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| Project Number: 56789 | Project Name: BoFA Personal Loan & CCG |

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| --- | --- | --- | --- |
| Project Sponsor: |  | Department: |  |
| Project Manager: |  | Date: |  |
| BA/Author: |  | Reviewer/Approver |  |

Business Requirements Specifications

Table of Contents

[1. Introduction 2](#_Toc373100978)

[1.1. Purpose of this document 2](#_Toc373100979)

[1.2. Reference Materials 2](#_Toc373100980)

[1.3. Terms and Acronyms 2](#_Toc373100981)

[1.4. Intended Audience 3](#_Toc373100982)

[1.5. Assumptions 3](#_Toc373100983)

[1.6. Constraints 3](#_Toc373100984)

[1.7. Dependencies 3](#_Toc373100985)

[2. Proposed System 4](#_Toc373100986)

[2.1. Business and Functional Requirements 4](#_Toc373100987)

[2.1A Business and Functional Requirements – Ad-hoc Documents 4](#_Toc373100988)

[2.3 Non-Functional Requirements 7](#_Toc373100989)

[2.4. Security Requirements 7](#_Toc373100990)

[2.5. Interface 7](#_Toc373100991)

[3. Open and Closed Issues for this Deliverable 7](#_Toc373100992)

[3.2. Open Issues 7](#_Toc373100993)

[3.3. Closed Issues 8](#_Toc373100994)

[4. Appendices 8](#_Toc373100995)

[4.2. Revision History 8](#_Toc373100996)

[4.3. Attachments 8](#_Toc373100997)

[5. Approvals 8](#_Toc373100998)

# Introduction

## Purpose of this document

The scope of this document is to put together all business requirements and corresponding functional specifications related to Customer Correspondence Generator. This document outlines the Quality Assurance standards for this project. Signing-off this document by Business Lead and Sponsor indicates that all business/functional requirements noted in this document have been reviewed and approved. The final application shall be built and rolled out on the basis of the requirements noted and approved in this document.

This document must establish an agreement between the customer and suppliers on what the system must do. The contents of this document should endeavor to reduce development effort by reducing redesign due to ambiguous statements. It should contain enough detail to provide a basis for estimating cost and schedules. Each version should provide a baseline for verification and validation. It should facilitate “transfer” of knowledge, commitment, intent and finally transfer of the viable product to the stakeholders. The final version of this document should accurately and completely describe the final product and serve as a basis for future enhancements.

Both the writer and the reader should strive for these goals in the elicitation, analysis, presentation and validation of this document. Through baselining, versions of this document should clearly identify all changes.

## Reference Materials

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| Reference Document Name | Brief Description | Source Location on SharePoint |
| --- | --- | --- |
|  |  |  |

Other documents such as standards, regulations, business process flows, or descriptions of existing functionality to be modified should be named here. Often there are copies of common information distributed throughout the company. The definitive source of the information and/or the person who manages the information should be noted so that discrepancies may be quickly resolved with clear authority.

## Terms and Acronyms

(Below are simplified examples. ANY domain/technology specific terms and acronyms used in the document needs to be expanded)

|  |  |
| --- | --- |
| Term | Description |
| CCG | Customer Correspondence Generator |
| ECM | Enterprise Content Management |
| BRS | Business Requirements Specification |
| NFR | Non-Functional Requirements |
| UI | User Interface |
| QA | Quality Assurance |
| SME | Subject Matter Expert |

## Intended Audience

Roles played by various users that shall interact with the BoFA Personal Loans/CCG system are described below:

Name and describe the role of kind of user. If helpful to understanding, list job titles that might play each role. If there are special skills required, outline the steps to acquire the required knowledge. If authorization is required for certain operations, be sure to create a separate role for the authorized user. However, this section should not detail the user requirements. This section is still overview for the first-time reader.

|  |  |  |
| --- | --- | --- |
| Role | Description of Role and Activities Performed | Title(s) |
| Manager, Business SME | Provide business/functional requirements, review and approve them | Underwriter Manager, Business Process Coordiantor. |
| Developers, QA | Review, develop and test the functionality | Lead Dev, Lead QA |
|  |  |  |

