BankarNet

Version 1.1

Revision History

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| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
| 05/September/14 | 1.0 | Added keywords and special functions to the system. A lot of quickly details like requirements, description and features by example was added. | Javier Rizo Orozco |
| 06/September/14 | 1.1 | Improve details of case of problem and requirements. Better description on stakeholders, their responsibilities, standards and color change all in black. | Javier Rizo Orozco |
| 18/September/14 | 1.2 | More improves by stakeholders, documents, requirements and more details for the use cases | Javier Rizo Orozco |
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# Introduction

Welcome to the Vision section, on this part we defined details like the target users, why we create this system and supplementary section. The project with the name “BankarNet” will fulfill all the needs that required our clients and give the support that they gone to need when the application is out

## Purpose

The purpose for the document is analyze quickly and consistently all the details that going to be need to the lifecycle of the project.

## Scope

The scope has reach with the next project “BankarNet” that will be released around the first week of December-2014. Any other project that is not defined on this document will not be affected.

## Definitions, Acronyms, and Abbreviations

Client: Person that will be physic or moral and need an account to handle his/her balance

Physic person: A person, like a worker, student, etc.

Moral: A group of people like a company.

Account: A state of the balance of the client, there will two types of account, a checking account and a saving account.

Checking account: Account where the client can see all the daily bank operations.

Saving account: Account where the funds will be saved with interests.

Employee: A general employee that will work with the systems, check the accounts, modify taxes. There will 3 types of employees, an executive, a gerent and bank teller.

Executive: Employee who help the clients with the accounts, check the balances and create reports.

Manager: Employee up of the executive, he mantains the taxes or comissions and manage the list of employees.

Bank teller: Employee who attend the clients with the transactions and payments.

Commissions: Charge of some of the transactions like maintain the account, pay some benefits of the account, etc.

Transaction: Operations to use the account like open an account, withdraw and deposit money, etc.

## References

Explain of the accounts: <https://www.wellsfargo.com/es/financial-education/basic-finances/manage-money/options/bank-account-types/> by wellsfargo. Last time checked on 05-September-2014

## Overview

On the rest of the document there will explain more details like the description of problem, responsibilities, and features.

# Positioning

## Business Opportunity

Bankar is a medium bank that is growing on the market and has the potential to be one of the major banks on the country. But they need a new System for can reach their goals because their previous system is not enough to meet the requirements for this opportunity and the software licenses are very generic and not very specific to deal with the cases that their employees taking every day. New software created by our department is going to be very personal, taking all the suggestions, requirements and taking the needed tasks to bring this new software who is going to help them to be more efficient on their activities.

## Problem Statement

|  |  |
| --- | --- |
| The problem of | Bankar is a medium bank who need grow like market around the country. Part of this is the need to improve their transactions, movements and accounts but the previous software is not the best by several reasons.   * Appearance is old and they have to do a lot of clicks only for ask a state of account. * The previous chief system is not working with them anymore and they can’t contact with him to ask new updates. * The new employees have problems with the system (searching the menu options, give a down for account, is very complex) |
| Affects | The growing of Bankar, they are stagnant with the old system and affects the employees with their routine activities. |
| the impact of which is | * Some of the clients are upset with the service only for consult their state of accounts because some of the new employees is difficult to use the system and that delay their activites. This could be a problem because they could possible loss some clients and that could be a problem in the market * Investors could see this problem and they rethink twice about invest on Bankar. * Bankar could be stagnant and be on that state in the market is very difficult because they can’t grow like they would like. |
| a successful solution would be | A new software that can bring very important points to the solution like:   * Detail information to employees about the accounts, transactions and commissions. * An easy way to hand the software for the employees (especially for the new ones) to deal their activities. * Documentations Manual to help more with the new employees * Stable and mature software so it not is falling all the time. * New appearance with this software * Training room for the employees with material free - charge |

## Product Position Statement

|  |  |
| --- | --- |
| For | Bankar |
| Who | Need personal software to help with the employees (specially the new ones) who get problems with the old system like the difficult to write information on complex formularies or be slow searching the information necessary to ask to the clients. |
| The (product name) | BankarNet |
| That | will help with many operations that manage the employees like the accounts, transactions and be more quickly when they use the software |
| Unlike | past system who is obsolete and complex, uneasy and frustrating to the employees |
| Our product | Will have a better curve of learning, easy and have a simple interface on the formularies so the employees they can do more easily their job. Besides of this our software will have a new appearance above the old system and have a manual to help to understand how to use our software and detail information about the transactions of account. And finally the software will be mature with the cycle of use when is out and we prepare a training room too to help the employees to adapt them to the new software. |

# Stakeholder and User Descriptions

## Market Demographics

The target market segment for us is the software systems for the middle business of any type, SuperMarkets like Law Mart, Hospitals like San Pablo between others. We had a few projects related with small banks with 4/5 projects on success. We can be better on this part so we can attract clients of the financial world supporting this project and enter in the market of financial systems.

