PROJECT 2: ABC BANK’S FD.

1: Identifying Stakeholders for ABC Bank's E-Fixed Deposit Feature:

Internal Stakeholders

1. Project Manager:
   * Role: Overseeing the entire project, ensuring it is completed on time and within budget.
   * Interest: Successful implementation of the e-fixed deposit feature, aligning with the bank's digital transformation goals.
2. Business Analysts:
   * Role: Gathering and documenting requirements, ensuring they meet the needs of the bank and its users.
   * Interest: Accurate and thorough requirements capture, effective communication with all stakeholders.
3. IT Department:
   * Role: Developing and integrating the e-fixed deposit feature into the existing web and mobile platforms.
   * Interest: Smooth technical implementation, maintaining system security and integrity.
4. Customer Service Team:
   * Role: Assisting users with issues or queries related to the new e-fixed deposit feature.
   * Interest: Minimizing user complaints, ensuring a seamless user experience.
5. Compliance and Legal Team:
   * Role: Ensuring the new feature complies with regulatory requirements and internal policies.
   * Interest: Avoiding legal issues, ensuring all user data and transactions are secure.
6. Marketing and Communications Team:
   * Role: Promoting the new e-fixed deposit feature to existing and potential customers.
   * Interest: Effective communication and marketing strategies to maximize user adoption.
7. Finance Department:
   * Role: Monitoring the financial impact of the new feature, generating relevant financial reports.
   * Interest: Accurate financial reporting, assessing the profitability of the e-fixed deposit feature.
8. User Experience (UX) Designers:
   * Role: Designing an intuitive and user-friendly interface for the e-fixed deposit feature.
   * Interest: High user satisfaction and engagement with the new feature.

External Stakeholders

1. Existing ABC Bank Customers:
   * Role: Primary users of the new e-fixed deposit feature.
   * Interest: Easy and efficient process for creating and managing fixed deposits online.
2. Potential Customers:
   * Role: Future users who may be attracted to ABC Bank due to the new feature.
   * Interest: Seamless and appealing online banking services, potentially leading to account opening.
3. Senior Citizens:
   * Role: Specific user group with unique interest rates and requirements.
   * Interest: Clear information on benefits and ease of use tailored to their needs.
4. Joint Account Holders:
   * Role: Users who will utilize the joint FD feature.
   * Interest: Clear process for creating joint FDs, ensuring all required details are easy to provide.
5. Nominees and Guardians:
   * Role: Beneficiaries of FDs and guardians for minor nominees.
   * Interest: Proper documentation and ease of process for nomination and guardianship details.
6. Regulatory Bodies:
   * Role: Ensuring the bank complies with financial regulations and consumer protection laws.
   * Interest: Compliance with all applicable regulations and standards.

2) AS IS PROCESS MAP:

A diagram of a system

Description automatically generated

FUTURE PROCESS MAP:

A diagram of a bank

Description automatically generated

3)As a Business Analyst working on this project, find out the scope of online FD creation. Write down the main features that eed to be developed:

The scope of the online Fixed Deposit (FD) creation feature for ABC Bank involves enabling existing bank users to create, manage, and close FDs online through the bank’s web portal and mobile application. This feature aims to simplify the FD process by eliminating the need for physical branch visits and providing a seamless, user-friendly digital experience.

**Main Features to be Developed.**

1. **User Authentication and Authorization**
   * Integration with the existing online and mobile banking login systems.
   * Ensure secure access for authenticated users.
2. **Fixed Deposit Options**
   * **FD Rates Display**: Show various FD rates based on the tenure and deposit amount.
   * **FD Calculator**: Allow users to input their age and desired deposit amount to calculate the maturity amount and interest earned.
3. **FD Application Process**
   * **Form Filling**: Digital form to capture user details, deposit amount, tenure, and other necessary information.
   * **Account Selection**: Option for users to select from which account the FD amount should be debited.
   * **Maturity Instructions**: Allow users to choose between renewing the FD for the same tenor or crediting the maturity amount to their savings or current account.
4. **Joint FD Creation**
   * **Joint Holder Details**: Capture the name and SSN details of the joint account holder.
5. **Nominee Addition**
   * **Nominee Details**: Allow users to add a nominee, including capturing age and guardian details if the nominee is a minor.
6. **Confirmation and Submission**
   * **Review and Confirm**: Display a summary of the FD details for user confirmation.
   * **Submission**: Process the FD creation and provide real-time feedback on the status.
7. **Payment Processing**
   * **Fund Transfer**: Debit the FD amount from the selected savings account.
8. **Documentation and Notification**
   * **Email Notification**: Send a PDF copy of the FD receipt to the user’s registered email.
   * **Account Integration**: Display the PDF copy in the user’s online and mobile banking accounts.
9. **Account Management**
   * **FD Renewal and Closure**: Options to renew or close the FD online.
   * **View FD Details**: Allow users to view their existing FDs and details through the portal/app.
10. **Reporting and Analytics**
    * **Report Generation**: Create reports for total value of FDs based on various criteria like tenor, user type (regular/senior citizen), and amount.
    * **Usage Metrics**: Track user interactions and FD creations for analytics.

