

Practical- 10

Aim : To identify the various elicitation techniques and their usage for the Banking case study.

Note :Requirement elicitation is the process of seeking, discovering, acquiring and elaborating requirements. This includes learning and understanding the needs of the users. This activity is communication centric and iterative in nature. The techniques used here are important to get stakeholder consensus on the Requirements.

Case Study :KHL is a leading global bank that provides standard banking services to its customers spanning across the globe. The head office is located in London and the bank has a presence in more than 20 countries with a client base of nearly 500,000. Tuning with time and ever increasing clients and transactions, the bank has specialized branches for specific customer segments like consumer, corporate and the SMEs. KHL Bank aims to be a one stop shop for its customers to address their changing financial needs. KHL bank offers various banking products and services across its customer segments including Core Banking and Wealth Management amongst other services. KHL Bank is well known among its clients for world-class processes and speed of execution of transactions as part of core banking. Currently, KHL bank has made a proposal for investing around \$200 million in setting-up 24x7 banking support facilities for the customers. The bank has decided to leverage IT for automating several business processes including:

1)Managing Accounts

2)Transaction Management

The aim of this proposed banking system is to create a paperless bank thereby moving towards e-banking. FinSoft, a newly established software company has the vision of providing software solutions in the financial sector. Managing Director (MD) of KHL bank has approached FinSoft for the computerization of the bank so that there is no more manual way of doing transactions in any of its branches. As part of automation, the KHL bank users are to be provided with ATM facility, e-banking facility over internet and phone banking facility over land lines and cellular networks. FinSoft is doing such a project for the first Time. Requirements development team in FinSoft has planned for

carrying out the requirement elicitation for this project.

In the context of the case study, for the following scenarios identify the most appropriate requirements elicitation techniques (**Brainstorming, Workshops, Questionnaire, Task Analysis, Observation, Prototyping, Scenario identification**).

Scenario Requirement elicitation technique

<u>Scenario</u>	<u>Requirement elicitation technique</u>
Interrogative conversation with Managers, Cashiers, Clerks and other Staff for arriving at the requirement for automating transactions	
Formal and planned requirement discussion in a conference room conducted among managers of diversified branches facilitated by anchor.	
Survey form circulated among the users (account holders) who visit the bank, to ease their interactions with bank	
Analysis for understanding mode of transactions-Checks, Cash, DD, MT, Gold, etc.	
Ethnographers deployed for understanding the users interactions with bank officials.	
UI design of e-banking portal, ATM, Computer Systems	
Understanding the process involved in each transaction like withdraw, deposit, fund transfer etc.	

