ISLAMIC UNIVERSITY OF TECHNOLOGY

Organization of Islamic Cooperation

Board Bazar, Gazipur

Requirement Gathering

CSE 4513

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## Introduction

The following questions will concentrate mostly on the **transaction features** available within the application and the related **security measures**. Other aspects of the application are being ignored here.

The questions are divided into three sections.

The first section is related to information that needs to be collected from **existing banking applications**. The answers to these questions could be gathered with **Interface Analysis**.

The second section is related to information that needs to be collected from **bank representatives**. The answers to these questions could be gathered from **Interviews** with the representatives.

The third section is related to information that needs to be collected from **users**. The answers to these questions could be gathered from **Interviews** or **Focus Groups**, with the additional help of **Prototyping** if required.

Alternatively, the questions from the second and third sections could be combined and the **Joint Application Method** could be used to collect detailed answers from bank representatives and users at the same time.

## Section 01: Questions for Existing Banking Applications

1. What features related to transactions, such as depositing money, withdrawing money and transferring money to other accounts, are available in other applications?
2. What security features are used to secure transactions in other applications? This could provide an idea about standard security practices in the industry.
3. How do existing applications handle the user experience with regard to the security measures taken, such as confirming the identity of the user before allowing a transaction?

## Section 02: Questions for Bank Representatives

1. Does the bank wish to provide any special or unique transaction features, for example to allow payment of bills?
2. Does the bank wish to take any additional security measures beyond the standard security practices in the industry? Do they wish to forgo any particular security measure that they are not capable of providing?
3. What is the maximum individual and daily transaction limit that can be allowed?

## Section 03: Questions for Users

1. Are there any features related to transactions that the users would like to have in the application that it does not already? Are there any features in the application that they feel are unnecessary?
2. Do the users feel inconvenienced by any of the security measures?
3. Do the users feel safe making transactions via the application? Would they prefer if some information about how transactions are secured is made available in the application?
4. Is the speed at which individual transactions can be completed satisfactory?