**Detailed Features**

1. **Authentication and Authorization**
   * Single Sign-On (SSO) integration.
   * Two-factor authentication (2FA) for secure access.
2. **FD Rates Display**
   * Dynamic rates display based on the user’s input (amount and tenure).
   * Special rates for senior citizens highlighted.
3. **FD Calculator**
   * Input fields for age, deposit amount, and tenure.
   * Real-time calculation of maturity amount and interest rate display.
4. **FD Application Process**
   * Intuitive form with guided steps to ensure completeness.
   * Validation checks for mandatory fields and appropriate input formats.
5. **Account Selection**
   * Dropdown list of user’s existing accounts.
   * Default selection to the primary account with an option to change.
6. **Maturity Instructions**
   * Radio buttons or dropdown to select maturity instructions.
   * Detailed information on the implications of each choice.
7. **Joint FD Creation**
   * Additional fields to capture joint holder information.
   * Validation checks for joint holder details.
8. **Nominee Addition**
   * Nominee section with fields for name, age, and relationship.
   * Conditional fields for guardian details if the nominee is a minor.
9. **Confirmation and Submission**
   * Summary page displaying all entered details for user review.
   * Confirmation button to submit the application.
10. **Payment Processing**
    * Secure transfer of funds from the selected account.
    * Real-time transaction status update.
11. **Documentation and Notification**
    * Automated email generation with FD details.
    * Secure PDF storage in user’s account documents section.
12. **Account Management**
    * Dashboard view of all active FDs.
    * Options for renewal, closure, and modification of FD details.
13. **Reporting and Analytics**
    * Pre-defined report templates for different FD categories.
    * Export options for reports in PDF and Excel formats.
    * User activity tracking for analytics and improvement.

By implementing these features, ABC Bank can ensure a smooth transition from manual FD processes to a fully digital and user-friendly experience, aligning with their vision of becoming a 100% online bank.

4) **In-Scope and Out-of-Scope Items for E-Fixed Deposit Software**

**In-Scope Items**

1. **User Authentication and Authorization**
   * Integration with existing online and mobile banking login systems.
   * Two-factor authentication for secure access.
2. **Fixed Deposit Options**
   * Display various FD rates based on the tenure and deposit amount.
   * Implement an FD calculator to show maturity amounts based on user inputs.
3. **FD Application Process**
   * Digital form for capturing user details, deposit amount, tenure, and other necessary information.
   * Option for users to select the account to debit for the FD.
   * Choice of maturity instructions (renew or credit to account).
4. **Joint FD Creation**
   * Capture and validate details of joint account holders.
5. **Nominee Addition**
   * Capture nominee details, including age and guardian details if the nominee is a minor.
6. **Confirmation and Submission**
   * Display a summary of FD details for user confirmation.
   * Real-time feedback on FD creation status.
7. **Payment Processing**
   * Secure fund transfer from the selected savings account.
8. **Documentation and Notification**
   * Email a PDF copy of the FD receipt to the user’s registered email.
   * Reflect the PDF copy in the user’s online and mobile banking accounts.
9. **Account Management**
   * Options to renew or close the FD online.
   * Display existing FDs and details in the portal/app.
10. **Reporting and Analytics**
    * Generate reports for total value of FDs based on various criteria.
    * Track user interactions and FD creations for analytics.

**Out-of-Scope Items**

1. **Non-ABC Bank User Features**
   * Functionality for non-ABC Bank users to create FDs online is out of scope for the current phase.
2. **Branch Integration**
   * Any changes or upgrades to physical branch systems or processes are out of scope.
3. **Loan Against FD**
   * Facility for users to take loans against their FDs is not included.
4. **Investment Advisory Services**
   * Providing investment advice or recommendations related to FDs.
5. **Multi-Currency FDs**
   * Support for creating FDs in multiple currencies is not included.
6. **Mobile Banking App Development**
   * Development of the mobile banking app itself is out of scope; only the integration of the FD feature into the existing app is included.
7. **Customer Support System Enhancements**
   * Any changes or enhancements to the customer support system related to FD inquiries.
8. **Marketing and Promotion**
   * Activities related to marketing or promoting the new FD feature.
9. **External Financial System Integration**
   * Integration with external financial systems or third-party banking platforms.
10. **Offline Processes**
    * Handling any offline processes related to FD creation, management, or closure.

