Case study: The mobile banking application	
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Functional: it is product features & user requirements	**Non-Functional:** it is product properties & user expectations
business requirements (describe the project goals and expectations)	**Usability** (defines how easy a user can interact with the app's interface, e.g., the screen color, buttons size)
user requirements (involve the user needs and what activities a user will be able to perform in the system)	**Availability (**ensures that the app will work stably for a certain time period e.g The online banking should be available round the clock.)
system requirements (include system actions, specifications of software and hardware)	**reliability** – defines that the app will work in a certain environment or for a specific period of time without any failures e.g. when a server fail at the same time pays the phone bill using the application)
• **The user should be open account** • **The user can deposit** • **The user can check balance** • **The user can modify PIN** • **The user can pay pill** • **The user can transfer fund**	**recoverability** – ensures that the app can recover all the data after the system failure or restore the system to certain parameter (the customer make a transaction but at the same time the mobile banking updating new version)
	Scalability – determines that the app will continue functioning properly after its size or volume changes; (the mobile banking add new functionality like ties between master card and Meeza card to the same account)
	performance – assesses how fast the app is (e.g, the ability of the application or software to process the same number of transactions every second as submitted to it without failure)
	security – defines how secure the app should be, (e.g, In mobile banking application the application must be able to send or receive the information to or from the server and client in an encrypted way. Security must stick to some standard and plans and login page.)