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BANKING MANAGEMENT **SYSTEM**

Software Engineering Project Report

Submitted by:

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Under the supervision of:

TutorialsDuniya.Com

Bhaskaracharya College of Applied Sciences
(University of Delhi)

ACKNOWLEDGEMENT

On the successful completion of our project **BANKING MANAGEMENT SYSTEM**, we would like to express our sincere gratitude to everyone who helped us in the completion of the project.

We are sincerely thankful to our project guide **TutorialsDuniya** for her interest, guidance and suggestions throughout the course of the project. We feel honoured and privileged to work under her. She shared his vast pool of knowledge with us that helped us steer through all the difficulties with ease. This project would not have been possible without her guidance.

CERTIFICATE

This is to certify that the project entitled “**Banking Management System**” submitted by **Rohit Rana** has been carried out under our supervision. The project has been submitted as per the requirements in the fourth semester of B.Sc. Computer Science.

Teacher-in-charge

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Problem Statement

A bank encompasses several branches and each branch further has many customers who hold one or more accounts in that branch. Bank offers five types of deposit accounts namely Savings, Current, fixed deposit, joint, minor. Any person who holds an account has either of these accounts. Any person if wants to become a new customer to the bank also has to choose among these types. New customer to the bank can either open an individual account, a joint account or a minor account (in case the applicant is under 18 years of age) as per his/her wish.

Every Savings Bank Account whether minor/joint or individual has very basic features of cash deposit and cash withdrawal. There is no restriction on the number and the amount of deposits, however a mandatory uniquely identified PAN number is required for doing cash transactions exceeding Rs.49,999. The bank pays an interest annually on the savings lying in the savings bank account. It also provides the facility of fund transfer through which the money from one customer's account is transferred to other account. The money transfer can be done within the same bank or with the account holder of any different bank however, transferring money to another bank's account holder charges some minor penalty.

Current Bank Account is another type of bank account having its own distinct features that are managed differently. It is mainly opened by businessmen to carry out their business deals promptly and smoothly. No restrictions are made on the number and the amount of withdrawals as long as the account holder has funds in his/her account. Bank pays no interest on the funds kept in the current account.

In fixed deposit bank accounts, whole deposit is made at once and it lasts for 15 days to 10 years with high rates of interests. No withdrawals are allowed however, the bank allows the customer to close the account before maturity in the case of emergency but with a certain deduction in rate of interest. The fixed deposit can be renewed after its maturity.

All these bank details and records can't be managed manually. Therefore, a need for software is realized that can manage all the details at both customer and bank authorities' side. The main aim of the software is to automate all the functioning of bank both at the customer's and bank authorities' side. Thus, Banking Management System is introduced to resolve this issue. Two views will be managed having their own different functioning; one for the customer and other one for the bank authorities.

Among the bank authorities, different persons will manage data and records for different bank related works with each person having a different view of the bank database. For each work, the bank has different manager who has access only to the details that are related to his section of work. The bank manager has all the details and has access to all the data and records managed by different section managers.

For every cash deposit and cash withdrawal made by the customer holding savings bank account, the bank authority respective to this section will update the bank database and the customer's account database by entering all the transaction details(customer name, account number, phone number, deposited/withdrawal amount and PAN number in case of transaction is of more than Rs. 49,999). All these type of bank transactions details are updated in bank database both for the customer and bank authorities and can be found in the "Account Details" section of the database for that particular account. All the details related to the transaction are automatically updated to the bank's database with the help of the account number.

For fixed deposit account, the bank offers a rate of interest on every fixed deposit made by the customer and that rate of interest varies accordingly with the time period for which FD is made. If the fixed deposit account is opened from the main account balance, the amount is deducted from the bank balance and new fixed deposit account is opened for every fixed deposit made by the customer. The details of amount deduction is updated in "account details" section of database of particular account, and the FD details are updated in "FIXED DEPOSIT" section of bank database by the bank authority seeking this section by giving all the details of customer and fixed deposit request made by that customer.

Also the software will enable the bank authorities to update/modify customer details or information relates to customer account whenever any customer requests for the same. The customer has to fill KYC form of the bank along with all the ID proofs and other related documents to provide the bank with all his details if he wants to make modifications, bank authorities will then verify the documents and update the desirable changes to the "customer's details" section of the bank database.

1 Introduction

1.1 Purpose

The main purpose of this software is to simplify the tedious task of banking by providing this service in a user friendly environment. It also aims at increasing the efficiency and reducing the drawbacks of existing manual banking process, thus making it more convenient for the customers to do banking as when they require.

This project is supported by a well designed DBMS in which customers account information is integrated together. A friendly UI is also provided so that the requests made by the user give correct results by accessing the information stored in the database.

1.2 Scope

This software allows the users to apply for new account and to update the previous account. It gives them the facility to deposit money in the account or withdraw money from the account. It also gives the facility to apply for loan.

1.3 Definitions

- BMS – Banking Management system
- UI - User Interface
- DBMS – Database Management System

1.4 Overview

The rest of the document deals with all the main features of this software. It not only describes various functions but also gives details about how these functions are related to each other. Apart from the data flow diagrams, the document also contains cost estimates for developing this system. Various risks associated with the system have also been mentioned along with the ways to mitigate them.

The timeline chart describing how the entire project was scheduled has been attached followed by the architectural design of the software. At the end a pseudo code for the customer management module” has been provided. A flow graph has been generated corresponding to this module, cyclomatic complexity has been computed and test cases that were used to test the system have also been mentioned.

1.5 Process Model

We choose Waterfall model because of the following reasons:

- It is relatively simple and easier to understand approach as compared to other models.
- The requirements are well stated and understood before in hand.
- In this model we have to complete one stage before proceeding to next. So ,we have clearly defined stages and well understood milestones.
- The advancement in program does not need to be checked upon by the customer during the process. So this model does not create problem.
- The requirements are fixed and work can proceed to completion in a linear manner.
- The Waterfall Model provides a structured approach.

2 Software Requirement Specification

2.1 Overall Description

2.1.1 Product perspective

The manual banking system suffers from the following drawbacks:-

- The existing system involves a lot of paper work and manual calculation. This has lead to inconsistency and inaccuracy in the maintenance of data.
- The data, which is stored on the paper only, may be lost, stolen or destroyed due to natural calamity like fire and water.
- The existing system is sluggish and time-consuming causing inconvenience to customers and the banking staff.
- Since the number of customers have drastically increased therefore maintaining and retrieving detailed record of customer is extremely difficult.
- A bank has many branches in the country, an absence of a link between these branches lead to lack of coordination and communication.

