5/2/2024

Software Requirement Specification (SRS)

Property Valuation Request System

CBS and Software Development Department
ZEMEN BANK S.C.

Table of Contents

Requirement Analysis Document 1

1. Introduction 1

1.1. Document Conventions 1

1.2. Statement of The problem 1

1.3. Objectives 2

2. Existing System 2

2.1. Major Function of the Current System/ Current System Description 2

3. Proposed System 2

3.1. Overview 2

3.2. Functional Requirement 2

3.3. Non-Functional Requirements 5

3.3.1. User Interface 6

3.3.2. Documentation 6

3.3.3. User Guide 6

3.3.4. Hardware Consideration 6

3.3.5. Performance Characteristics 6

3.3.6. Error Handlings 6

3.3.7. Quality issues 6

3.3.8. System Modifications 7

3.3.9. Security Issue 7

4. Project Plan 7

Tasks 7

Start Date 7

End Date 7

Owner 7

Activity Diagram 9

Zemen Bank Project Sign-off Form 10

Requirement Analysis Document

1. Introduction

Zemen bank is expanding by opening more branches and increase its customer base across the country. Thus head office departments supporting this branches need to upgrade their approaches to meet this branches and customers growing demands.

Since property valuation department is one of head office department supporting branches during loan requests by evaluating properties for collateral; We need to upgrade and digitalize the way we handle case. This will be achieved by using computer system to accepting branch requests, assigning valuator, scheduling the inspection date and following up status of the cases. The system will increase efficiency, productivity, quality assurance, communication, customer satisfaction and it will help for continuous improvement of our service.

1.1. Document Conventions

PVRS	Property Valuation Request System
FR	Functional Requirement
PDF	Portable Document Format

1.2. Statement of The problem

The problems found for the property valuation request process were

1. Difficuly in documenting and managing property valuation request process between branchs and Engineering Department.
2. Cost of printing and paper to handle the process manually.

1.3. Objectives

The aim of the study is to develop a software that will solve registering and managing property valuation request process between branchs and Engineering Department.

2. Existing System

2.1. Major Function of the Current System/ Current System Description

Currently Zemen Bank doesn't have any digital system to manage property valuation request poccess.

3. Proposed System

3.1. Overview

The proposed system will overcome the drawbacks found from not having a PVRS.

3.2. Functional Requirement

Functional Requirements are those that refer to the functionality of the system, i.e., what services it will provide to the user. Statements of services the system should provide how the system should react to particular inputs and how the system should behave in particular situations.

The web site should have 5 different user roles depending on their job title. This are:

- Branch manager
- Property valuation manager
- Valuer
- CSR
- Credit Department

- **Branch manager**

The branch manager should be able to send estimation request for engineering department and loan request for credit department. The branch manager should compile all the necessary files to send the

request and for the departments to proceed with the request. The manager should have user domain given by property valuation manager.
The branch manager has to fill series of questionnaire boxes and attach files to send the request. This questionnaire boxes should include:

- Applicant name
- Mortgager name
- Place of estimation (City and sub city)

Drop down menu should include:

- Under customer type (SLA, Business, Zemen staff)
- Under type of property (Residential building, condominium, apartment, commercial building, industrial building, farm, Vehicle or Machinery)
- Under purpose of valuation (collateral, project financing, mortgage & foreclosure)

Files to be attached for the request will depend on the type of customer and type of property chosen in the drop down menu above: Each of the files need to be attached separately in each box. Therefore, depending on the above condition different file attaching template should appear as following:
A) If the customer is SLA and type of property is residential building, condominium or apartment files need to be attached are:
1. Employment letter from the company

2. Acknowledgment letter

3. Estimation fee

4. LHC

5. Sales agreement (optional)

6. Other (with remark)

B) If the customer is SLA and type of property is vehicle, files need to be attached are:
1. Employment letter

2. Acknowledgment letter

3. Estimation fee

4. Title deed (libre), Declaration, proforma

5. Sales agreement (optional)

6. Other (with remark)

C) If the customer is Business (collateral) and type of property is Residential building, condominium, apartment, commercial building, industrial building, farm; files need to be attached are:
1. Acknowledgment letter

2. Estimation fee

3. LHC

4. Other (with remark)

D) If the customer is Business (collateral) and type of property is vehicle, files need to be attached are:
1. Acknowledgment letter

2. Estimation fee

3. Title deed (libre), Declaration, proforma

4. Other (with remark)

E) If the customer is Business (collateral) and type of property is machineries, files need to be attached are:
1. Acknowledgment letter

2. Estimation fee

3. Declaration

4. Invoice

5. Other (with remark)

F) If the customer is Zemen staff and type of property is residential building, condominium or apartment files need to be attached are:
1. Staff ID

