# Strategy

## Problem statement

The access to banking services is restricted to bank hours affecting most of our bank customers by having to wait to the next business day, adding more staff or hours, or finding another solution. Our solution will allow the bank to provide services at any hour and in locations where a bank branch is not located reducing overhead costs. Replacing teller and not having bank open with automation of transaction external to bank reduces overhead and improves customer experience.

## Constraints

Infrastructure, technology, laws, etc.

## Stakeholders

I. Hafmunee – Bank President

Gee Kee Tekhed – CIO of bank

# Analysis – high level

## Actors

* Customer
* Operator

## Use case names

### System use cases

* Transfer funds
* Check balance
* Withdraw cash
* Deposit funds

### Business use cases

* Reload machine cash
* Reload receipt paper
* Retrieve cards
* Reset machine
* Do routine maintenance on machine

## Grouped names - system

* Do Secure Session – authorize with only an ATM card
* Do Customer Transaction - transfer, balance, withdraw and deposit

## Grouped names - business

* Do Secure Session with Key – authorize with key and special ATM card
* Do Maintenance – reload cash, paper, get cards, reset, and other maintenance.

# Project management

## User stories

* As a customer, I want to **get cash** so that I can go buy merchandise and services
* As an account holder, I want to **check my balance**, so I can keep from getting overdrawn.
* As a customer, I want to **transfer money** from savings to checking so that I keep a minimum balance.
* As a bank account holder, I want to **deposit checks** I receive so I can use the money quickly.

## Prioritization

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| User stories | Business /  Market  usage %  (3=100-67  2= 66-34, 1=0-33%) | Business / pricing value  (3=exec/high,  2=mgmt./med.  1=staff/low) | Result = usage \* value | Group summary:  ask for the top 3 and  count the  total. |
| Get cash | 3 | 3 | 9 | 5 |
| Check balance | 1 | 1 | 1 | 2 |
| Transfer money | 2 | 1 | 3 | 2 |
| Deposit checks | 3 | 2 | 6 | 5 |

## Project Iterations

### set up

### 1st

Get Cash

### 2nd

Deposit Checks

### 3rd

Transfer money

Check balance