

Functional and Non-Functional Specification Document

This document outlines the functional and non-functional specifications for Better Bank's website. It details objectives, key functionalities, technical requirements, and performance criteria to ensure a robust and user-friendly digital banking experience.

The scope of this document is to guide the design and development of Better Bank's website; it covers user experience, accessibility, security compliance, branding, and technical implementation.

The audience this document is targeting is the stakeholders, developers, testers, regulatory authorities, marketing, and customer support teams.

Company Overview

Better Bank is a customer-centric financial institution offering holistic banking products, innovative services, and accessible online platforms. Our mission is to enhance customer experiences through secure and user-friendly digital solutions while maintaining the highest standards of trust and compliance.

Objectives

Establish Trust and Branding: Communicate credibility and maintain consistent branding.

Improve Customer Engagement: Offer intuitive navigation and integrate customer support.

Enhance Online Services: Provide interactive content and multimedia explanations.

Ensure Accessibility and Responsiveness: Comply with WCAG 2.1 and responsive design standards.

Guarantee Security and Compliance: Meet regulatory requirements and security best practices.

Key Audiences

Retail Banking Customers: Individuals seeking personal checking, savings, credit cards, or loan services. Looking for a straightforward site structure and quick access to online banking portals.

SMEs and Corporate Clients: Businesses requiring financing, treasury services, and merchant solutions. Expect a professional look and in-depth resources on complex products.

Investors and Shareholders: Require easy access to annual reports, financial statements, governance, and investor news.

Regulatory Bodies: Confirm compliance details, data privacy statements, licensing, and governance disclosure.

Potential Employees and General Public: Interested in career opportunities, corporate culture, and broader bank initiatives (CSR, events).

Provisional Site Structure

XYZ-bank-website/

|

|— index.html (Home)

|— about/

| └— about.html

|— products/

| |— personal-banking.html

| |— business-banking.html

| └— investment.html

|— investor-relations/

| |— annual-reports.html

| └— shareholder-news.html

|— resources/

| └— education.html

└— contact/

 └— contact.html

Technical Specifications

Front-End Technologies

HTML5 for semantic structure: `<header>`, `<nav>`, `<section>`, `<article>`, `<footer>` tags. **CSS3** (Grid or Flexbox) for layout, color schemes, typography, and animations. Minimal **JavaScript** (Vanilla JS or lightweight libraries) for interactive elements (image sliders, form validations).

Third-Party Services

Social Media Feeds: Twitter timeline or Facebook Page embed showcasing real-time updates. **YouTube:** Embedded educational or promotional videos explaining products/services. **Google Docs** or **Calendar:** If needed, for easy departmental scheduling or document sharing.

Accessibility and Responsiveness

Media Queries to adapt content seamlessly on mobile (<768px), tablet (768px–1024px), and desktop (>1024px). **Alt Text** and **ARIA** attributes ensure screen-reader compatibility. High color contrast and clear font choices for readability (Nielsen, 1994).

Security

HTTPS enforcement for all pages. **Secure file directory** setup to prevent unauthorized access to sensitive data. Basic cross-site scripting (XSS) and SQL injection prevention (if any forms connect to a database).

Budget

Item	Estimated Cost (UGX)	USD Equivalent
Requirement Gathering & Design	18,500,000 – 29,600,000 UGX	5,000 – 8,000
Front-End Development	29,600,000 – 44,400,000 UGX	8,000 – 12,000

Media Creation (Graphics/Video)	11,100,000 – 18,500,000 UGX	3,000 – 5,000
Testing & QA	7,400,000 – 14,800,000 UGX	2,000 – 4,000
Hosting & Deployment	3,700,000 – 7,400,000 UGX/yr	1,000 – 2,000
Contingency (≈10%)	7,400,000 UGX	2,000
Total Approx.	77,700,000 – 122,100,000 UGX	21,000 – 33,000

Timeline

Phase 1: Discovery & Planning (Weeks 1–3)

Phase 2: Design & Prototyping (Weeks 4–6)

Phase 3: Development & Integration (Weeks 7–12)

Phase 4: Testing & QA (Weeks 13–14)

Phase 5: Deployment & Launch (Week 15)

Assumptions and Constraints

Timely provision of branding materials and Budget constraints based on the local market.

Dependencies

Reliable hosting and Third-party integrations.

Revision History

Version	Date	Author	Description
1.1	YYYY-MM-DD	Update	Added audience, budget, and timeline
1.0	YYYY-MM-DD	Initial Draft	Initial version

Approval

Stakeholder Name	Position	Signature	Date

Glossary

WCAG: Web Content Accessibility Guidelines

XSS: Cross-site scripting

SQL Injection: Database security vulnerability

References

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