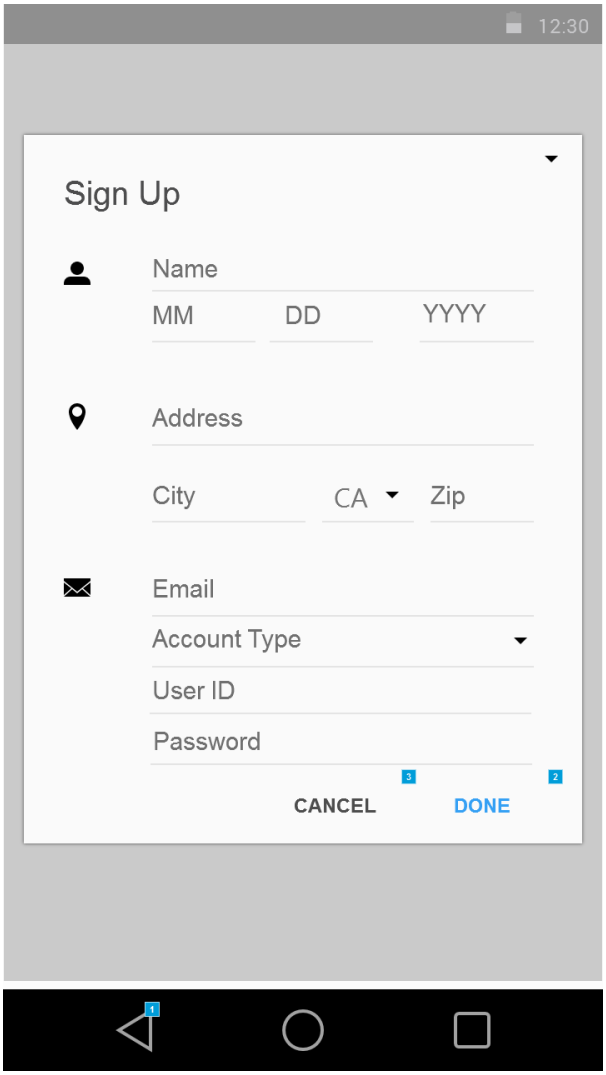


1.2.2. Widget Table

Footnote	Interactions
1	OnClick: Case 1: Open Account Info in Current Window
2	OnClick: Case 1: Open Add Account in Current Window
3	OnClick: Case 1: Open Home in Current Window
4	OnClick: Case 1: Open Home in Current Window

1.3. Sign Up Page

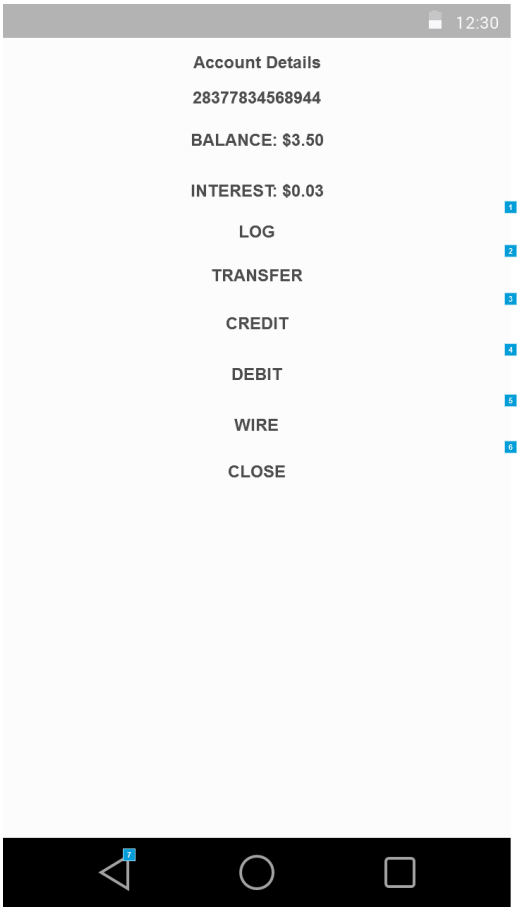
1.3.1. User Interface



1.3.2. Widget Table

Footnote	Interactions
1	OnClick: Case 1: Open Home in Current Window
2	OnClick: Case 1: Open Home in Current Window
3	OnClick: Case 1: Open Home in Current Window

