RTM - Mobile Banking App Onboarding Improvement

1. Purpose

The purpose of the Requirement Traceability Matrix (RTM) is to ensure end-to-end traceability of requirements from business objectives through GAP identification, functional requirements, and testing. This helps confirms that all business needs are addressed and no requirements are missed during delivery.

2. RTM Scope

This RTM provides traceability across the following artefacts:

- Business Requirement Documents (BRD)
- Root Cause & GAP Analysis
- Functional Requirement Documents (FRD)
- User Acceptance Testing (UAT)

3. Traceability Matrix

Req ID	Requirement Description	Source	Priority	FR-ID	UAT-ID	Status
RTM-01	Display onboarding progress indicator	GAP Analysis	High	FR-01	UAT-01	Planned
RTM-02	Provide guidance at each onboarding step	GAP Analysis	Medium	FR-02	UAT-02	Planned
RTM-03	Show OTP verification status & retries	GAP Analysis	High	FR-03	UAT-03	Planned
RTM-04	Allow OTP resend with clear messaging	GAP Analysis	High	FR-04	UAT-04	Planned
RTM-05	Pre-fill existing customer data	GAP Analysis	Medium	FR-05	UAT-05	Planned
RTM-06	Explain purpose of validation steps	GAP Analysis	Medium	FR-06	UAT-06	Planned
RTM-07	Show onboarding completion confirmation	GAP Analysis	High	FR-07	UAT-07	Planned

RTM-08	Send confirmation SMS / notification	GAP Analysis	Medium	FR-08	UAT-08	Plan

4. RTM - Maintenance

- The Business Analyst is responsible for maintaining the RTM
- Any change to business objectives or functional requirements must be reflected in RTM
- RTM updates must be reviewed during requirement change discussions

5. RTM - Status & Review

Role	Name	Status
Product Owner		Pending
Compliance		Pending
Business Analyst	Roja Armugam	Prepared