

Department of Computer Science and Engineering

Course ID: CSE-354

Course Name: System Analysis and Design (Sessional)

Organization: Bank Asia (Noapara Branch)

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Remarks

Introduction:

System analysis is the process of studying a system to identify its components and how they work together to achieve the system's goals. It is a problem-solving technique that can be used to improve existing systems or develop new ones. To establish a complete understanding of the system and its needs, analysts work in collaboration with owners, end users, and experts throughout the system analysis process. System analysis is crucial for understanding complex systems and ensuring that they meet the needs of users and organizations.

We have selected Bank Asia, Noapara Branch to analyze the system. Our goal is to understand their daily operations and study their existing system to learn how to design and analyze a similar system.

Problem statement:

- Analyze the banking and management system of the Bank Asia.
- Understand how their system operates.
- Understand their problems in daily activities.
- Collect information through interviews.
- Identify weaknesses in the current system.

Purpose:

We chose to analyze the system of Bank Asia, a financial organization because a bank is the most important organization for the economy of a country. Our main goal is to analyze the system. This involves looking at different parts of the system, such as,

- Collecting information about the organization from different levels of management and finding out their weakness.
- Technological infrastructure, transaction process, security measures, and user experience.
- Identify the system's strengths and weaknesses and areas that need improvement.
- Classify the obtained information in various categories (e.g. Operational, Tactical, Strategic, Statutory).

Scope of this study:

Our major goal is to understand the management and the system of the organization and, if possible, enhance it. By analyzing their system, we can identify and address issues, helping the bank improve operational efficiency, reduce costs, and boost productivity. Identifying opportunities for better technology integration, improving service, and enhancing the overall customer experience.

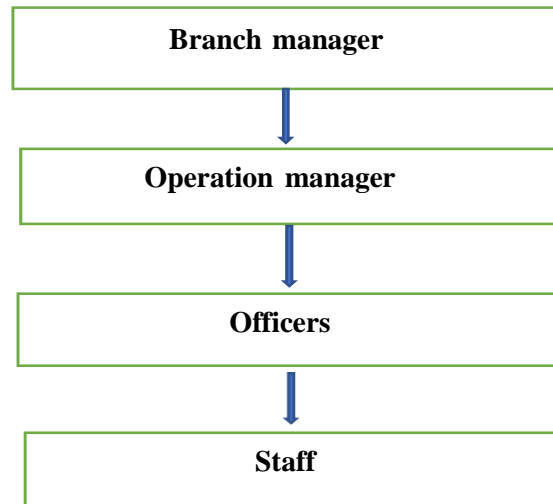
Overview of the organization:

Bank Asia is a public commercial bank. It received the Certificate of Incorporation on September 28, 1999 and came into operation on November 27, 1999. After 12 faithful years of dedicated and reliable services, Bank Asia has created an enviable position for itself among the country's leading banks with an Asset base of TK. 289 billion, a Deposit of TK 207 billion and 135+ outlets all over the country. Bank Asia PLC. started its service with a vision to serve people with modern and innovative banking products and services at an affordable charge.

Bank Asia PLC has been a major facilitator of Financial Inclusion in Bangladesh by providing banking services to the remotest corners of the country through pioneering “Agent Banking” services in Bangladesh in 2014. Since then, it’s been a remarkable story of financial inclusion with more than 5000+ outlets and 5 million+ customers across the rural areas of Bangladesh. The branch provides,

- General Banking: Savings accounts, current accounts, fixed deposits.
- Foreign trade: Efficient remittance handling for domestic and international transactions.
- Loan & Advance: Short-term, medium-term, and long-term agricultural loans, housing loans.
- Credit Card Services

Management Structure:



- Position Hierarchy:



Types of information:

The different types of information of Bank Asia, Noapara Branch are discussed below:

1. Operational Information:

- Different types of account opening.
- ATM service and balance check.
- Keeping info on the debit and credit section.
- Keeping info on balance transfer from bank to bank.
- Processing customers' money transaction requests.
- International trading and money transfer.
- Money Transfers: Facilitates money transfers to other banks and international transfers.
- Continuous monitoring of all transactions for accuracy and security.
- Billpay system

2. Tactical Information:

- Timely loan recovery.
- Granting leave.
- Organizing different promotional activities and special campaigns.
- Allocating employees to different sections based on requirements.
- Organizing seminars to motivate and encourage employees.
- Check the performance of the employee.
- Keeping track of how many people are applying for loans helps the branch decide how many staff and resources they need to process those applications quickly and effectively.
- Setting and monitoring monthly goals.
- Keep records of monthly expenses.

3. Strategic Information:

- Sustainable financial development.
- Increasing/ decreasing /adjusting interest rates by analyzing the annual budget and other economic factors.

- Technological advancement.
- Yearly financial goals.
- Improve organizational efficiency and the productivity of the employees.
- Increasing facility for employees.
- Annual Profit Target: Setting a yearly profit target of 45 lakhs BDT, Deposit 124 crore, Advance 50 crore (2024) to ensure financial sustainability and growth.
- Planning to recruit new employees strategically to fill essential positions and support business expansion initiatives effectively.
- Providing training programs to staff to help them adapt to and effectively utilize new technologies, such as digital banking platforms and software systems, to enhance operational efficiency and customer service.

4. Statutory Information:

- Follow the regulations given by the government.
- Sending annual profit and loss statements to the government.
- Sending reports on deposit collection.
- Sending a report on loan collection and loan distribution.
- Sending remittance report.
- Pay taxes on time.
- Ensure transparency and accountability.

Information Gathering:

To gather information relating to the organization, we asked the following questions:

- Who is the highest-level officer of the branch?
- What sets your bank apart from other banks?
- Do you offer any e-banking or online banking services?
- How many employees are currently in the service?
- What is their management hierarchy?
- Can you describe a typical day in the bank's operations?
- Do they have any software or online system?
- Are there any drawbacks to the current system?

- How does your bank connect and interact with other banks?
- What modifications or changes would they like to see to function more quickly and effectively?
- What are the major risks your bank faces, particularly in terms of credit and operations?
- Number of departments in this branch
- Number of accounts in this branch
- Goals and plan
- Loan system
- Banks ATM
- Bank security system
- Are there any unique services or products your bank offers?

Requirement Specifications:

Our examination revealed shortcomings in their system. To improve it further, they need the following:

- Establish 24/7 basic customer service using chatbot.
- Cash deposit through online banking.
- Improvement of UI/UX of the mobile application.

Conclusion:

We summarized the system and the specifications of Bank Asia, Noapara Branch. After discussing with the operation manager, we collected various details about the branch's operations. We learned about the organizational hierarchy and details of the current system's functioning. We also talked about the branch's facilities, shortcomings, and other relevant information. Finally, we identified the important areas for improvement by doing a detailed analysis of the current system.