By clearly defining the in-scope and out-of-scope items, ABC Bank can ensure a focused and efficient development process for the e-Fixed Deposit feature, aligning with their goal of becoming a fully online bank.

**5)Business Requirements for E-Fixed Deposit Feature**

**Functional Requirements**

1. **User Authentication and Authorization**
   * Users must be able to log in using their existing online banking credentials.
   * Implement two-factor authentication for secure access.
2. **FD Information Display**
   * Display FD interest rates based on tenure and deposit amount.
   * Show separate rates for standard users and senior citizens (60 years and above).
3. **FD Calculator**
   * Users can input age, deposit amount, and tenure.
   * The system will calculate and display the maturity amount.
4. **FD Application Process**
   * Provide a digital form for FD creation, capturing necessary details (amount, tenure, account to debit, etc.).
   * Include options for selecting maturity instructions (renew or credit to savings/current account).
5. **Joint FD Creation**
   * Capture details of joint account holders, including name and SSN.
6. **Nominee Addition**
   * Allow users to add a nominee, capturing their age and guardian details if the nominee is a minor.
7. **Confirmation and Submission**
   * Display a summary of FD details for user confirmation before submission.
   * Provide real-time feedback on FD creation status.
8. **Payment Processing**
   * Securely transfer funds from the selected savings account to the FD.
9. **Documentation and Notification**
   * Generate and email a PDF copy of the FD receipt to the user’s registered email.
   * Reflect the PDF copy in the user’s online and mobile banking accounts.
10. **Account Management**
    * Users should be able to view, renew, or close their FDs online.
    * Display a list of existing FDs with details.
11. **Reporting and Analytics**
    * Generate reports based on total value of FDs, user demographics, and tenure.
    * Provide detailed analytics on user interactions and FD creations.

**Non-Functional Requirements**

1. **Performance**
   * The system should handle concurrent FD creation requests efficiently.
   * FD creation and confirmation processes should complete within 5 seconds.
2. **Security**
   * Implement robust encryption for all data transmissions.
   * Ensure secure storage of user and transaction data.
3. **Usability**
   * The interface should be user-friendly and intuitive.
   * Provide clear instructions and help options throughout the FD creation process.
4. **Reliability**
   * The system should have an uptime of 99.9%.
   * Ensure all transactions are accurately recorded and processed.
5. **Scalability**
   * The system should be able to handle an increasing number of users and transactions without performance degradation.
6. **Compatibility**
   * The feature should be compatible with all major browsers and mobile operating systems.
   * Ensure seamless integration with existing online and mobile banking platforms.
7. **Compliance**
   * Adhere to all relevant banking regulations and data protection laws.
   * Ensure all user interactions and data storage comply with industry standards.
8. **Accessibility**
   * The system should be accessible to users with disabilities, adhering to WCAG 2.1 guidelines.
9. **Auditability**
   * Maintain detailed logs of all user actions and transactions for audit purposes.
   * Provide tools for tracking and reviewing transaction histories.
10. **Maintainability**
    * Ensure the system is easy to update and maintain.
    * Provide comprehensive documentation for developers and support staff.

By clearly defining these functional and non-functional requirements, ABC Bank can ensure the successful development and deployment of the e-Fixed Deposit feature, enhancing user experience and operational efficiency.

6)WIREFRAMES:

APPLICATION FORM

A screen shot of a bank account form

Description automatically generated

FD CALCULATOR RESULT

A screenshot of a calculator

Description automatically generated

**Project Task: Week 3 (This is on the agile scrum concepts)**

1. Make a product backlog of user stories for the given case study. User Stories should be in the format of As a <type of user>, I want <goal> so that <reason>
2. For each story, write the acceptance criteria.

**Product Backlog of User Stories**

**1. User Story: Create E-Fixed Deposit**

**As a** bank user, **I want** to create a fixed deposit online **so that** I can save money conveniently without visiting the bank.

**Acceptance Criteria:**

* User must be able to select the amount and tenure of the fixed deposit.
* User must be able to select the account from which the amount will be debited.
* User must be shown the applicable interest rate based on the amount and tenure.
* User must be able to select maturity instructions (renew or credit to account).
* User must be able to submit the FD creation form successfully.

**2. User Story: View FD Rates**

**As a** bank user, **I want** to view the FD rates **so that** I can decide the tenure and amount of my fixed deposit.

**Acceptance Criteria:**

* User must be able to view rates for different tenures.
* Rates must be displayed for both regular users and senior citizens.
* Rates must be differentiated based on the amount ranges (<1.5 Million USD, >=1.5 Million to <4 Million USD).