2. Acknowledgment letter

3. LHC

4. Sales agreement (optional)

5. Other (with remark)

G) If the customer is Zemen staff and type of property is vehicle, files need to be attached are:
1. Staff ID

2. Acknowledgment letter

3. Title deed (libre), Declaration, proforma

4. Sales agreement (optional)

5. Other (with remark)

Remark: * If the files are not attached (except the optional), the branch manager should not be able to send the request to engineering department / property valuation manager.
* If the branch manager sends hard copy (like blue print, BOQ etc.), he should be able to send a remark at the bottom. The remark should contain the delivery time, and the documents submitted. The engineering CSR need to confirm the submitted documents to the property valuation manager.

- **Property valuation manager**

- ✓ The property valuation manager should get notification for all the request send to the department.
- ✓ He should be able to reject and decline their request with a remark.
- ✓ If he accepts the request he should proceed by assigning valuer and schedule the inspection at a specific time and date. The program should automatically notify the schedule to the assigned valuer and the branch manager.
- ✓ The manager should be able to generate a report by filtering through the estimation requests. The filtering criteria type of customers, purpose of valuation, type of property or name of valuer.
- ✓ The manager should be able to assign a dedication in the time of his absence on his behalf.
- ✓ The manager should be able to give access (add to the system) for new branches, new valuers and the assigned credit officers.

➢ Valuer

- ✓ When a case is assigned to the valuer, he/she should get a notification. And all the data inserted by the branch manager should be accessible.
- ✓ After the site visit the valuer should change the status of the case into inspected or not inspected. If the schedule was canceled, the valuer should state the reason. The status of the case should be accessible to all the stakeholders of the case.

➢ CSR (Engineering)

- ✓ The CSR should get notification for all the request send to the department.
- ✓ She should be able to confirm the submission of hardcopy files that are sent by the branch. This update should be seen by the property valuation manager before he assigns a valuer to the case.
- ✓ After a final engineering report is completed the CSR should change the status of the case into "completed". And she should add the estimated amount in the status detail.
- ✓ Also she should be able to scan and upload the final report.

➢ 5. Credit department

- ✓ Should be able accept the branch request. Engineering department should see it.
- ✓ Should be able to see the status of the estimation request.

3.3. Non-Functional Requirements

Non-functional requirements are a requirement, which has not essential for the system, but they can support and give more quality to the system. Generally, non-functional requirements describe the quality of the system.

The following are the nonfunctional requirements of the proposed system.

3.3.1. User Interface

The system is going to be used by different user categories, it should have a very simple and user-friendly interface for everyone to understand the functionalities easily. The interface should be attractive and the system should support an error-handling mechanism that displays a graphic approach and the system guide the user on what will be the next action. And also the look of the user interface must respect the banks brand look.

3.3.2. Documentation

At the completion of the project, every activity of the entire development, design, and other processes will be documented for future reference. There will also be documentation of implementation for maintenance during web application failure.

3.3.3. User Guide

At the completion of the project, a user guide document will be prepared.

3.3.4. Hardware Consideration

The system should be compatible with all operating systems for any end users. Since the system is web-based, it is virtually available to computers and mobile devices that are connected to the network.

3.3.5. Performance Characteristics

The system should respond within a short period. It depends on the performance of the hardware environment such as RAM, processor, and Network speed.

3.3.6. Error Handlings

The system is expected to handle errors encountered during run time. Errors could arise from users and the system. Errors that occurred from the wrong doing of users will be handled by appropriate exception handling mechanisms and should guide the user through what to do next.

3.3.7. Quality issues

The system should be reliable.

3.3.8. System Modifications

The system should be modifiable by the developers as well as another authorized trained person. And be modifiable at any time to enhance features based on the office needs. The system could be improved by adding new functionalities and performance of the system without necessarily changing the basics.

