

Name: Ratnajeet Patil

Prno:1012412079

Class & Div: SYCSE B1

Assignment 2

1. Branch Manager at IDBI Bank

Problem:

- Inaccurate vault balance display.
- Incorrect account tracking (opened/closed).
- Locker visit scheduling not functional.

Root Cause:

- A recent system update caused these issues.

Impact:

- Frustration and confusion due to inability to track vault money and locker visits.

Functional Requirements:

- Real-time vault balance display.
- Accurate account tracking (opened/closed).
- Functional locker visit scheduling with booked slots.

Non-Functional Requirements:

- Real-time updates without delays.
- Secure access to vault data.
- Reliable database for account and vault information.

UI Considerations:

- Clear dashboard for vault balance and account details.
 - Calendar-based scheduling for locker visits.
 - Simple navigation for quick access.
-

2. Second-Year B-Tech Student

Problem:

- **Payment failure despite successful transaction.**
- **Unknown error during payment processing.**

Root Cause:

- **Server issues.**

Impact:

- **Confusion about payment status.**
- **Frustration due to inability to access the AI/ML course.**

Functional Requirements:

- **Accurate payment processing with instant confirmation.**
- **Support for multiple payment methods.**

Non-Functional Requirements:

- **24/7 availability with minimal downtime.**
- **Secure handling of financial transactions.**
- **Scalability to handle peak traffic.**

UI Considerations:

- **Streamlined payment checkout page.**
- **Clear messaging for payment status.**
- **Support section for payment issues.**

3. Customer (Software Engineer) Using Uber

Problem:

- **App stuck on loading screen.**
- **OTP not sent due to server issues.**
- **Excessive fare charges.**

Root Cause:

- **Server issues or app-device incompatibility.**

Impact:

- Frustration due to inability to book a ride on time.
- Irritation due to overcharging.

Functional Requirements:

- Smooth app loading without delays.
- Consistent OTP delivery for authentication.
- Accurate fare calculation.

Non-Functional Requirements:

- Optimization for different devices and network conditions.
- High availability to prevent service disruptions.
- Secure OTP authentication.

UI Considerations:

- Progress indicator during ride booking.
- Transparent pricing breakdown.
- Troubleshooting section for OTP and loading issues.

4. Purchase Manager of Seafood**Problem:**

- Newly added supply not reflected in the inventory system.

Root Cause:

- Database not updating with new information.

Impact:

- Worry about stock status.
- Inability to sell due to lack of inventory updates.

Functional Requirements:

- Real-time inventory updates.
- Alert system for failed stock updates.

Non-Functional Requirements:

- **Reliable data storage with minimal latency.**
- **Security controls for inventory changes.**
- **Scalability for large inventories.**

UI Considerations:

- **Clear inventory dashboard with recent updates.**
 - **Search and filter options for stock details.**
 - **Notification panel for system alerts.**
-

5. IT Sector User (Tax and Budget Calculation)

Problem:

- **New expenses and profits not displayed.**
- **Inability to maintain future budget records.**

Root Cause:

- **Poor server maintenance.**

Impact:

- **Confusion about financial data accuracy.**
- **Worry about inability to calculate taxes and budgets.**

Functional Requirements:

- **Accurate tracking and display of financial transactions.**
- **Seamless tax and budget calculation.**
- **Historical data storage for future reference.**

Non-Functional Requirements:

- **High reliability with scheduled server maintenance.**
- **Secure encryption for financial data.**
- **Intuitive reports and analytics.**

UI Considerations:

- **Financial dashboard for income, expenses, and budget trends.**
- **Easy-to-use input forms for new transactions.**

- **Graphs and charts for financial insights.**