

Requirements Analysis Phase

Table of Functional Requirements:

- Customer:
 - a. Log in to the system
 - b. Open a new savings account
 - c. Apply for a new credit account
 - d. Close an account
 - e. Apply for a loan
 - f. Send an Interac e-Transfer
 - g. Send a wire transfer
 - h. Transfer funds between own accounts
 - i. Deposit a cheque
 - j. Pay a bill
 - k. Set automatic payments
 - l. Request money
 - m. Set a daily / monthly limit on an account
 - n. Lock a card
 - o. View transaction history
 - p. View transaction details
 - q. View statements
 - r. View reports
 - s. Add a payee to the list of payees
 - t. Change profile details
 - u. Set new password
- Admin (bank teller)
 - a. Log in to the system
 - b. Register a new bank customer
 - c. Manage customer accounts
 - d. Manage customer settings (described in the Customer section)
 - e. Add funds to one of the customer accounts
 - f. View customer information

g. View customer account history

h. Request an investigation on behalf of the customer

ID	Description
FR1	Log in to the system
FR2	Open a new savings account
FR3	Close an account
FR4	Apply for a loan
FR5	Send an Interac e-Transfer
FR6	Send a wire transfer
FR7	Transfer funds between own accounts
FR8	Deposit a cheque
FR9	Pay a bill
FR10	Set automatic payments
FR11	Request money
FR12	Set a daily / monthly limit on an account
FR13	Lock a card
FR14	View transaction history
FR15	View transaction details
FR16	View statements

FR17	View reports
FR18	Add a payee to the list of payees
FR19	Change profile details
FR20	Set new password
FR21	Register a new bank customer
FR22	Manage customer accounts
FR23	Manage customer settings
FR24	Add funds to one of the customer accounts
FR25	View customer information
FR26	View customer account history
FR27	Request an investigation on behalf of the customer

Table of Non-Functional Requirements:

ID	Description
NFR1	The system must have a fast loading time of less than 3 seconds with a total number of concurrent users > 100
NFR2	The system must have a fast response time of less than 3 seconds for actions like logins, transactions, and viewing transactions history.
NFR3	The system must have a response time of less than 30 seconds for locking a card user requested
NFR4	The mobile banking system should maintain a consistent level of performance during peak usage periods, with no more than a 10% decrease in transaction processing time.
NFR5	The system must use multi-factor authentication for all user accounts to prevent unauthorized access
NFR6	The mobile banking system should implement protection against common types of attacks, such as cross-site scripting (XSS), SQL injection, and other web-based attacks.
NFR7	The system must accept only secure passwords that have a minimum length of 8 characters and that is a combination of alphabets, numbers, and symbols.
NFR8	The system should block login trials after five unsuccessful attempts

NFR9	The system should support English and French and have a clear and consistent visual design.
NFR10	The system interfaces must be user-friendly and simple to learn, including helping hints and messages and intuitive workflow.
NFR11	The system should be accessible to users with disabilities, conforming to relevant accessibility standards such as WCAG 2.1.
NFR12	The system should be designed to handle potential failures and recover quickly in case of a system crash or cyber attack
NFR13	The system should also be able to maintain data integrity and consistency, with all user details and transactions being accurately recorded and processed without any data loss
NFR14	The system should be able to handle any unexpected errors or exceptions, with clear and informative error messages provided to users in case of any problems
NFR15	The system must be designed with clear documentation provided to developers and system administrators.

Table of Use Cases:

ID	Description
Register a new bank customer	The system must register a new bank customer to the banking system
Log in to the system	The system should allow the user to log in to their account credentials with correct user and password
Apply for a new credit account	The system should check for the customer's financial details to allow them their selected credit limit for their newly registered credit account.
Close an account	The system should allow the user to delete their account permanently if they wish to.
Send an e-Transfer	The system should allow multiple money transfers (to a certain limit) between different registered account holders of the bank.
Transfer funds between own accounts	The system must allow customers to transfer funds between own registered accounts.

Pay a bill	The system must allow the customer to pay bills
Set automatic payments	The system should allow customers to set up autopayments on a scheduled date to pay recurring bills.
Set a daily / monthly limit on an account	The system should allow temporary daily or monthly limit on the number of transactions customers are eligible to.
Block a card	The system must allow operations for blocking all card operations for a selected card incase of emergency or suspense upon the confirmation of the customer.
View transaction history	The system must let customer access their transaction history available to view in their accounts.
View statements	The system must allow customers to access bank statements categorized by their particular account and period of time.
Change profile details	The system should allow customers to make any

	changes to their profile informations provided to the bank.
View customer information	The system should let the bank teller view all the account details of a customer.
Request an investigation on behalf of the customer	The system should allow any types of investigation upon customer's request on any transactions.