## Stakeholder Summary

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| From Bankar  Margarita Lopez Gallardo | Margarita is going to prepare all the information that going to be our project. She acts like a reviewer and specific requirements to the project | Responsibilities will be   * Created, review and approve requirements * Consult her employees for suggestions for the new software.   - Prepare the information to the department of development and coordinate with them. |
| Development Group  Javier Rizo Orozco  Anahi Campos | Our departments of software who take some responsibilities like analyze the requirements, implements documentation; prepare diagrams and case of use, code, testing and release of product. | Responsibilities will be   * Prepare the documentation and software of the project * Doing some manuals to help with clients * Prepare the cases, analyze the requirements, code and release the product when the Testing Group gives green light * Prepare trainings for the Bankar employees by Anahi Campos |
| Testing Group  Javier Rizo Orozco | Small department manage by the chief of tests, Javier. This deparment deals with the cases, testings and documenting the process so the product could be acceptable to be release. | Responsiblities will be  -Doing static test (review the code)  -Doing dynamic test (testing some cases like giving up to an account)  -Giving the results to de development group so review and correct the possible errors that could be a problem to the user. |

## User Summary

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Description** | **Responsibilities** | **Stakeholder** |
| Tellers | Employee who attend the clients who ask for deposit, withdraw or transfer money. They act as the final user | The responsibility is help to their chief (Margarita Lopez) giving her all the suggestions for the software and take notes for the first time of the product is release so we can see the updates that it going to need. | Bankar |
| Executive | Employee who help the clients with the opening or close for the accounts. They are the final user too | Bankar |
| Manager | Employee who maintain the taxes and commissions about the accounts. Besides of this, they manage the list of employees like give a up to a new employee or deleting (logical erase) and employee. | Bankar |

## User Environment

To access the office needs a quantity of computers install around the office of Bankar with a Network too for access with the Server. A member of our team goes to the offices and review to confirm this information.

## Stakeholder Profiles

### Bankar

|  |  |
| --- | --- |
| **Representative** | MA. Margarita Lopez Gallardo |
| **Description** | A woman with experience of business who participates on important financial projects. She is going to be the specific of requirements for the project so we can analyze and prepare all the tests possible and cases of use |
| **Type** | Casual user. She has experiences on financial subjects. |
| **Responsibilities** | Review the project and consult her employees so when we contact her she can give the information that we need for project |
| **Success Criteria** | She is the client who ask us this personal software so all the approves we received for her with this project are success. |
| **Involvement** | Reviewer. She gives us the suggestions and requirements for her employees for the project so they can be the final user. |
| **Deliverables** | None |
| **Comments / Issues** | Talk with the secretary to plan dates. |

### Development Group

|  |  |
| --- | --- |
| **Representative** | Ing. Javier Rizo Orozco, Lic. Anahi Campos |
| **Description** | One of the programming workers who work on many projects and contributing on important repositories. |
| **Type** | Graduated the both on the university Universidad de Guadalajara. Javier with a licentiate degree on Engineering of Computing and Anahi Campos on Informatic. Experts on projects of software. Javier is going to be the leader of all the sections of the project and Anahi for the training rooms |
| **Responsibilities** | Manage the documents, coding the project , giving a release and training the employees. |
| **Success Criteria** | The vital point is the requirements match with the real needs of the employee so the leader of project can do all the steps as documentation, code and test necessary so be successful |
| **Involvement** | Leading the project, developing the software so is simple to use for the users and prepare the training rooms. |
| **Deliverables** | Manual (With the support of the group), A support line tech, the software and installation, and besides of this the development group will prepare the training rooms with videos, material, etc. |
| **Comments / Issues** | None |

### Testing Group

|  |  |
| --- | --- |
| **Representative** | Ing. Javier Rizo Orozco |
| **Description** | One of the programming workers who work on many projects and contributing on important repositories. |
| **Type** | Graduated on the university Universidad de Guadalajara. Javier with a licentiate degree on Engineering of Computing , expert on projects of software. Javier is going to be the leader of the tests cases. |
| **Responsibilities** | Manage the documents, coding the project and taking sample users (employees) to the training rooms |
| **Success Criteria** | The vital point is the requirements match with the real needs of the employee so the leader of project can do all the steps as documentation, code and test necessary so be successful |
| **Involvement** | Using test cases, doing an acceptable product to release to Bankar. |
| **Deliverables** | Results of the tests, documents of the bugs and fails of the program to the development group |
| **Comments / Issues** | None |

