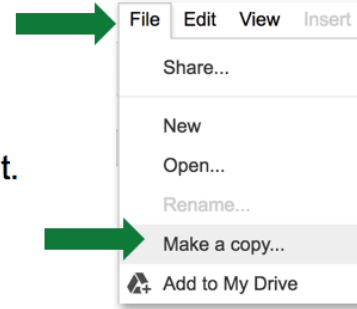


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# BUSINESS REQUIREMENTS DOCUMENT TEMPLATE

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# BUSINESS REQUIREMENTS DOCUMENT TEMPLATE

## PROJECT DETAILS

PROJECT NAME		
Customer onboarding - online bank account opening system		
CREATOR		
Dhara S		
DOCUMENT NO.	DATE	VERSION NO.

## 1. EXECUTIVE SUMMARY SNAPSHOT

In today's era, bank branches assisting opening an online bank account is no longer a luxury, but a differentiator when consumers are shopping for a new bank or credit union. It will transform new account opening, allowing more time for discovering the needs of the new customer, determining optimal financial solutions and building a better onboarding experience.

## 2. PROJECT DESCRIPTION

The only purpose to develop this system is to automate banking tasks for customers. and it begins with developing a secure application form for opening online bank accounts that shall be available on banks website and mobile application. The online application shall be available for all the prospect customers within the USA.

## 3. PROJECT SCOPE

The development of a secure online application for the purpose of account opening. The form is to be invoked by clicking on a designated link available on the bank's web and mobile portals. an online loan application is out of the scope of this document.

IN-SCOPE ITEMS	OUT-OF-SCOPE ITEMS
Item 1: Ability to apply for account opening 24*7	Item 1: Ability to apply for a loan
Item 2: Ability to choose the branch where customer wishes to domicile his account in	Item 2: Ability to apply for joint account opening
Item 3: Ability to select the account class/ category	Item 3:
Item 4: Ability to apply debit card and link it to newly opened account	Item 4:

## 4. BUSINESS DRIVERS

<b>Business Driver 1:</b>	Customers are looking for a faster way to open, and may consider competitors if the needs are not met.
<b>Business Driver 2:</b>	Customers can complete their application anytime anywhere.
<b>Business Driver 3:</b>	Online account opening provides offshore customers the opportunity to open their accounts abroad.
<b>Business Driver 4:</b>	Online account opening reduces the time needed by the branch to complete the account opening process.

### Assumptions

Fully dedicated resources will be provided from the business integration department to participate proactively in all project phases.

Requirement documentation and approvals to be completed by the end of August, 2022

## 7. FUNCTIONAL REQUIREMENTS

FR - 001. A secure online application form to be developed containing all the mandatory fields to be filled out by customer in order to open an account at the bank.

FR - 002. Check boxes should be available on the online account opening application form for the user to select the products/services he wishes to have with his new account.

FR - 003. A notification Email sending function to customer's personal Email address once He/She has finished filling the online account opening application form.

FR - 004. A percentage indicator must appear at the top of the page reflecting account opening process completion.

FR - 005. The online account opening application must not allow users to successfully submit form without reading and accepting terms and conditions.

## – PRIORITY

VALUE	STATUS	DESCRIPTION
1	Immediate	The ability to apply online to open an account at a bank.
2	High	The ability to apply online to open an account at a bank through the bank's website.
3	Moderate	The ability to apply online to open an account through a bank mobile channel.
4	Low	The ability to set a special priority on the queuing system for serving customers who applied for bank services online.
5	Prospective	The ability to apply for a loan or credit card

## 8. NON-FUNCTIONAL REQUIREMENTS

ID	REQUIREMENT
NFR - 001	Branch customer service staff to complete the online account opening process upon customer's visit with a turnaround time of one minute.
NFR - 002	A new high priority item to be maintained on the queuing system for one minute account opening and online initiated services.
NFR - 003	Bank's account opening procedures must cover all one minute account opening scenarios ( whether process ends locally or abroad)



1