ACME FINANCIAL SERVICES

Requirement Report

2019

## Introduction

This report will outline the requirements for the software that will address the problems framed within the problem statement submitted prior to project approval. The requirements suggested within this document were compiled via a focus group implemented by the CEO and managers of ACME Financial Services to determine the functions of the software and the formats in which the functions will operate.

## User Requirements Definition

|  |  |  |
| --- | --- | --- |
| Use Case | Actor | Description |
| Log On | Client | Client logs securely onto the system |
| Edit Client Information | Client | The client is able to edit any personal information for the purposes of updating records |
| Display Transactions | Client, Staff, Managers | The Actor is able to view financial history, Managers and staff are able to view financial reports and further information regarding the clients financial history |
| Print Transactions | Client | The client can print historical transactions in PDF format |
| Recover Login Information | Client | The client can access lost login information via secure methods. |
| Join E-mail | Client | Allows the client to opt into email notifications of new products |
| Suspend Client | Staff | Allows staff to suspend clients and lock their respective accounts |
| Access Database | Staff | Sales team members in the field will be able to remotely access client database |
| Manage Privileges | Managers | Managerial staff will be able to change the privilege levels of staff. |
| Create Client Profile | Sales Staff | Sales staff will be able to create new Client user profiles depending on sales outcomes |



## Functional Requirements

* Clients must log on to access data
* Business Rules
* Transaction corrections, adjustments and cancellations
* Administrative Functions
* Authentication
* Authorisation levels
* Audit Tracking
* External Interfaces
* Certification Requirements
* Reporting Requirements
* Historical Data
* Legal or Regulatory Requirements

## Non-Functional Requirements

* Web portal will be the first point of entry for the public/clients
* Clients will be able to log into their accounts via the web portal
* Clients will be able to edit personal information
* Clients will only be able to view their own information
* Historical transactions can be accessed by clients, staff and managers
* Historical transactions cannot be edited, but can be printed in PDF format
* Web portal will display live information about stock and currency markets
* Web portal will display various services provided by sales team
* Web portal will offer a help desk option to recover lost login information
* Database will be accessible remotely via mobile devices
* Database will offer rapid response times and current data
* Database will have hierarchical security for all users
* Managers will have administrator rights to partition privileges to users
* Web interface will be accessible for smart phones (android and IOS), 7” and 10” tablets, and pc’s
* Database interface will provide options to lock and suspend client accounts, and display financial history reports
* Database interface will provide options to update transaction and client details.

## Recommendations

* Database redundancies for system failure
* Personalised contact information provided to clients for specific sales representatives

## Summary

By implementing a new streamlined client interface and information storage database, Acme will be able to maintain a competitive edge within the market. The new web portal will also act to lead in prospective new clients.