## Assumptions

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| --- | --- | --- |
| ID | Assumptions: | Related Requirement IDs |
|  | After implementation of BoFA Personal Loans module all personal and home loans will be processed using this new module. This shall improve the speed of average time taken to process such applications. |  |
|  | All outgoing communication to the customers related to Personal loans shall only be via CCG and no manual communication out of CCG can be sent out. The system shall automate the communication channel. This shall also comply with regulatory requirements of State and federal government bodies which govern banking organizations. |  |
|  | Resources approved for this project shall be made available until the project is successfully delivered. |  |

## Constraints

|  |  |  |
| --- | --- | --- |
| ID | Constraints: | Related Requirement IDs |
|  | “Preview” of letters in PDF before generating them is desired but this feature is currently not available in Silverlight/.net platform. |  |

## Dependencies

|  |  |  |
| --- | --- | --- |
| ID | Dependency: | Related Project / Requirement IDs |
|  | Data dependency from the source system (BOFACustCare) for CCG. |  |
|  | For automated letters CCG shall receive batch file containing indicator for CCG to generate letters automatically on nightly basis. |  |
|  | Documents Repository system OnBase must be up and running in order to retrieve any documents at later stage. |  |

# Proposed System

In addition to the existing system BofACC there is a need to automate personal loans unit as well. Users shall be able to auto populate basic information of existing customers from the source system besides having capability to input information of completely new applicants. All the outgoing communication to such customers shall be via newly build .net based application called CCG. CCG shall receive automatically generated batch file every night from BofACC with information on which account numbers need which documents packages – Approval, partial approval, decline, need further information.

CCG , apart from generating automated documents package, shall also provide capability to users to generate these document package manually using newly built UI of CCG. Automated documents shall be printed at the end of the day in Admin services designated printers. Whereas, the system shall provide option to the users to select printers for ad-hoc letters. All letters, automated and ad-hoc, shall be stored in our Content Management Repository (OnBase).

## Business and Functional Requirements

## Business and Functional Requirements – Personal Loan/Ad-hoc documents package generation.

| ID # | Business Requirements | Functional Specification | Comments |
| --- | --- | --- | --- |
|  | User shall have capability to initiate application process of personal loan from within BofACC. | * 1. There shall be an additional tab on homepage of BoFACC application labelled “Personal Loans”. Only users with appropriate roles based authority shall have access to this tab.   2. User shall have capability to make selection from following two radio button options:      + - 1. Existing customer          2. New Customer. |  |
|  | System shall auto populate basic demographic information of Personal/Auto loan applicant, if it is an already BOFA existing customer. | * 1. If the user selects “Existing Customer” radio button the system shall prompt the user to make selection out of following two options:  1. Account Number: upon selecting this radio button system shall prompt the user to enter 10 digit account number of the existing customer.    1. System shall auto populate the following basic information of the existing customer:       * + 1. First Name, Middle Name, Last Name           2. Address Line1, Address Line2,           3. Zip code           4. City           5. Country.           6. Date of birth    2. If no matching record is found for the entered account number/SSN, system shall return the below noted error message:   “No matching record found for the information you entered. Please enter a valid account number and try again.” |  |
|  | User shall have capability to enter applicant’s basic demographic information for new customers. | * 1. If user selects “New customer” radio button the system shall prompt the user to enter the below information manually:      + - 1. First Name, Middle Name, Last Name’          2. Address Line1, Address Line2,          3. Zip code (Numeric entry only in the format of XXXXX-XXXX)          4. City (drop down auto populated with NY. NJ and PA as next available options respectively. All other states in alphabetical order)          5. Country. (Auto populated to USA).          6. Date of birth (Date field. Permitted format MM/DD/YYYY) |  |
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|  |  |  |  |
|  |  |  |  |
|  | BOFACustCare system shall have capability for user to launch CCG. | * 1. User shall click on ‘Generate documents now”. This button shall only be active and available after decision on the application has been made by user clicking on one of the following buttons – Approved, decline, partial approve, need further information.   2. CCG shall be launched as a separate web page with account number information of the customer for whom application is being processed. |  |
|  | CCG system shall provide capability for user to select document package for the account number they were in at the time of launching CCG from BoFACC. | * 1. User shall have following options to make selections from:      + - 1. Approval          2. Partial Approval          3. Decline          4. Need further Information. |  |
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* 1. **Business Requirements - Automated documents**

