**Requirements Elicitation**

Functional Requirements

The functional requirements describe what the banking system must do. Based on the mock interview with the client, the following were identified:

Customer Registration – New customers should be able to register and create an account.

User Authentication – The system should allow customers to log in securely using a username and password.

Account Management – Customers should be able to view their account balance and update personal details.

Transactions – Customers should be able to deposit and withdraw money.

Transaction History – Customers should be able to view their past transactions.

Appendix: Interview Record

Interviewer (Student): What are the most important functions you want in the banking system?

Interviewee (Lecturer posing as client): The system must allow customers to register and log in securely.

Interviewer: What should customers be able to do after logging in?

Interviewee: They should be able to view their account balance and update their details if necessary.

Interviewer: How about transactions?

Interviewee: Customers should be able to make deposits and withdrawals.

Interviewer: Do you want customers to see their past activities?

Interviewee: Yes, there should be a record of their transactions.

Non-Functional Requirements

The following non-functional requirements were agreed upon:

Security – Customer data and transactions must be protected using encryption and secure login.

Performance – The system should respond quickly to customer actions.

Usability – The interface should be simple and easy to use.

Availability – The system should be available most of the time without frequent downtime.

Reliability – Transactions and records should be stored accurately without loss of data.