**CORE USER REQUIREMENTS**

**NON-FUNCTIONAL USER REQUIREMENTS (PERFORMANCE OR USABILITY):**

* **Transaction Security:**
* Money to transfer should not be greater than the account balance.
* Do not transfer money if account if empty.
* Transaction pin must be confirmed.
* **Account Management:**
* After every transaction; sent or received, the account balance must be updated.
* Transaction history must be recorded

**FUNTIONAL USER REQUIREMENTS (PROCESS OR DATA)**

* **Send money:**
* Customer confirms transaction with pin.
* Customer chooses which bank (internal or external).
* Recipient account number is confirmed.

**NON-CORE USER REQUIREMENTS**

**NON-FUNCTIONAL USER REQUIREMENTS (PERFORMANCE OR USABILITY)**

**FUNTIONAL USER REQUIREMENTS (PROCESS OR DATA)**

**HOW TO DETERMINE USER REQUIREMENTS;**

**Root cause analysis**

**Duration analysis**

**Informal benchmarking**

**Outcome analysis**

**Technology analysis**

**Activity elimination**