**3. User Story: Use FD Calculator**

**As a** bank user, **I want** to use an FD calculator **so that** I can estimate the maturity amount of my fixed deposit.

**Acceptance Criteria:**

* User must be able to enter the amount and tenure.
* User must be able to see the maturity amount based on the entered details.
* The calculator must take into account different rates for regular users and senior citizens.

**4. User Story: Joint FD Creation**

**As a** bank user, **I want** to create a joint fixed deposit **so that** I can share the FD with another person.

**Acceptance Criteria:**

* User must be able to enter details of the joint account holder.
* System must validate the SSN of the joint account holder.
* Joint FD must be created successfully and reflected in both users' accounts.

**5. User Story: Add Nominee**

**As a** bank user, **I want** to add a nominee to my fixed deposit **so that** my nominee can claim the FD in case of my demise.

**Acceptance Criteria:**

* User must be able to enter the nominee's name and age.
* If the nominee is a minor, guardian details must be required.
* Nominee details must be saved successfully with the FD.

**6. User Story: Receive FD Confirmation**

**As a** bank user, **I want** to receive a confirmation of my fixed deposit **so that** I have a record of my investment.

**Acceptance Criteria:**

* User must receive an email with a PDF copy of the FD details.
* PDF copy must also be available in the user's online banking account and mobile banking account.

**7. User Story: Report Generation**

**As a** bank manager, **I want** to generate reports on fixed deposits **so that** I can analyze the FD data for various metrics.

**Acceptance Criteria:**

* Reports must be generated for total value of FDs for users with different tenures.
* Reports must be differentiated for regular users and senior citizens.
* Reports must include the number of FDs above 1.5 Million USD for both user types.

**Detailed Acceptance Criteria for Each User Story**

**1. Create E-Fixed Deposit**

* **Given** the user is logged into their online banking account,
* **When** the user navigates to the E-FD creation page,
* **Then** they should see fields to enter the deposit amount and select the tenure.
* **And** they should be able to select the account for debit.
* **And** they should see the applicable interest rate based on their inputs.
* **And** they should be able to select their preferred maturity instructions.
* **And** they should be able to submit the form and receive a confirmation message.

**2. View FD Rates**

* **Given** the user is logged into their online banking account,
* **When** the user navigates to the FD rates page,
* **Then** they should see a table displaying rates for various tenures.
* **And** the rates should be displayed for both regular users and senior citizens.
* **And** the rates should be categorized based on the deposit amount ranges.

**3. Use FD Calculator**

* **Given** the user is logged into their online banking account,
* **When** the user navigates to the FD calculator page,
* **Then** they should see fields to enter the deposit amount and tenure.
* **And** they should be able to click a button to calculate the maturity amount.
* **And** the system should display the correct maturity amount based on the entered details and applicable rates.

**4. Joint FD Creation**

* **Given** the user is on the E-FD creation page,
* **When** the user opts to create a joint FD,
* **Then** they should see additional fields to enter the joint account holder's details.
* **And** the system should validate the SSN of the joint account holder.
* **And** upon successful validation, the joint FD should be created and reflected in both users' accounts.

**5. Add Nominee**

* **Given** the user is on the E-FD creation page,
* **When** the user opts to add a nominee,
* **Then** they should see fields to enter the nominee's name and age.
* **And** if the nominee is a minor, additional fields for guardian details should be displayed.
* **And** the nominee information should be saved successfully with the FD.

**6. Receive FD Confirmation**

* **Given** the user has successfully created an FD,
* **When** the FD creation is confirmed,
* **Then** the user should receive an email with a PDF copy of the FD details.
* **And** the PDF copy should also be available in the user's online banking account and mobile banking account.

**7. Report Generation**

* **Given** the bank manager is logged into the admin panel,
* **When** they request to generate reports,
* **Then** the system should generate and display reports for total value of FDs with different tenures.
* **And** the reports should differentiate between regular users and senior citizens.
* **And** the reports should include the number of FDs above 1.5 Million USD for both user types.

This product backlog and the corresponding acceptance criteria cover the main features and functionality for the E-Fixed Deposit project

Tableau task

<https://public.tableau.com/views/ABCbankfds/Dashboard1?:language=en-GB&:sid=&:display_count=n&:origin=viz_share_link>

question 1 for excel

<https://1drv.ms/x/s!AscVollRchb_d__9XX5jcJW4fSs>

question 2 for excel

<https://1drv.ms/x/s!AscVollRchb_eSy5g_T-Gm_T03s>