## User Profiles

### Teller

|  |  |
| --- | --- |
| **Representative** | Employees of Bankar |
| **Description** | Employee who attend the clients who ask for deposit, withdraw or transfer money. They act as the final user |
| **Type** | Casual user who attends the money transactions. |
| **Responsibilities** | The responsibility is help to their chief (Margarita Lopez) giving her all the suggestions for the software and take notes for the first time of the product is release so we can see the updates that it going to need. |
| **Success Criteria** | The success is defined by them, being the final user |
| **Involvement** | Sample of them are going to be asked for suggestions for Margarita so they can give us all the information with the experience with the previous software and the new one for create |
| **Deliverables** | None |
| **Comments / Issues** | None |

### Executive

|  |  |
| --- | --- |
| **Representative** | Employees of Bankar |
| **Description** | Employees who manage the open and down of the accounts. |
| **Type** | Casual user who attends the accounts |
| **Responsibilities** | The responsibility is help to their chief (Margarita Lopez) giving her all the suggestions for the software and take notes for the first time of the product is release so we can see the updates that it going to need. |
| **Success Criteria** | They are the important part too because they manage the accounts, the main function of the bank. Helping with the system has formularies easy to write the information of the clients is the successful part of the software. |
| **Involvement** | The final user who is going to use the software. |
| **Deliverables** | None |
| **Comments / Issues** | None |

### Manager

|  |  |
| --- | --- |
| **Representative** | Employees of Bankar |
| **Description** | Employees who manage the commissions and taxes of the transactions. Besides of this they can manage the lists of employees |
| **Type** | Casual user who attends the commissions of the movements of the accounts, like open an account, transfer to another account, consult an employee, etc. |
| **Responsibilities** | The responsibility is help to their chief (Margarita Lopez) giving her all the suggestions for the software and take notes for the first time of the product is release so we can see the updates that it going to need. |
| **Success Criteria** | The bank needs to manage the option of the commissions, according to the market. The prices must be competitive and the managers of Bankar need this option on the system so they can put price very competitions according to the market. Besides of this they need to add new employees for the system. |
| **Involvement** | The final user who is going to use the software. |
| **Deliverables** | None |
| **Comments / Issues** | None |

## Key Stakeholder or User Needs

The previous software its remain obsolete and the previous programmer don’t work anymore with Bankar. The new employees have a problem to use the software and this stuck the bank with the operations to can grow. The new system will satisfice the needs for be less complex, new view and

Functionality, a little quicker, efficient, a better view to the software and can be mature to be a long time with the bank. With a completely manual too and training rooms for the employees to help to adapt with the software, the operations like transfer money or open the account are going to be more quickly because the employees going to use the software as easy to fill the information to need to do the movements of a typical bank.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Need** | **Priority** | **Concerns** | **Current Solution** | **Proposed Solutions** | |
| Presentation of movements | Medium | Developer | A list of pages where each page will show 50 items for page. There is no option to show more items or less like 10, 20, 50 or 100 and don’t have options to order by balances or dates | | Changes like options to choose by date, balance and commissions. There have an option to show an amount of items by 10, 50, and 100 for a better presentation. |
| Functionality, doing only a few clicks to reach the info | High | Developer | A lot of unnecessary and repeated buttons, search boxes very large and doing queries with exactly words | | Change the views, presentations with only necessary buttons, size proportionality and search with pattern of words option too |
| Quick learning so the new employees can learn to use the software at maximum a week. | Medium | Developer | There is no solution. The new employees have problem to use the software f | | Training rooms for employees so they can be capacitated and “?” option to know the options, labels meaning, etc. |
| Detail Reports | Medium | Developer | No solution | | It will have a detail report so the employees have a easy view of the accounts. |

## Alternatives and Competition

There is another alternative who bring some solutions like Contpaq, or Access who help the activities to the employees

### Contpaq is a good tool for facture electronic and systems point sell, but the software is not very personal and its need to a good advisor for its use.

### Access for Microsoft is a tool from the package of Office. It’s good for a database but is not stable, personal and its need to bought many licenses so the employees have to use it.

# Product Overview

## Product Perspective

The perspective is that the product can be easy for the employees to use. Besides of this, the software can give options to the three employees of the bank, tellers can deposit money, withdraw and transfer on accounts. Executives can open, down a change the type of account. And managers can handle the commissions and taxes of the products (accounts).

