**Vision Document for Smart Banking System**

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1. **Introduction**

Smart bank is a new opening bank which is looking for a developer to automate its banking process. Currently opening an account, in most of banks, is done manually. Clients need to go to one of the bank’s branch and fill out forms after what bank staffs put these data into the core banking system. This, somehow, delays the opening account process. Moreover, after opening the account, clients are not able to withdraw on ATM. They need to wait for at least 2 weeks because most of the time banks use external companies to print cards for them.

As we got a license for printing our own cards, the system you are going to build must have an online opening account, printing card features and support all basic bank operations.

We normally offer 3 types of accounts:

* Credit account
* Saving account
* Checking account

The system will allow a new customer to:

* open an account
* check balance
* withdraw cash
* transfer money
* change pin
* view and generate statement

Teller will be able to deposit money, withdraw cash, transfer money, check balance and view statement.

Manager can approve account creation, close account, make a deposit, generate statement, check balance, create tellers.

After each bank transaction, the system will automatically send a SMS notification to the client.

Both manager and teller can also be customer.

Each saving and credit account have a year interest rate.

We will also have a monthly maintenance fee on each account except for saving accounts.

Some customers can have overdraft, an interest rate will be applied on it if the customer fail to pay it in a month.

The system will track the amount of money that a customer owes the bank. The amount the bank owes to the client and will also support transfer from one account to another. The system will be sending monthly statement to all the clients registered for this feature.

**2. Positioning**

**2.1 Problem Statement**

|  |  |
| --- | --- |
| The problem of | *allowing*   * *customers to create an account, to check balance, to transfer money, to manage account and view statement* * *Managers to approve creating account, close account, to print card and generate statement* * *Tellers to withdraw, deposit and transfer money from customer account, check customer balance and generate statement* * *Atm machine to check customer balance, withdraw deposit and transfer money and change pin* |
| Affects | Customers, Managers, Tellers, ATM machine |
| the impact of which is | *Creating account takes much more time,* |
| a successful solution would be | *An online banking system will be developed*   * *To create, manage and close account,* * *To transfer, deposit and withdraw money and* * *To generate and view statement* |

**2.2 Product Position Statement**

|  |  |
| --- | --- |
| For | Smart bank |
| Who | [statement of the need or opportunity] |
| The (product name) | Smart banking system |
| That | Customer can create his/her account online and can go to the bank only for approval. And the customers also can transfer money online and withdraw, deposit money. |
| Our product | In this system customers can create their account online and can come to the bank only for approval. They don’t need take time by filling different forms in the bank while creating the account. |

**3. Stakeholder Descriptions**

**3.1 Stakeholder Summary**

|  |  |  |
| --- | --- | --- |
| **Name** | **Description** | **Responsibilities** |
| **Managers** | **Manager approve account creation, close Account, generate statement and print card** | **Managers are responsible for approval to create account, closing customers account, to generate customers’ account statement and to print ATM card for the customer** |
| **Tellers** | **Tellers can check customers’ balance, withdraw, deposit and transfer money** | **Tellers are responsible to check customers balance, to withdraw, transfer and deposit money on behalf of the customer and to view and print customers’ account statement** |
| **Customers** | **Customer can create account, check balance, transfer money change password and view statement** | **Customers are responsible to create account by filling all forms, to check their account balance, to transfer money to another account, to change the password for their accounts and to view their account transaction statement** |
| **ATM** | **ATM machine can withdraw, deposit and transfer money, check balance and change pin** | **ATM machine is responsible to check the customers’ account using their card** |
|  |  |  |
| **Developers** | **Developers develop online banking system on the basis of given document and customer requirements** | **Developers are responsible for developing system features, fixing bug and maintaining the system’s availability.** |
| **Testers** | **Testers use jUnit tool to test system or integration test** | **Testers are responsible for integration testing.** |

**3.2 User Environment**

*[Detail the working environment of the target user. Here are some suggestions:*

*Number of people involved in completing the task? Is this changing?*

*How long is a task cycle? Amount of time spent in each activity? Is this changing?*

*Any unique environmental constraints: mobile, outdoors, in-flight, and so on?*

*Which system platforms are in use today? Future platforms?*

*What other applications are in use? Does your application need to integrate with them?*

*This is where extracts from the Business Model could be included to outline the task and roles involved,*

*and so on.]*

**4. Product Overview**

**4.1 Product Perspective**

Our Product consists mainly of two parts the core banking solution and the ATM solution.  The core banking solution would deal with the internal banking functions like new account registration, withdrawal, deposit, account closure etc. The ATM solution would be exclusively for the customers, who could access it from places that ATM machines are available. Both of them connect to a main database server for storing and retrieving the data of the customers.

**4.2 Assumptions and Dependencies**

We assume that the customers, tellers and managers have the required equipment and skills to use internet and browse websites.

For the customers to use their card we assume that there is an ATM machine.

**4.3 Needs and Features**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **Problem** | **Need** | **Priority** | **Features** | **Planned Release** |
| **Customer** | | | | | |
| **1** | Customer create an account |  |  | Customer must be able to fill all the details to create a new account. And the account will be created by the manager approval. |  |
| **2** | Customer can login the system with their own privileges. |  |  | Customer can login to the system with their username and password. |  |
| **3** | Customer wants to check his/her balance on his/her account. |  |  | Customer must check his/her balance on his/her account. |  |
| **4** | Customer transfer money |  |  | Customer must be able to transfer money from his/her account to another account. And the system should reduce the transferred amount of money from the customer account and add to the other account. |  |
| **5** | View Statement |  |  |  |  |
| **Manager** | | | | | |
| **4** | Approves new customer account creation |  |  | The manager must be able to create a new account for a new customer. |  |
| **5** | Close customers account |  |  | The manager must be able to close customers account. |  |
| **6** | Generate Statement |  |  |  |  |
| **7** | Print card |  |  |  |  |
|  |  |  |  |  |  |
| **Teller** | | | | | |
| **6** | Deposit money to customers account |  |  | The teller must be able to deposited customers money to his/her account. |  |
| **7** | Withdraw money from customers account |  |  | The teller mus be able to deposit customers. |  |
| **8** | Check balance |  |  |  |  |
| **8** | Transfer money from customers account to another customers account |  |  | The teller must be able to transfer money from one’s customer account to another customers account. |  |

**4.4 Alternatives and Competition**

*[Identify alternatives the stakeholder perceives as available. These can include buying a competitor’s*

*product, building a homegrown solution, or simply maintaining the status quo. List any known competitive*

*choices that exist or may become available. Include the major strengths and weaknesses of each competitor*

*as perceived by the stakeholder or end user.]*

**5. Other Product Requirements**

*[At a high level, list applicable standards, hardware, or platform requirements; performance requirements;*

*and environmental requirements.*

*Define the quality ranges for performance, robustness, fault tolerance, usability, and similar*

*characteristics that are not captured in the Feature Set.*

*Note any design constraints, external constraints, or other dependencies.*

*Define any specific documentation requirements, including user manuals, online help, installation,*

*labeling, and packaging requirements.*

*Define the priority of these other product requirements. Include, if useful, attributes such as stability,*

*benefit, effort, and risk.]*