Requirements

Introduction

The aim of this section is to describe the system in terms of its functional and non-functional requirements, which upon completion of the project, allow the system to be considered successful.

Functional Requirements:

General

* The system will allow a bank teller to access customer information once verified.
* The system will allow a teller to create an account for the customer.
* There will be 3 types of accounts that can be created: a personal account, a ISA account and a business account.
* A customer can own each of the accounts.
* The customer will provide an account ID, their name and address to the teller to confirm who they are.
* The accounts within the system will consist of a balance that can be fetched and changed by the teller upon the customer's request.
* The system will have a menu to navigate the different options that the teller can access.

Account Creation

* The system will accept an ID when creating each account.
* The system will accept an ID which must include a photo ID (passport or driving license) and an address based ID (utility bill or council letter).
* The system will store the serial number of the photo ID provided.
* The system will store the address of the customer from the address based ID.
* The system will give the customer a unique account ID for their account.

Personal Account

* The system will create an account with at least £1 provided by the account holder for the personal account.
* The system will allow for the customer to have multiple personal accounts.

ISA Account

* The system will allow a customer to have 1 cash ISA account.
* The customer will not be allowed to put more than £20,000 in the account per year.
* The customer will gain 2.75% APR each year on the funds they have in the account.

Business Account

* The customer will be able to set up a business account with the provided details of an existing business with a registered business ID.
* The customer will not be able to set up a business account if the business is a: enterprise, plc, charity or public sector based.
* The system will store whether the business has been issued a business cheque book.
* A single business can only have one business account.
* The system shall charge the business account £120 per year to hold the account.
* The system will allow business to trade internationally
* The system will allow the business access to loans
* The business account may have an overdraft, which will allow the business to go below 0.

Teller Account

* The teller must log into the application with a verified username and password.
* The tellers username and password will be stored on a company database.

Help System

* The system will provide help at each stage of the interaction if needed.

Graphical User Interface

* The system will have a GUI to allow the teller to interact with the backend.
* The system will provide help with a need help button with what the user needs to do at that point of the interaction.

Non-Functional Requirements:

* The system will prevent access to a customer's account if the customer has not been verified.
* The system should verify all the data that is put into the system, and to stop the system breaking if any incorrect data is inputted.
* The GUI should be clean and minimalistic so that it is easy to use.
* The system should be easy for anyone to use with a small amount of training.
* The system should be running 5 days a week, Monday to Friday, any updates should take place over the weekend.
* The system should not crash.