Hence the banking management system is proposed with the following Product perspective:

- The computerization of the banking system will reduce a lot of paperwork and hence the load on the bank administrative staff.
- The machine performs all calculations. Hence chances of error are nil.
- The customer, balance details can easily be retrieved and any required addition, deletion or updation can be performed.
- The system provides for user-ID validation, hence unauthorized access is prevented.

2.1.2 Product functions

The “BMS” software is an independent web based application. There are various user interfaces related with this software. These interfaces help the user to interact with the software and provide the necessary information for online ticket reservation.

The entire functionality of this software can be subdivided into fields/modules. The names of the fields involved in the banking management system are

1. CUSTOMER MANAGEMENT
2. LOAN SYSTEM
3. TRANSACTION SYSTEM

•MODULE 1: CUSTOMER MANAGEMENT

Using this module, the user first provide his details like his name, father name, address, phone no., email etc. and can open a new account or can update an existing account.

•MODULE 2: LOAN SYSTEM

This module is for customer to apply for loan by providing required documents and details like time period of loan, amount of loan and get the detailed description of EMIs.

•MODULE 3: TRANSACTION SYSTEM

This module allows the customers to deposit and withdrawl money from their account using some private info like signature, OTP.

Various interfaces involved in BMS have been designed and implemented using C++. All the information about customer is maintained in C++ files which act as databases for the software.

2.1.3 User characteristics

- The user of the system should be comfortable working with English language.
- The user must have a basic knowledge of computers and internet.

2.1.4 General Constraints

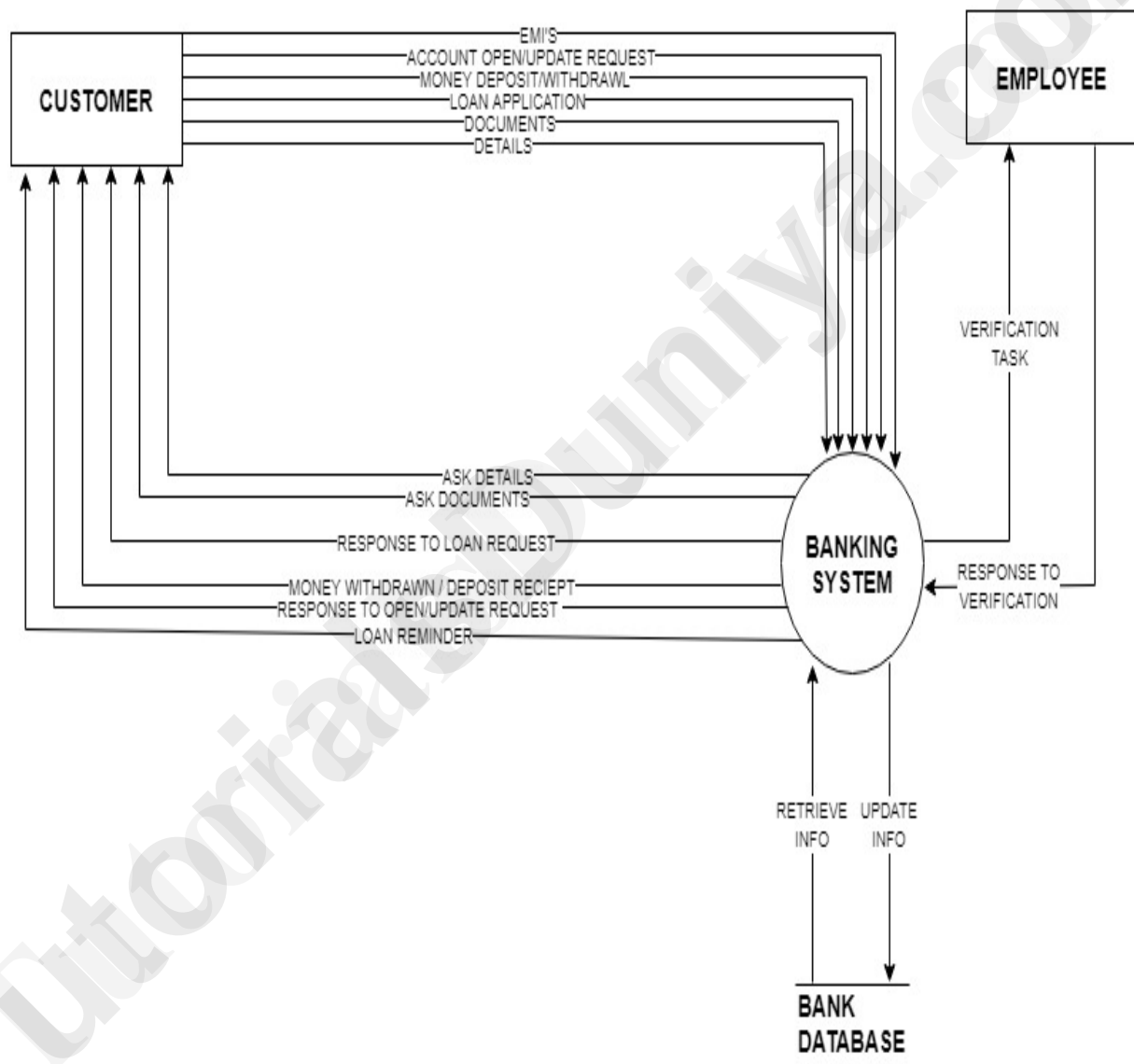
- The database of the software is not accessible to every user of the software. Making changes in the database requires permissions that have been given to certain specific individuals.

2.1.5 Assumptions and Dependencies

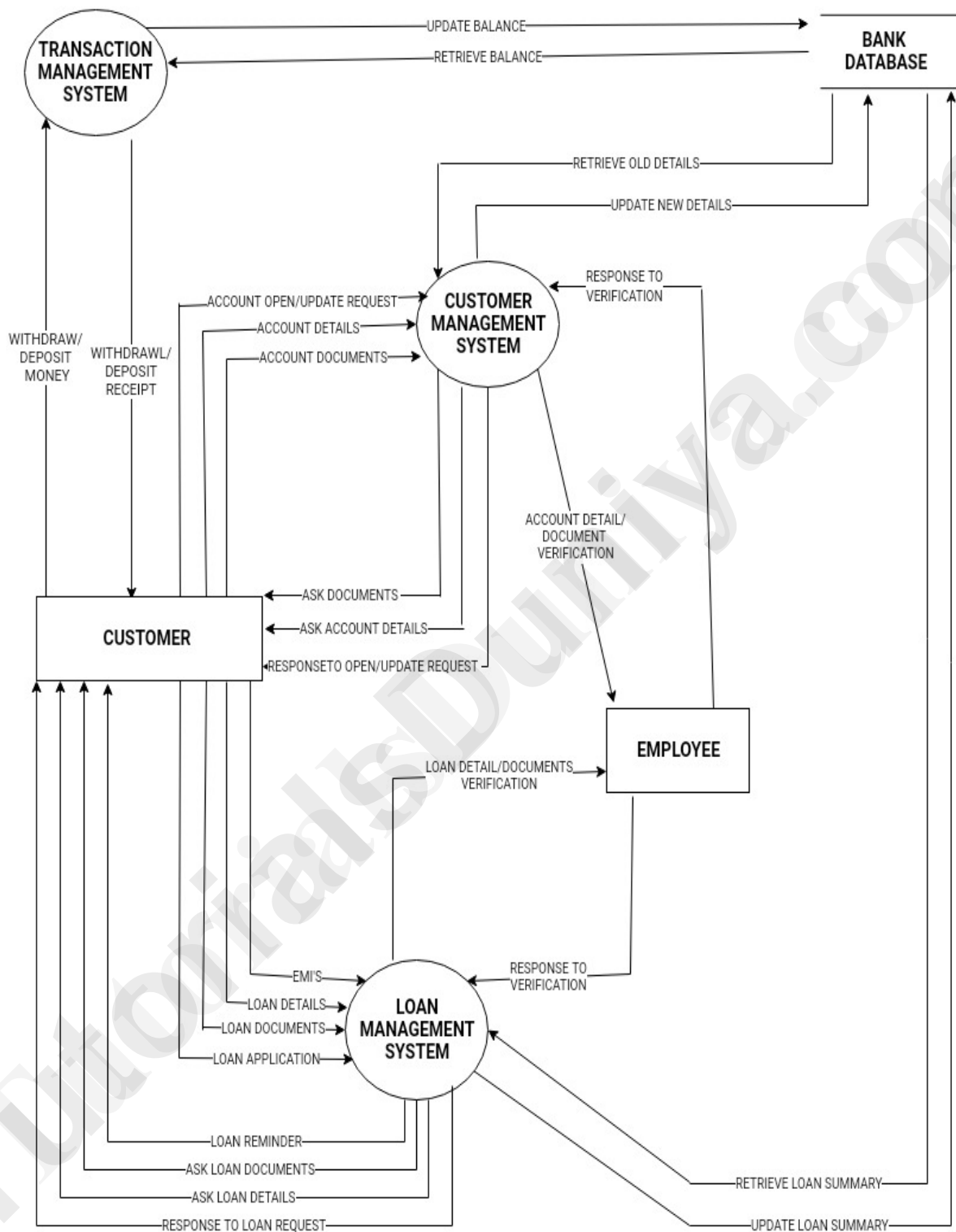
- The BMS is assumed to be compatible with the computer systems on which it has been loaded for customer use.

2.2 Data Flow Diagram

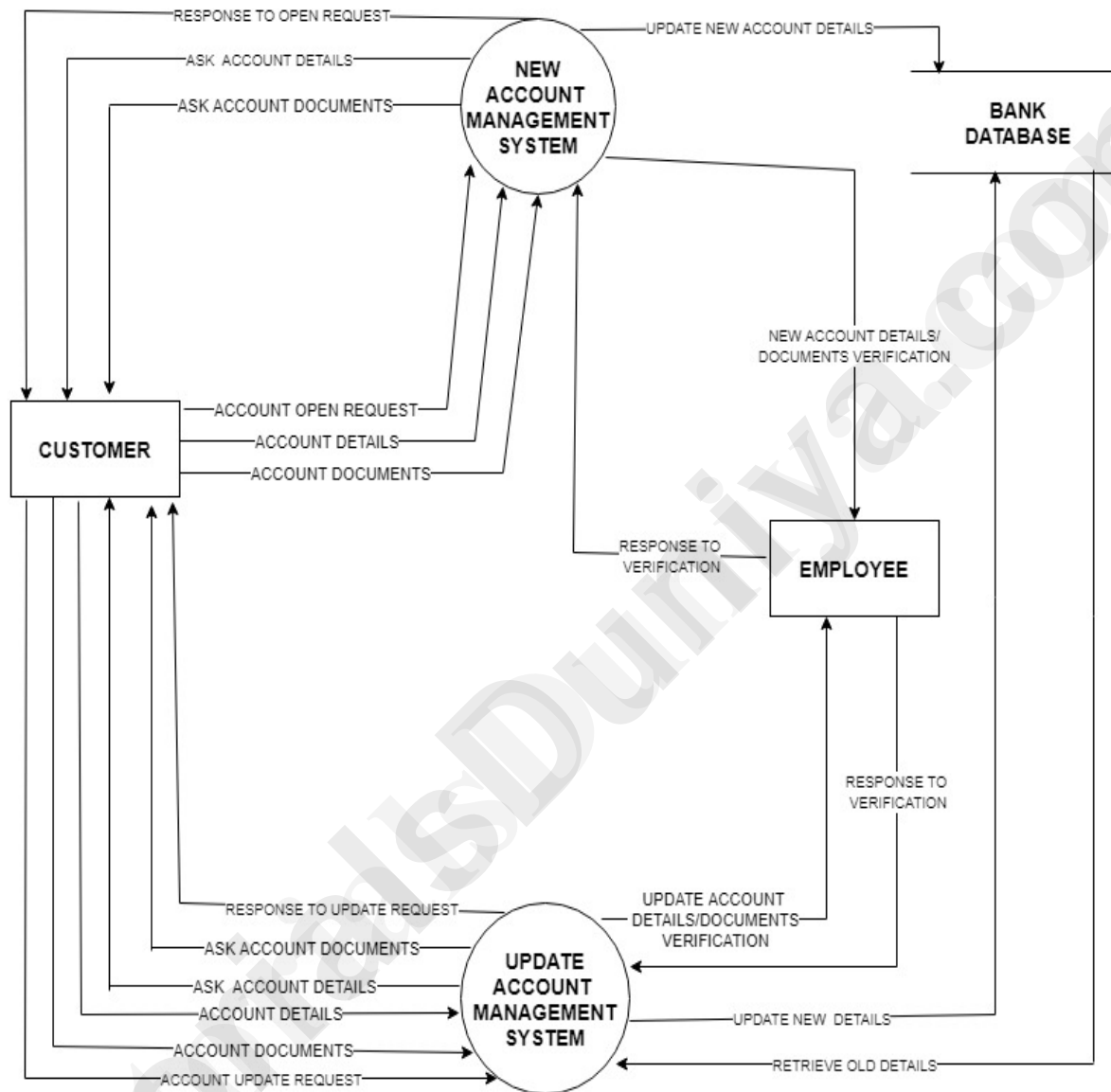
2.2.1 DFD Level 0



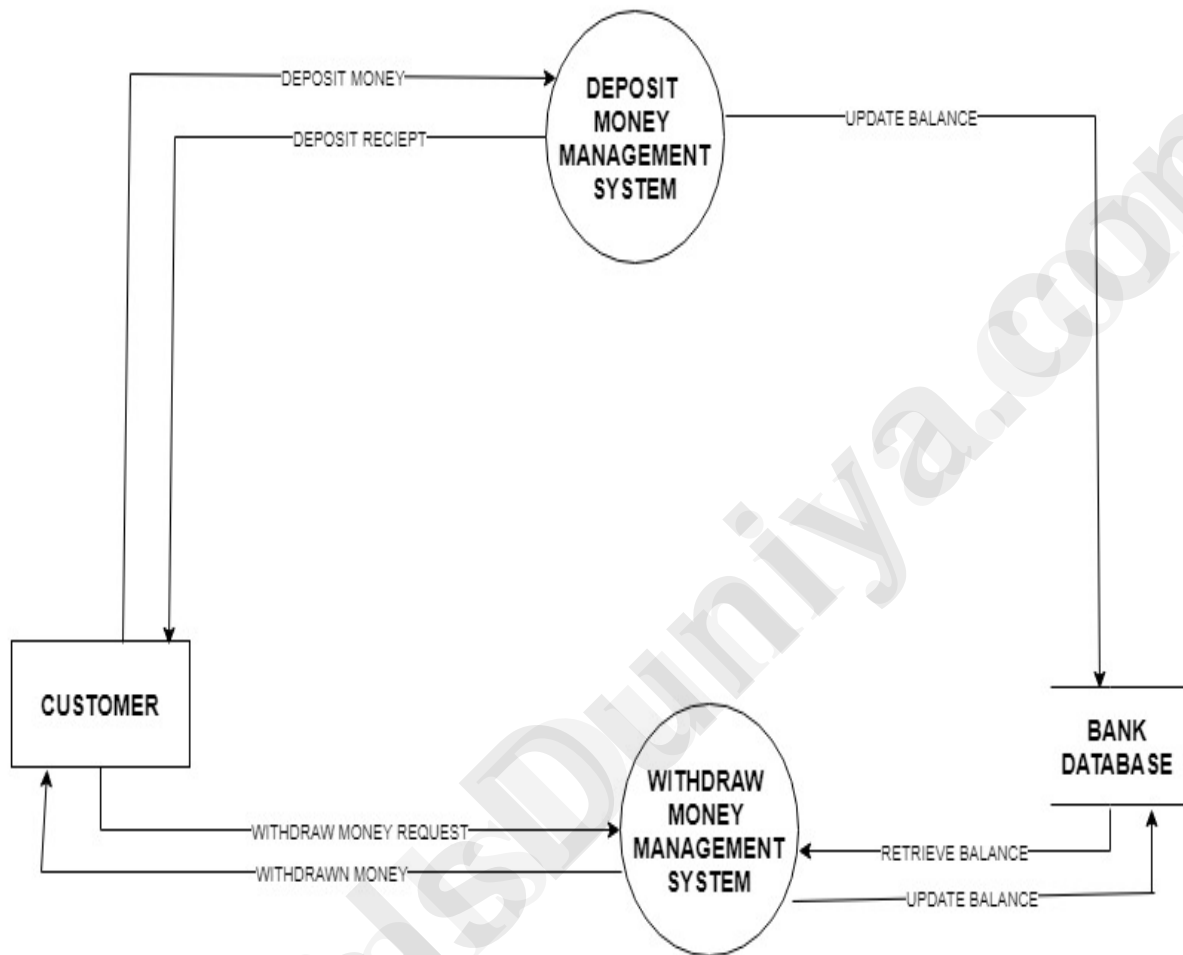
2.2.2 DFD Level 1



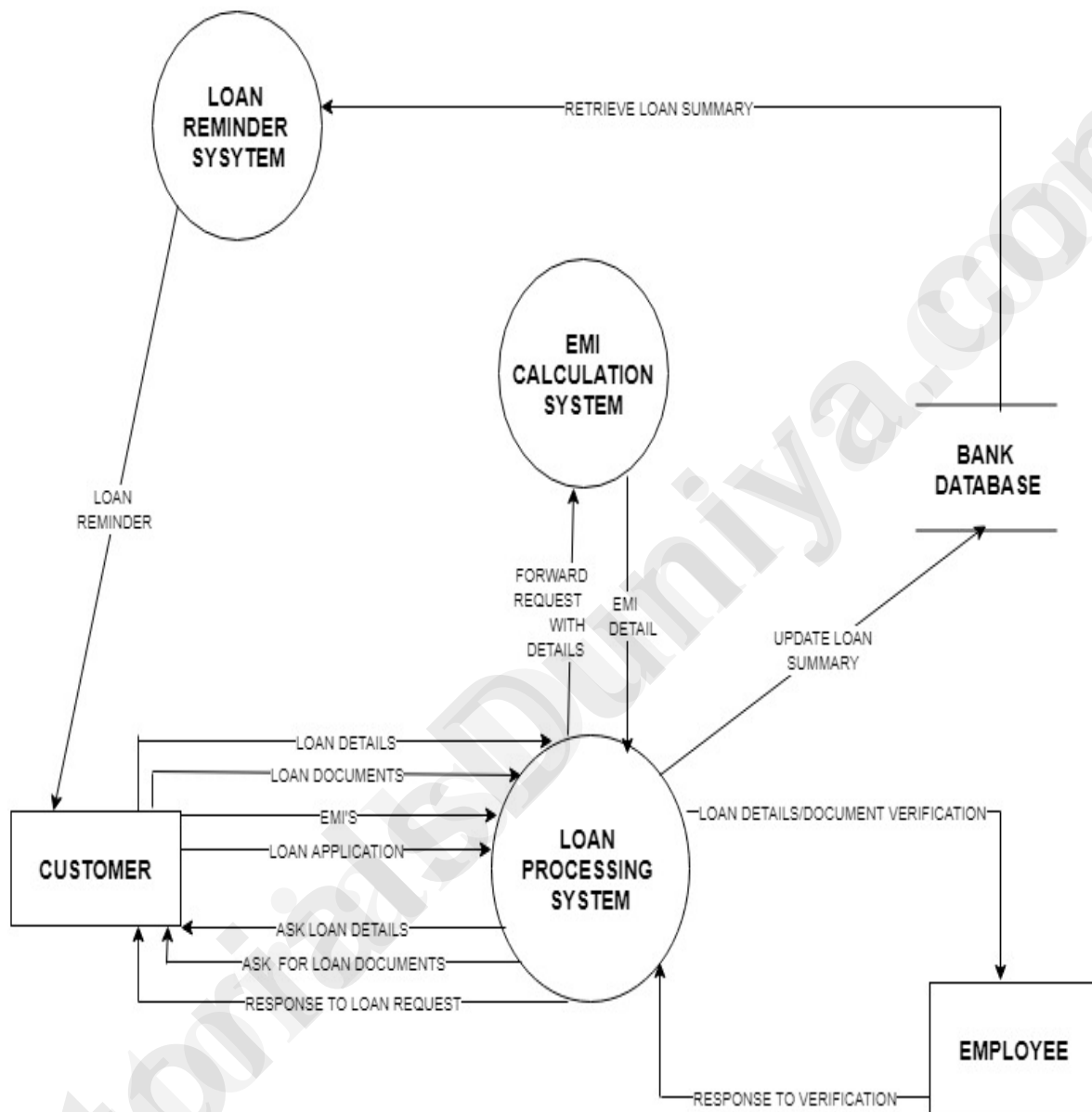
2.2.3 DFD Level 2 Customer Management



2.2.4 DFD Level 2 Transaction System



2.2.5 DFD Level 2 Loan System



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2.2.6 Data Dictionary

The data dictionary, or Meta data repository, as defined in the IBM Dictionary of Computing, is a "centralized repository of information about data such as meaning, relationships to other data, origin, usage, and format."

The term may have one of several closely related meanings pertaining to databases and database management systems (DBMS). A document describing a database or collection of databases; an integral component of a database management systems (DBMS) that is required to determine its structure; and a piece of middleware that extends or supplants the native data dictionary of a database management systems(DBMS).

Our banking system dictionary can be of the following type.

Data	Description
Documents	Account documents Loan documents
Details	Account details Loan details
Account documents	ID Proof + Residence Proof + Date of Birth Proof
Loan documents	ID Proof + Residence Proof + Birth Proof + Salary slip + PAN Card + Loan application
Account details	Name + Address + Phone Number + Account number + Signature
Loan details	Loan time period + Loan amount + Loan type
Name	First name + Middle name + Last name
Address	House No. + Village name + State name + PIN code
Phone number	Digit+Digit+Digit+Digit+Digit+Digit+Digit+Digit+Digit+Digit
Account number	Digit+Digit+Digit+Digit+Digit+Digit
Deposit Reciept	Date of deposit + Amount deposited
Response	Approval Rejection
Loan Reminder	Reminder message + Last date to pay EMI

3 Project Management

3.1 Cost Estimations

3.1.1 Functional Point Estimation

S.NO	QUESTIONS	GRADE VALUE
1	Does the system require reliable backup and recovery?	5
2	Are specialized data communications required to transfer information to or from the application?	3
3	Are there distributed processing functions?	3
4	Is performance critical?	0
5	Will the system run in an existing, heavily utilized operational environment?	5
6	Does the system require on-line data entry?	5
7	Does the on-line data entry require the input transaction to be built over multiple screens or operations?	5
8	Are the ILFs updated online?	5
9	Are the inputs, outputs, files, or inquiries complex?	2
10	Is the internal processing complex?	2
11	Is the code designed to be reusable?	3
12	Are conversions and installations included in the design?	0
13	Is the system designed for multiple installations in different organizations?	5
14	Is the application design to facilitate change and for ease of use by the user?	5

VALUE ADJUSTMENT FACTORS, $\Sigma f_i =$ 48

INFORMATION DOMAIN VALUE	EST. COUNT	WEIGHING FACTOR	WEIGHING COUNT
1. EXTERNAL INPUT	4	4	16
2. EXTERNAL OUTPUT	4	5	20
3. EXTERNAL INQUIRIES	1	4	4
4. NUMBER OF LOGICAL FILES	1	10	10
5. EXTERNAL INTERFACE FILES	0	7	0
TOTAL	50		

COMPUTING FUNCTION POINTS:

$$FP = \text{COUNT TOTAL} * (0.65 + 0.01 * \sum f_i)$$

$$= 50 * (0.65 + 0.01 * 48)$$

$$= 56.50$$

3.1.2 Efforts

The average productivity for this kind of system =6.5 FP/pm

Considering the labour rate=\$8000

Cost per FP = \$1230

Total efforts = FP (calculated) / average productivity

$$= 56.50 / 6.5$$

$$= 8.69 \text{ person months}$$

Total cost for the project = Total efforts * labour rate

$$= 8.69 * 8000$$

$$= \$ 69,520$$

3.2 Risk Table

Risks	Category	Probability	Impact	Mitigation
Quality not maintained	DE	60%	3	Take up steps to maintain quality at each stage of development.
Size estimates may be low	PS	50%	2	Past experiences must be considered and a similar task on a smaller scale may be attempted
Requirements not properly documented and understood	CU	50%	1	Regular interaction with the customer and getting the requirements verified before finalising them
Delivery deadline will be tightened	BU	40%	2	Review the progress from time to time and take appropriate steps to keep up with the schedule
Lack of skill	ST	40%	2	External resources might help
Building the wrong product	CU	20%	1	Early and continuous validation is critically important. You need to establish a clear vision and solid justification for the product.

1-Catastrophic

2-Critical

3-Marginal

4-Negligible

PD-Process Definition

ST-Staff-size and experience

DE-Development Environment

CU-Customer Characteristics

BU-Business Impact

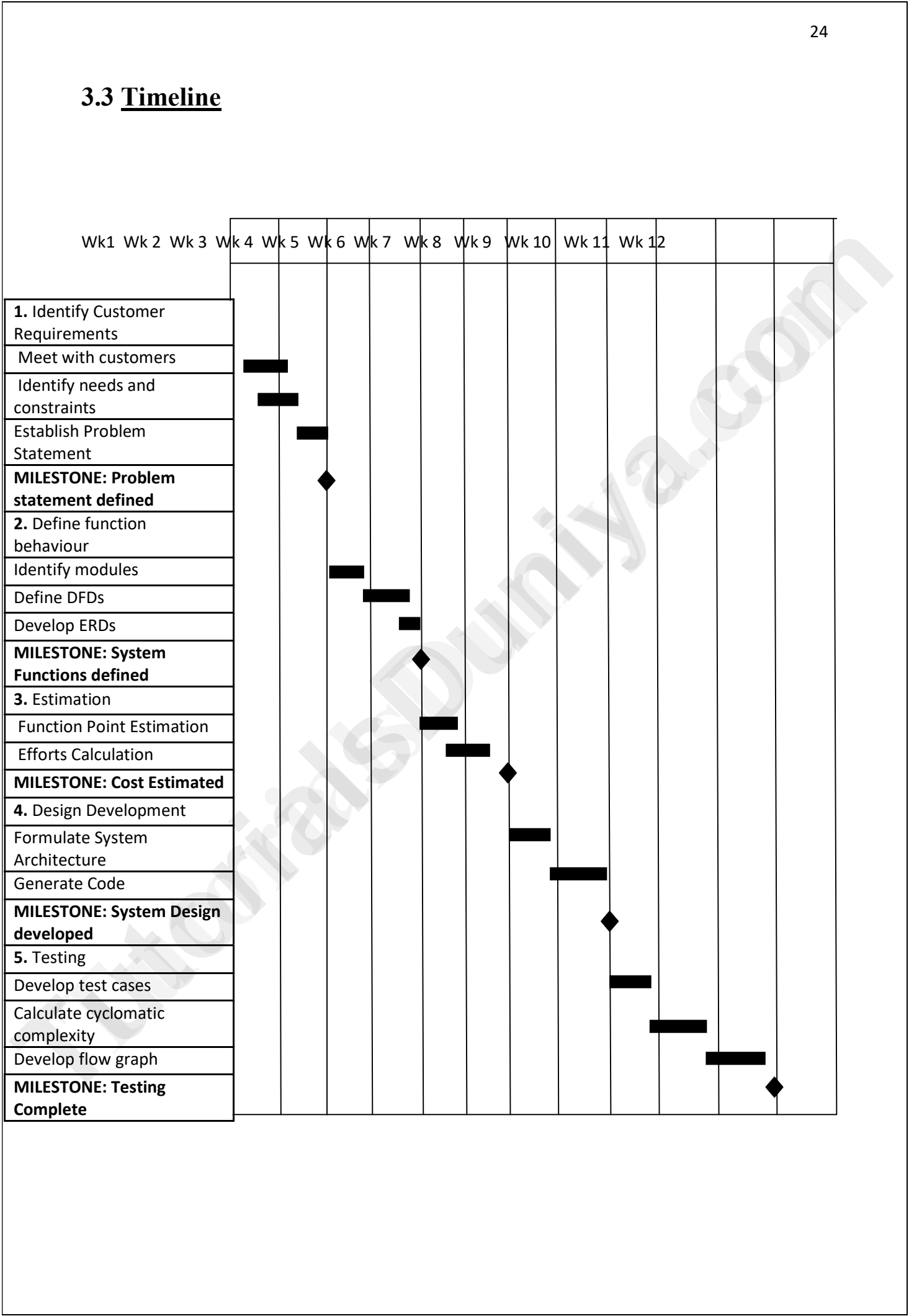
PS-Product Size

24

3.3 Timeline

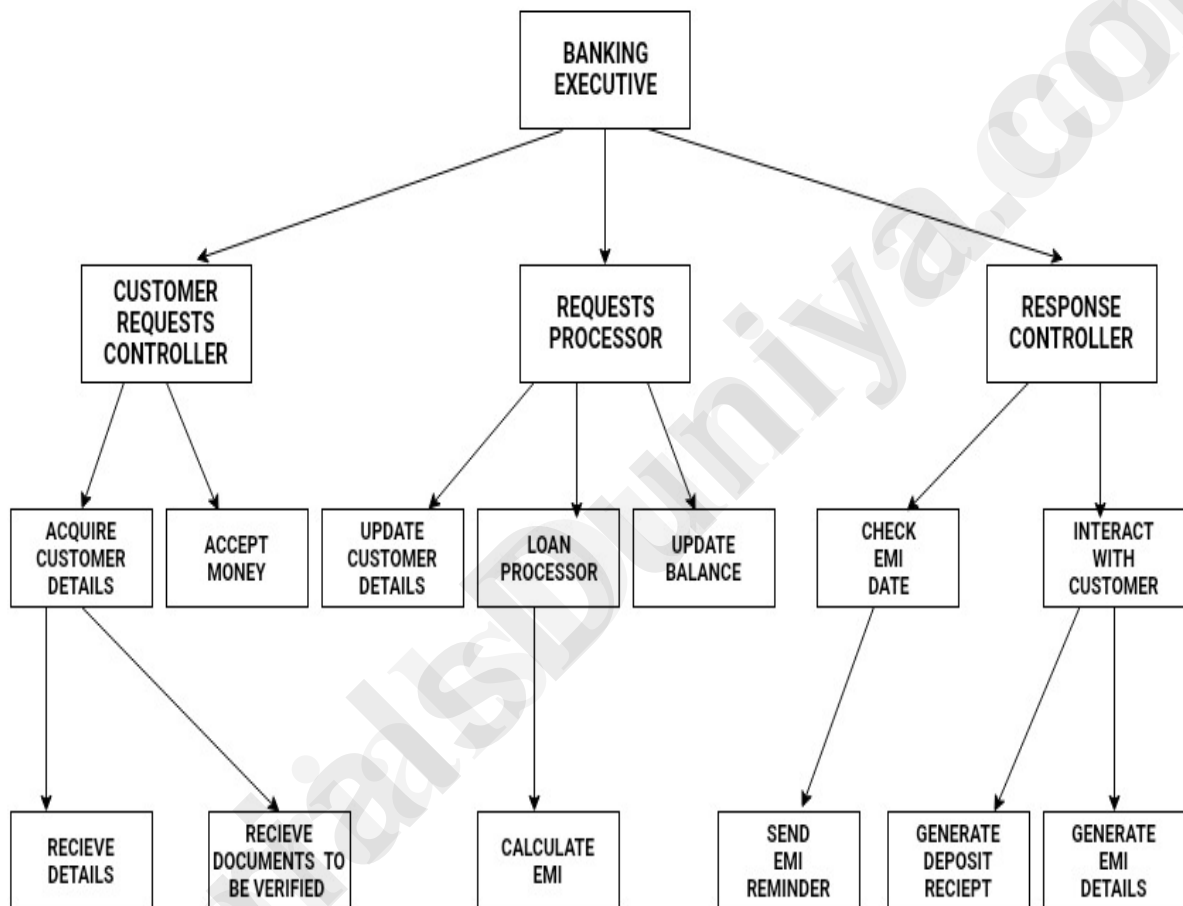
The following table summarizes the task durations shown in the Gantt chart:

Task	Start Week	End Week
Meet with customers	Wk 4	Wk 5
Identify needs and constraints	Wk 5	Wk 6
Establish Problem Statement	Wk 6	Wk 7
MILESTONE: Problem statement defined	Wk 6	Wk 6
Identify modules	Wk 7	Wk 8
Define DFDs	Wk 8	Wk 9
Develop ERDs	Wk 9	Wk 10
MILESTONE: System Functions defined	Wk 10	Wk 10
Function Point Estimation	Wk 10	Wk 11
Efforts Calculation	Wk 11	Wk 12
MILESTONE: Cost Estimated	Wk 12	Wk 12
Formulate System Architecture	Wk 12	Wk 13
Generate Code	Wk 13	Wk 14
MILESTONE: System Design developed	Wk 14	Wk 14
Develop test cases	Wk 14	Wk 15
Calculate cyclomatic complexity	Wk 15	Wk 16
Develop flow graph	Wk 16	Wk 17
MILESTONE: Testing Complete	Wk 17	Wk 17



4 Design Engineering

4.1 Architectural Design



4.2 Data Design

OPEN ACCOUNT DETAILS

FIRST NAME	VARCHAR(15)
MIDDLE NAME	VARCHAR(15)
LAST NAME	VARCHAR(15)
HOUSE NUMBER	VARCHAR(4)
VILLAGE	VARCHAR(15)
STATE	VARCHAR(15)
PIN	VARCHAR(10)
PHONE NUMBER	VARCHAR(10)
INITIAL AMOUNT	INT

UPDATE ACCOUNT DETAILS

FIRST NAME	VARCHAR(15)
MIDDLE NAME	VARCHAR(15)
LAST NAME	VARCHAR(15)
HOUSE NUMBER	VARCHAR(4)
VILLAGE	VARCHAR(15)
STATE	VARCHAR(15)
PIN	VARCHAR(10)
PHONE NUMBER	VARCHAR(10)
ACCOUNT NUMBER	INT

LOAN DETAILS

TYPE	VARCHAR(30)
AMOUNT	INT
DURATION	INT
ACCOUNT NUMBER	INT

DEPOSIT RECIEPT

ACCOUNT NUMBER	INT
AMOUNT	INT
DATE	DATE

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4.3 Component Level Design

PSEUDOCODE

```
class customer
{ public:
  intaccount_no;
  charfirstname[15];
  charmiddlename[15];
  charlastname[15];
  charhouseno[4];
  char village[15];
  char state[15];
  char pin[10];
  char phone[10];
}
int choice, i=0 ;
char ch='y';
customer customers[100];

do
{ clrscr( );
  cout<<"\nWelcome to customore management system\n";
  cout<<"\n1 New Account";
  cout<<"\n2Update Account";
  cout<<"\nEnter choice";
  cin>>choice;
```

1**3**


```

switch(choice)                                4

{ case 1 : start:                             5
  randomize( );
  acc = random(1000000);                       6
  for(int j=0; j<100; j++)                     7
    if(acc == customers[j].account_no)        8
      goto start;                             9

  customers[i].account_no = acc;
  cout<< "\nEnter details: ";
  cout<< "\nFirst Name(max 15 characters) : ";
  cin.getline(customers[i].firstname,15);
  cout<< "\nMiddle Name(max 15 characters) : ";
  cin.getline(customers[i].middlename,15);
  cout<< "\nLast Name(max 15 characters) : ";
  cin.getline(customers[i].lastname,15);
  cout<< "\nHouse Number : ";
  cin.getline(customers[i].houseno,4);        10
  cout<< "\nVillage(max 15 characters) : ";
  cin.getline(customers[i].village,15);
  cout<< "\nState(max 15 characters) : ";
  cin.getline(customers[i].state,15);
  cout<< "\nPIN : ";
  cin.getline(customers[i].pin,10);
  cout<< "\nPhone number : ";
  cin.getline(customers[i].phone,10);

  k=i;

```

```

i++;

break;

case 2 :cout<<"\nEnter account number";

cin>>acc;

for(int j=0; j<100; j++)

if(acc == customers[j].account_no)

break;

cout<<"\nYour previous details are \n";

Cout<<"\nAccountnumber : "<<customers[k].account_no;

Cout<<"\nName : "<<customers[k].firstname<<" "<<customers[k].middlename<<"
"<<customers[k].lastname;

Cout<<"\nAddress : "<<customers[k].housetno<<" , "<<customers[k].village<<" ,
"customers[k].state<<" -

"<<customers[k].pin;

Cout<<"\nPhonenumber : "<<customers[k].phone

cout<<"\nEnter new details\n";

cout<<"\nEnter details: ";

cout<<"\nFirst Name(max 15 characters) : ";

cin.getline(customers[i].firstname,15);

cout<<"\nMiddle Name(max 15 characters) : ";

cin.getline(customers[i].middlename,15);

cout<<"\nLast Name(max 15 characters) : ";

cin.getline(customers[i].lastname,15);

cout<<"\nHouse Number : ";

cin.getline(customers[i].housetno,4);

cout<<"\nVillage(max 15 characters) : ";

cin.getline(customers[i].village,15);

cout<<"\nState(max 15 characters) : ";

```

11

12

13

14

```

cin.getline(customers[i].state,15);

cout<<"\nPIN : ";

cin.getline(customers[i].pin,10);

cout<<"\nPhone number : ";

cin.getline(customers[i].phone,10);

```

```

    k=j;

break;

}

```

```

Clrscr( )

```

```

Cout<<"\nYour present details in bank are\n";

```

```

Cout<<"\nAccountnumber : "<<customers[k].account_no;

```

```

Cout<<"\nName : "<<customers[k].firstname<<" "<<customers[k].middlename<<"
"<<customers[k].lastname;

```

```

Cout<<"\nAddress : "<<customers[k].housetno<<" , "<<customers[k].village<<" ,
"customers[k].state<<" - "<<customers[k].pin;

```

```

Cout<<"\nPhonenumber : "<<customers[k].phone;

```

```

Cout<<"\n\nKindly note your account number. It will be required in future to
perform any banking activity\n";

```

```

Cout<<"\nEnter y to continue with the system or n to exit the system";

```

```

Cin>>ch;

```

```

}while(ch=='y')

```

```

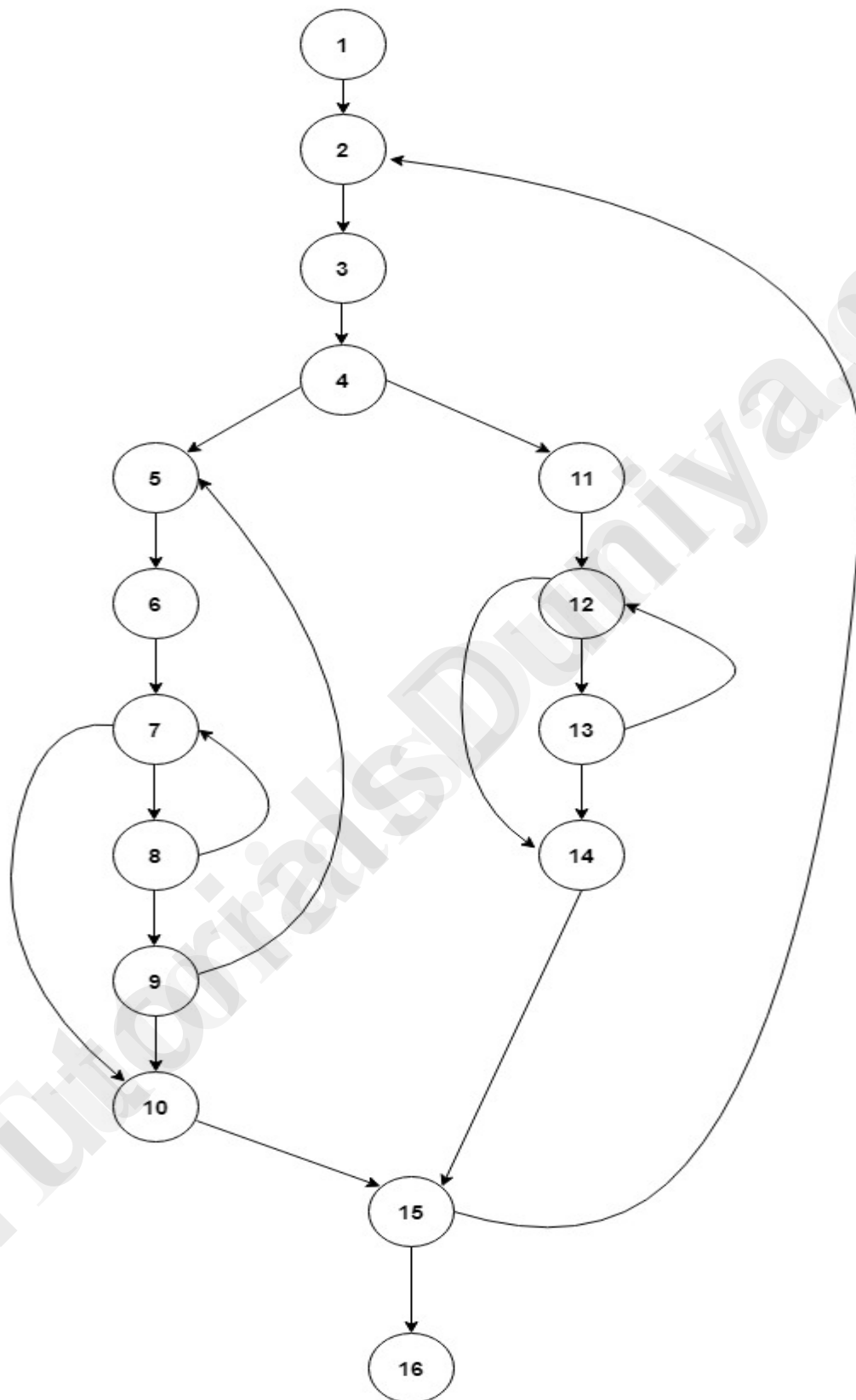
return;

```

15

16

4.4 FLOW GRAPH



CALCULATING CYCLOMATIC COMPLEXITY

$$P = 7$$

$$E = 22$$

$$N = 16$$

$$R = 8$$

WHERE P = NO OF PREDICATE NODES

E = NO. OF EDGES

N = NO. OF NODES

R = NO. OF REGIONS

$$\text{CYCLOMATIC COMPLEXITY} = E - N + 2$$

$$= 22 - 16 + 2$$

$$= 8$$

OR

$$\text{CYCLOMATIC COMPLEXITY} = P + 1$$

$$= 7 + 1$$

$$= 8$$

OR

$$\text{CYCLOMATIC COMPLEXITY} = R$$

$$= 8$$

INDEPENDENT PATHS

Path 1 – 1,2,3,4,5,6,7,10,15,16

Path 2 – 1,2,3,4,5,6,7,8,9,10,15,16

Path 3 – 1,2,3,4,5,6,7,8,7,10,15,16

Path 4 – 1,2,3,4,5,6,7,8,9,5,6,7,10,15,16

Path 5 – 1,2,3,4,11,12,14,15,16

Path 6 – 1,2,3,4,11,12,13,14,15,16

Path 7 – 1,2,3,4,11,12,13,12,14,15,16

Path 8 – 1,2,3,4,11,12,14,15,2,3,4,11,12,14,15,16

5 Testing

TEST CASES

S.NO	Test Case Suit	Description	INPUT				Expected Error	Remarks
			Name	Address	Phone	Account No.		
1	Open	Checks the details provided by the customer while opening a new account.	Mayank	76 Mangkapuri , Delhi-110058	9575364500	PASS
2	Open			97 Karnal, Punjab-11542	6698753612	Name Field can not be empty.	FAIL
3	Open		Nitin	100 Kapashera, Delhi	7619873361	PIN not provided in address field.	FAIL
4	Open		NikhilRana	420 Thane, Mumbai-54212	789469159745	Wrong Phone number.	FAIL
5	Open		Pankaj	Bijwasan, Road From BhabbarChowk to Palam, Delhi 110061	9575364500	Address too long.	FAIL
6	Update	Checks the details provided by the customer while updating an existing account.	RaniKumari	B220 AnandVihar, Delhi 1165	7894691597	9875354	PASS
7	Update		Kirti	65 Mahipalpur Delhi 110037	7619873361	AHGSJK	No such account exists.	FAIL
8	Update		Raman Sharma	Rangpuri Delhi 110041		3654895	Phone no. field can not be empty.	FAIL
9	Update		Riya		9919078531	244261	Address field can not be empty.	FAIL
10	Update		Nikita Bansal	420 Thane, Mumbai-54212	9575364500	Account number not provided.	FAIL

Test case Suits

Open – For new account open requests.

Update – For update account requests.

6 References

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