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#Task 1: Design Thinking & Gap

Analysis

\*Application: Mobile Banking Apply

Steps of Design Thinking &Improvement Areas:

•Empathize: Understanding user needs and pain points in mobile banking.

•Define: Identify 'issuessuch as security concerns, slow transactions, and poor user experience.

•Ideate: Brainstorm solutions like biometric authentication, Alchat support, and better UI.

•Prototype: Develop a test version with improved security andinterJace.

* Test: Gather feedback and refine the app before full deployment.

**\*Gap Analysis fora Product: Mobile Banking App**

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| Existing Features | Gaps Identified | Proposed Improvements |
| Basic security features (PIN,  password) | Lack of biometric authentication | Add fingerprint &  face ID login |
| Slow transaction speed | High load times inpeak hours | Optimize server response |
| Basic customer support | Delayed response time | Implement Al chatbots |
| Limited accessibility | Not user-friendly for elderly users | Introduce voice  command features |