| ID # | Business Requirements | Functional Specification | Comments |
| --- | --- | --- | --- |
|  | CCG shall receive a batch file containing indicators to generate automated letters. | * 1. BOFACustCare shall send a batch file at the end of each business day with indicators to CCG in order to generate automated letters.   2. The batch file shall contain account number and corresponding document packages to be generated for that day.   3. Based on above indicators the CCG system shall generate automated letters using template. |  |
|  | CCG system shall print automatically generated letters. | * 1. Based on above indicators sent by BOFACustCare, all automatically generated letters created by CCG system shall be printed at specified admin services printer. |  |
|  | CCG system shall store all automatically generated letters on Content Management Repository (OnBase) | * 1. All automatically generated letters shall be saved on ImageRight automatically. |  |

## Non-Functional Requirements

| **Non-Functional Requirements** | | | | |
| --- | --- | --- | --- | --- |
| ID # | Business Requirements | Non-Functional Specification | Priority | Comments |
|  | Archiving | * 1. All letters generated by CCG shall be saved on ImageRight for 5 financial years. After 5 years the letters shall be archived to the backup database and shall be available from there. | High |  |
|  | Speed of generating letters | * 1. Considering each branch has 6,000 account holders and each account can receive up to 1 letter each day, there can be up to 6000 letters generated at the end of each business day. Hence, CCG system shall be able to print 100 letters per minute. |  |  |

## Security Requirements

| User | Access | Comments |
| --- | --- | --- |
| Level 1 | Access to Personal Loans module. | Loans department with Level 1 users shall have access to this module. |
| Level 2 | Access to all modules. | Users with access level of Manager shall have access to all the modules. |

## Interface

* + - 1. Interface between BoFACC and CCG
      2. Interface between BoFACC and FICO Score DB.
      3. Interface between CCG and OnBase

# Open and Closed Issues for this Deliverable

## Open Issues

| ID | Issue | Resolution | Responsible | Target Date |
| --- | --- | --- | --- | --- |
|  | Business SME to provide verbiage for rest of the document packages. |  |  |  |
|  |  |  |  |  |

## Closed Issues

| ID | Issue | Resolution | Responsibility | Resolution Date |
| --- | --- | --- | --- | --- |
| 1. |  |  |  |  |

# Appendices

## Revision History

| **Created/Last updated by:** |  | Change Log |
| --- | --- | --- |
|  |  | Draft created with notes from |
|  |  |  |
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Each time a change is made to the document (even if several are released together) make a short note describing the change briefly. Do not use non-descript statements like: “Modified issues” or “Changed some assumptions”. Rather, make statements like: “added issues 21 through 27, resolved issues 8, 17, 18.” To determine what version a change was released, review the “save date” of the file on the title page. Verify that all participants are using the same version of this document.

The Requirements Management Process suggests the following 5 stages: Elicitation, Analysis, Representation, Validation, and Change Control. Upon successful review and approval, the version of the document Approved should be “Baselined”. That is, a copy of the version should be archived so that future changes can be compared

## Attachments

Either name here and manually attach separate documents or link to those documents from this document. Use “Insert > File…” to include other documents. Attach Context Diagrams, Graphical Models, Use Cases or other documents as needed.

# Approvals

|  |  |  |  |
| --- | --- | --- | --- |
|  | Prepared by: | Reviewed by | Final Approval by |
| Name |  |  |  |
| Role |  |  |  |
| Signature |  |  |  |
| Date |  |  |  |