**Business Requirement Document (BRD)**

**Project Title**

Centurion Banking Software Solution

**Project Overview**

The project aims to develop an end-to-end software solution for Centurion Bank. The software will integrate various banking services into a single, cohesive platform to enhance customer experience, streamline operations, and ensure compliance with regulatory standards.

**Project Objectives**

* **Enhance Customer Experience**: Provide a seamless and user-friendly interface for customers to manage their banking needs.
* **Streamline Operations**: Automate and optimize internal banking processes.
* **Ensure Compliance**: Maintain regulatory compliance and ensure data security.

**Stakeholders**

* **Project Sponsor**: Jane Doe, Chief Technology Officer
* **Project Manager**: John Smith, Project Manager
* **IT Department**: Alice Johnson, Lead Developer; Bob Williams, Systems Architect
* **Compliance Team**: Carol Brown, Compliance Officer; David Miller, Risk Analyst
* **Customer Service Team**: Emily Davis, Customer Service Manager; Frank Wilson, Support Lead
* **Marketing Team**: Grace Taylor, Marketing Director; Henry Anderson, Marketing Specialist

**Business Requirements**

**1. Customer Management**

1.1 **Account Creation and Management**

* Customers can create and manage their accounts online.
* Include features for updating personal information, setting preferences, and viewing account status.

1.2 **Customer Support**

* Integrated customer support chat.
* Ticketing system for issue resolution.
* FAQ and knowledge base.

**2. Transaction Management**

2.1 **Fund Transfers**

* Domestic and international transfers.
* Real-time and scheduled transfers.
* Transfer limits based on account type and customer status.

2.2 **Payment Processing**

* Bill payments, credit card payments, and loan repayments.
* Integration with various payment gateways.

**3. Loan and Credit Services**

3.1 **Loan Management**

* Online loan application and approval process.
* Loan status tracking.
* Integration with credit scoring systems.

3.2 **Credit Card Services**

* Credit card application and approval.
* Management of credit card transactions and rewards.

**4. Investment Services**

4.1 **Portfolio Management**

* Online investment account creation.
* Tracking of investments, returns, and portfolio performance.

4.2 **Trading Platform**

* Real-time stock trading.
* Integration with stock exchanges.

**5. Compliance and Security**

5.1 **Regulatory Compliance**

* Automated compliance checks.
* Reporting tools for regulatory requirements.

5.2 **Data Security**

* Encryption of sensitive data.
* Two-factor authentication.
* Regular security audits.

**6. Reporting and Analytics**

6.1 **Financial Reporting**

* Customizable financial reports.
* Real-time data analytics.

6.2 **Customer Insights**

* Behavioral analytics.
* Customer segmentation and targeting.

**Functional Requirements**

**1. User Interface**

* **Web Interface**: Accessible via modern web browsers.
* **Mobile Interface**: Native apps for iOS and Android.
* **Accessibility**: Compliance with ADA and WCAG guidelines.

**2. Integration**

* **APIs**: Integration with third-party services (payment gateways, credit scoring agencies, etc.).
* **Internal Systems**: Integration with the bank's existing internal systems.

**3. Performance**

* **Scalability**: Ability to handle increasing numbers of users and transactions.
* **Reliability**: High availability and minimal downtime.

**4. Security**

* **Authentication**: Multi-factor authentication.
* **Authorization**: Role-based access control.
* **Data Encryption**: End-to-end encryption for all transactions.

**Non-Functional Requirements**

**1. Performance**

* The system should support up to 1 million concurrent users.
* Transaction processing time should not exceed 3 seconds.

**2. Usability**

* User-friendly interfaces with intuitive navigation.
* Training materials and user guides.

**3. Maintainability**

* Modular architecture to facilitate updates and maintenance.
* Comprehensive documentation.

**4. Compliance**

* Adherence to financial regulations (e.g., GDPR, PCI DSS).
* Regular compliance audits and updates.

**Assumptions**

* The project will use agile development methodologies.
* All required third-party services and integrations are available.
* The bank’s existing IT infrastructure can support the new software.

**Constraints**

* Budget limitations.
* Regulatory changes that might impact development timelines.

**Risks**

* Data security breaches.
* Integration challenges with legacy systems.
* Changes in regulatory requirements.

**Project Timeline**

* **Phase 1**: Requirement Analysis (Month 1-2)
* **Phase 2**: Design and Prototyping (Month 3-4)
* **Phase 3**: Development (Month 5-10)
* **Phase 4**: Testing (Month 11-12)
* **Phase 5**: Deployment (Month 13)
* **Phase 6**: Post-Deployment Support (Ongoing)

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| System | Information shared |
| Active Directory | User authentication and attribution of adequate access rights |
| SANKOFA (SharePoint/FileNet) | SANKOFA is the Bank documents central repository. Every demand and project document should be stored in this system. |
| SAP | SAP contains the information about approved budgets for projects. Project managers should be able to have an updated situation of the budget approved/consumed on their projects. |
| ATRS/Solemann | Current systems handling Staff timesheets. The PPM should get/push staff workloads and projects on which the staff is allocated. |
| Alfabet | Main EA tool. Alfabet should be able to get from the PPM the list of iniatives, their status, and implementation timeline. The Enterprise Architect will enrich this information with the architecture of the systems in implementation, and their links with existing modules. |
| ServiceNow | ServiceNow is the main ticketing System at the Bank. It should be possible to have a single entry point to request IT support and initiate new initiatives. |
| Azure Devops | Share Work Breakdown Structure (WBS) for projects and task completion status. |