1.4. Account Info



1.4.1. User Interface

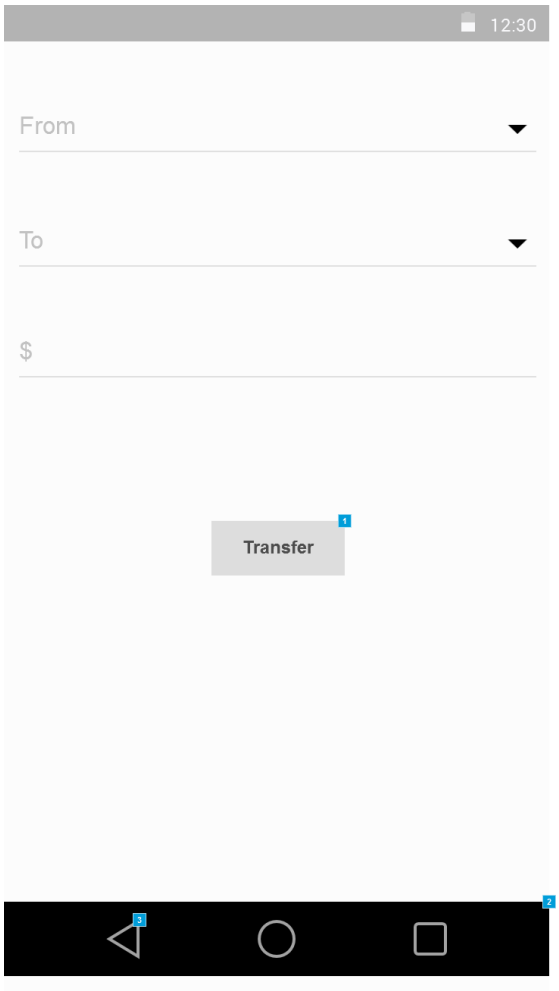
1.4.2. Widget Table

Footnote	Interactions
1	OnClick: Case 1: Open Log in Current Window
2	OnClick: Case 1: Open Transfer in Current Window
3	OnClick: Case 1: Open Credit in Current Window
4	OnClick: Case 1: Open Debit in Current Window
5	OnClick: Case 1: Open Wire in Current Window
6	OnClick: Case 1: Open Close - No Balance in Current Window

Footnote	Interactions
7	OnClick: Case 1: Open Successful Login in Current Window

1.5. Transfer

1.5.1. User Interface

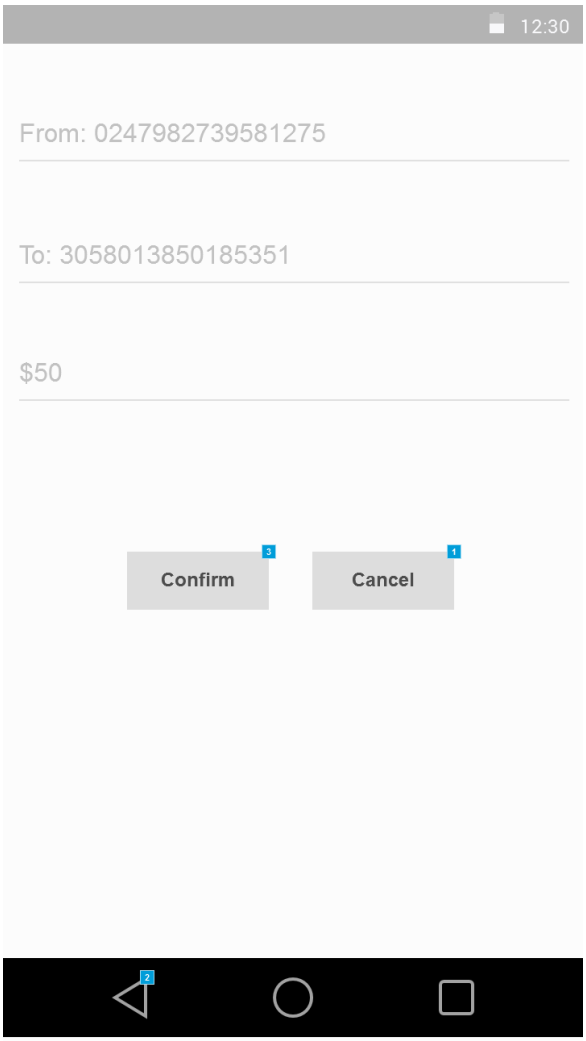


1.5.2. Widget Table

Footnote	Interactions
1	OnClick: Case 1: Open Transfer Confirmation in Current Window
2	OnClick: Case 1:
3	OnClick: Case 1: Open Account Info in Current Window

Transfer Confirmation

1.5.3. User Interface



1.5.4. Widget Table

Footnote	Interactions
1	OnClick: Case 1: Open Transfer in Current Window
2	OnClick: Case 1: Open Transfer in Current Window
3	OnClick: Case 1: Open Account Info in Current Window