3.3.9. Security Issue

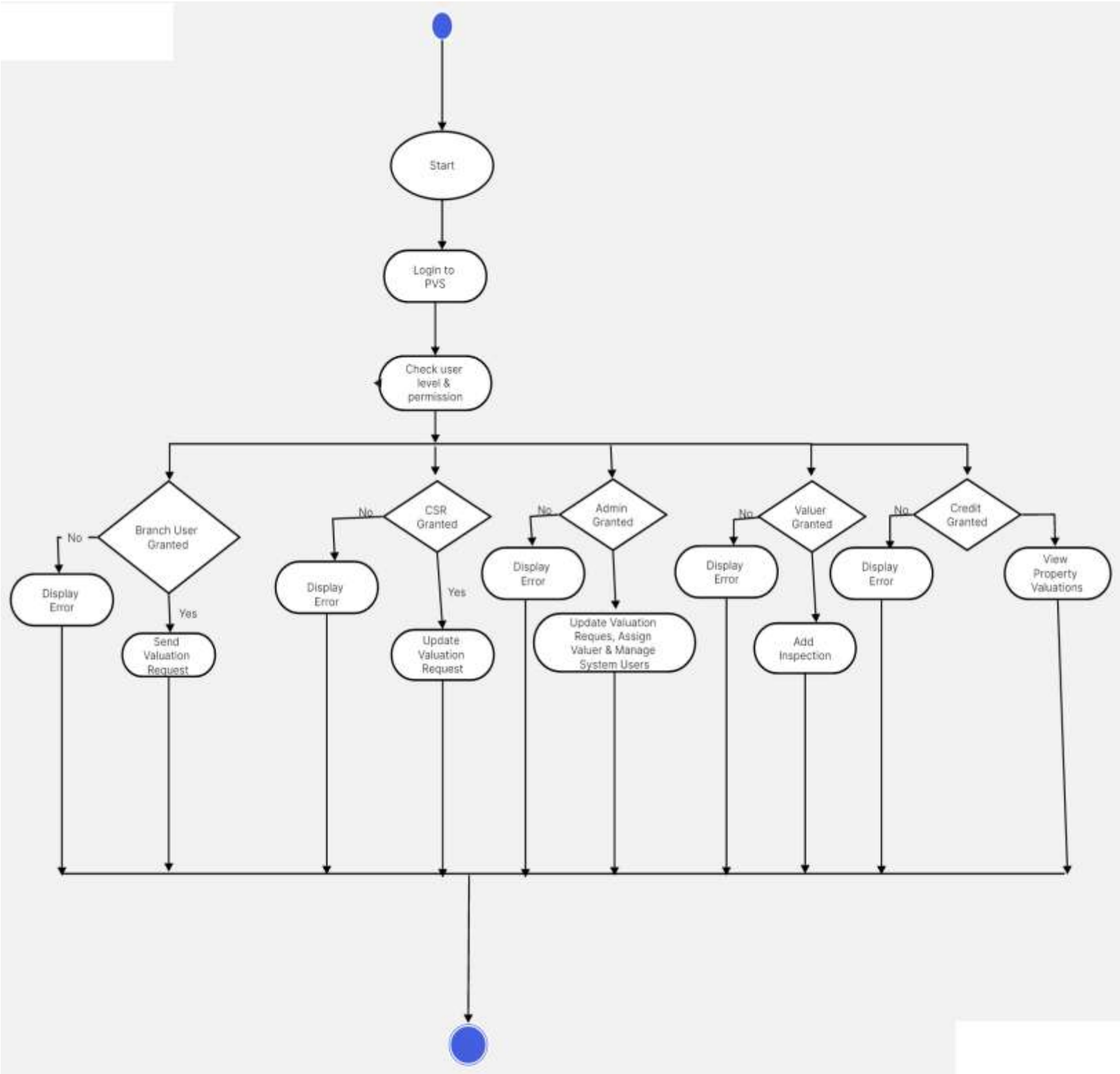
Since the system is going to handle sensitive data, it should give access to only the ones that have login information and deny access for the once without login information for those who give the support.

4. Project Plan

Tasks	Start Date	End Date	Owner
SRS preparation	February 2, 2024	February 5, 2024	Software Developement Department & Engineering Department
System Development	February 06, 2024	March 06, 2024	Software Developement Department
UAT(User Acceptance Testing)	March 07, 2024	March 15,2024	Engineering Department
Resolving	March 07, 2024	March 15,2024	Software Developement Department
Security Testing	March 15,2024	March 25,2024	Security Department
Sign Off	March 30	March 30,2023	Software Developement Department & Engineering Department

Deployment & Go Live	April 1,2024	April 1,2024	Software Devlopement Department
Total Duration = 2 month			

Activity Diagram



Zemen Bank Project Sign-off Form

Project Name: Property Valuation System	**Project Manager: Akalework Tamene**
Start Date: February 02, 2024	**Completion Date:** March 31,2024
Project Duration: 2 month	**Client: Engineering Department**
Project Goal: Develop Automated Property Valuation Request System	
Project Deliverables: Automated Property Valuation Request System to Engineering Department Team	
Technical Lead: Yoftahie Suleiman Signature Date	
Business Lead: Tamrat Assefa Signature Date	
By signing this document, I acknowledge that I have agreed with the purpose and the content contained in this deliverable.	By signing this document, I acknowledge that I have agreed with the purpose and the content contained in this deliverable.
Project Manager Name and Signature:	**Client Name and Signature:**
	Date:
Date:	**Client Name and Signature:**
	Date:

Remarks: