**BANKING SYSTEM DOCUMENTATION**

**INTERVIEW**

**Start time:10:30am End time:12:15**

1.**Developer**:What as a client do you expect from the system when it comes to customer management?

**Client(lecturer**):The banking system should be able to create an account for any and all kinds of customers. It should not only cater for individuals but also include corporal customers and be able to create an authentication for them using their business credantials.

2.**Developer**: As a customer do you expect the bank system to have automated interest calculations ?

**Client:** Yes, the bank should and must be able to conduct calculations on accounts such as savings and investment accounts at the end of each month automatically.

3.**Developer:**Do you think it is a must for you as client to be given back feedback on your monthly transactions.

**Client**: As a customer I think it is a responsibility for the bank to update on monthly bank transactions in the form of statements. Notifying me on how I as a customer have handled my transactions throughout the monthly period.

4**.Developer:**As a client what is your take on opening different accounts?

**Client:** A customer in my take should and must be allowed to open as many **different types** of accounts based on his/her financial ability not only limited to one type of account.

**1.Requirements Elicitation**

**Functional Requirements**

A Banking system consist of a number of requirements when it comes to its operations and functionalities, this being a number of them:

1. **Customer Management**

* A Banking system should and must be able to open an account for customers with personal details .Details such as their names, Phone numbers ,Address e.t.c are a few of the details that a banking system should and must be able to do.
* Authentication should also be a capability of the banking system to be able to recognize the user of the account via their login details.

**Corporate Customer Management**: Register and authenticate companies (with business details such as company name, registration number, tax ID, directors/authorized signatories).

* **Corporate Account Management**: Open and manage corporate accounts (Corporate Savings, Business Investment, Business Cheque).

1. **Account Management**

* The bank should and must be able to open and manage a variety of accounts.
* Savings Account: Should be able to allow deposits only and earns0.05% monthly interest.
* Investment Account: It requires a deposit of about 500BWP supporting both deposits and withdrawals from the customer while also earning 5% monthly interest
* Cheque Account: Used for salary payments. This account would require employer details, allow deposits and withdrawals.
* A core principle of the banking system should be to provide customers with the flexibility to hold multiple accounts, catering to their diverse financial needs.

1. **Transaction Handling**

* The Bank system should be able to allow customers to deposit into any account.
* The system should permit withdrawals from all accounts except those designated as savings accounts.
* A key feature of the system should be the ability to securely maintain and allow users to review their transaction history.

1. **Interest Processing:**

* The Banking system should also possess the ability for Automated application of the monthly interest rate at the specified or prevailing rate.

1. **System Services:**

* The system should clearly display current account balances for customers
* Provide the functionality to generate and deliver concise account statements to customers.
* **Corporate Services:** The System must also be able to generate business-friendly statements (monthly, quarterly, annual) with export options (CSV, PDF).

**Non-Functional Requirements**

* **Security**
* Secure Login with unique credentials: The system must incorporate a secure login protocol requiring unique user credentials.
* Transactions must be validated before processing: All transaction must be validated prior to processing to ensure data integrity.
* **Performance**
* Transactions should be completed within 2 seconds: Transaction processing ,including depositing and withdrawing must be completed is the span of 2 seconds.
* System should handle up to 1000 concurrent users: The system should be able to support up to 1000 concurrent users without degrading in performance.
* **Useability**
* Simple and user friendly Gui :The user interface should be intuitive and user friendly.
* Clear instructions and helpful error messages: The system should be able to provide users with clear, concise instructions and constructive error messages to guide users.
* **Scalability**
* Designed to support future account types and services: "The system architecture must be scalable and extensible, designed to seamlessly integrate future account types and services

## **Reliability**

## Transactions must be atomic (no partial updates if errors occur): "To ensure data reliability, all transactions must be atomic, meaning they either fully complete or are entirely rolled back in the event of an error