## Summary of Capabilities

**Table 4-1 Customer Support System**

|  |  |
| --- | --- |
| **Customer Benefit** | **Supporting Features** |
| System documented | The system have a manual, options of “?” or Help to know what is the meaning of each option and there is a training room for the employees |
| Easy to use | The software have a new view and it’s going to be functional to help with the activates of the employees. |
| Stable and mature so the case of fails is going to be minimize. | The system has the capacity to support some errors of finger like enter a date wrong or the format of names. |
| Detail reports | Reports with the necessary details so there is no need to draw another report |

## Assumptions and Dependencies

We assume that the agency of Bankar will need Linux Server to the LocalServer with some racks with 1TB each one, a powerful processor and 32GB Ram. The computer of the employee will have Windows and a dual core (or more) processor with 1 TB of hard disk. This could change on the cycle of the project. CD-ROM Readers on the computers is necessary too.

## Cost and Pricing

The costs will be approximately the next:

* $75,000 of salary to the department of develops.
* $5000 to prepare the training rooms (The material is free of charge)
* $1,000,000 to prepare the new computers.
* $500,000 to update the S.O of the computers.
* $20,000 if is necessary to update the network.
* Total: $2,775,000.

## Licensing and Installation

License for the software of Office, Windows and routers and modems of Cisco. There is going to be a new installation of the network if is necessary. Its must be necessary to install Java on the machines that going to use the software and Postgresql.

# Product Features

## Support channel to helping the customers

## An easy learning program

## Manual with diagrams and images too.

## Algorithm to protect the passwords.

## Access by a category of permissions to doing some tasks. A teller not need to consult about an employee, only the manager can do it.

## Costumers/ Clients registers by account can be moral or fisic person

## Training rooms

## Better view of presentation

## Login with option of forgotten password (Requires a special call to the agency for give a code to unlock the account temporarily)

# Constraints

No apply

# Quality Ranges

Only the necessary to be a mature system. Like not fails all the time, very simple and very easy to use.

# Precedence and Priority

No apply

# Other Product Requirements

* Windows 7 or 8.1 to the computers

Computers with dual core processors, Intel is recommended but AMD is accepted too

2 GB RAM minimum

* Server with LinuxServer

Two Racks with 1TB each one for the Server

## Applicable Standards

## ISO 9126-1

## System Requirements

Computers with a modem to access to web. The computers must be having installed Java to use the software too. It’s necessary to that the computers have a CD-ROM Reader how minimum

## Performance Requirements

Network only must be reasonable on the times (by example when only one employee must access the speed must be normal. The bandwidth possible should of 2mbps of minimum.

## Environmental Requirements

Server will locate on a special room with no humidity. It will have a great space to management, units of air flow. Cleaning it will be vital at least at the end of the year. A keyboard and mouse is necessary too with a monitor for the computers.

# Documentation Requirements

## User Manual

This manual will have approximately 120 pages where will be explained with a lot of detail all the concepts, functionalities and images too. It has an index with a glossary of terms at the end of the manual

## Online Help

The system will have a link for Github so they can see the manual on the wiki section.

## Installation Guides, Configuration, and Read Me File

There will have a guide of installation with terms to explain too. A configuration manual to help the employees and a Read Me file explain the versions and details to the software

## Labeling and Packaging

The software is going to use special design with good palette of colors and it uses the logo and images with copyright from Bankar. The package it will be on CD-ROM.

# A Feature Attributes

Presentation of formularies

Quick-Use

Documented with online help

Training rooms

Detail reports of the accounts and transactions

## A.1 Status

|  |  |
| --- | --- |
| Proposed | Some tools of GUI (Qt, C# Frame, GTK) |
| Approved | Github Repositories, showing some of demonstration and documentation. |
| Incorporated | Java is going to be the language program. Postgresql its going to be the database to integrated on the software |

## A.2 Benefit

|  |  |
| --- | --- |
| Critical | Views of the software and documented program to help users |
| Important | Easy learning, they don’t delay by themselves when they write the info |
| Useful | Helping buttons, online help and manuals. Presentation and formularies easy to write |

## A.3 Effort

Each day (Monday to Friday) an advance of code, documentation and improving of the quickly way on 30 minutes. Saturday and Monday will use more time (2 Hours if is necessary)

## A.4 Risk

Medium, there may be problems like time, events no predicted, and more projects for the company so the organization can be a little difficult if there an event to interrupt the project

## A.5 Stability

Prepare some details for report of bug.

Use Github in case of disaster (Code Erased). A copy will remain too in a special room with locker.

Deal with some common errors by the user like enter a wrong information that can create problems to the software and showing how to introduce the information

## A.6 Target Release

No applied

## A.7 Assigned To

Only the development team

## A.8 Reason

# Not applied