

Business Analyst Capstone Project: - E-Fixed Deposits



Simplilearn PG-BA April 2022 Cohort 1

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A global bank to introduce a few feature: E-Fixed Deposit

Overview and Summary:

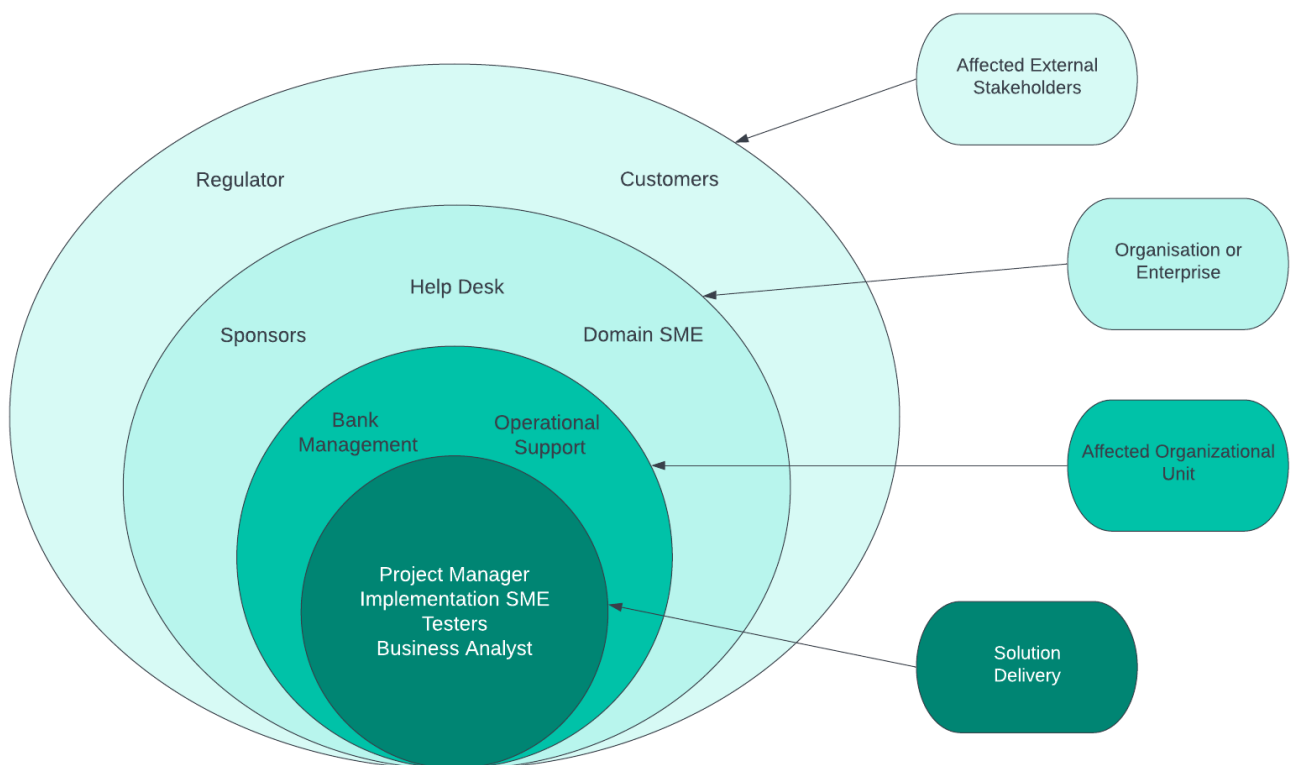
One of the leading banks across the globe, is ABC Bank. It has a presence in 56 countries in the world.

ABC Bank currently has a manual option to create fixed deposits. The bank users go to the nearest ABC Bank branch and create a fixed deposit. ABC Bank has a future vision of being a 100% online bank and wants to do away with all its manual banking processes. They have identified the need to create e-fixed deposits.

ABC Bank currently wants to introduce this to their existing bank users with a future plan of introducing this feature to non-ABC Bank users.

Stakeholders:

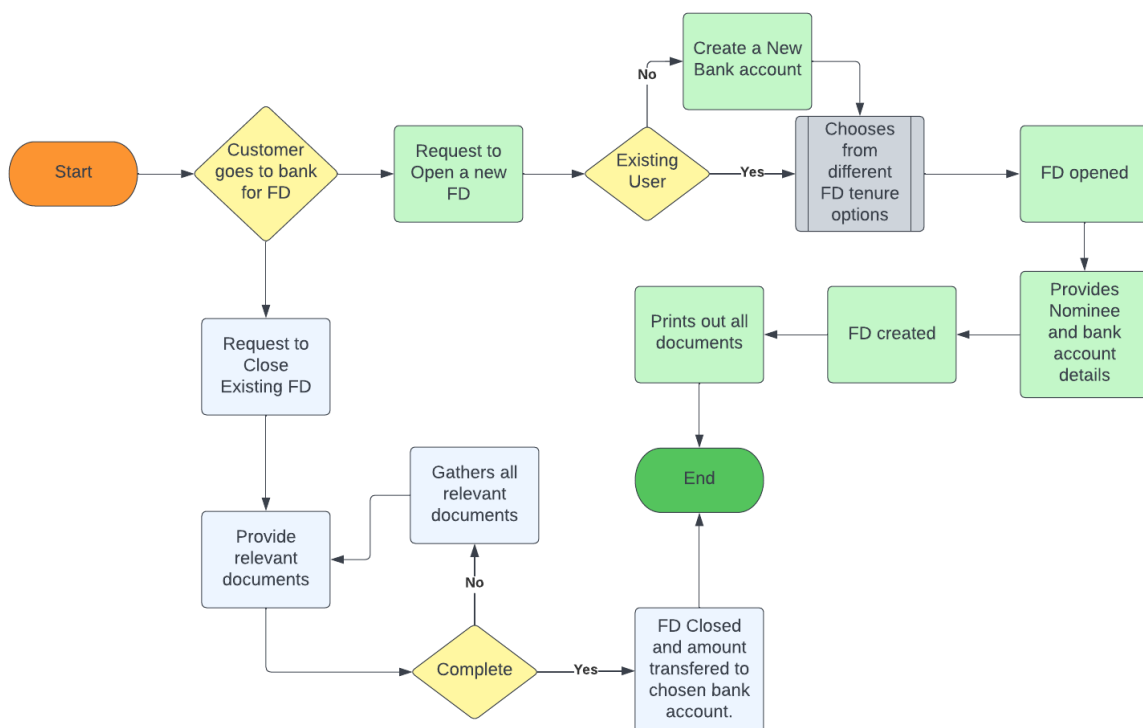
Onion Diagram:



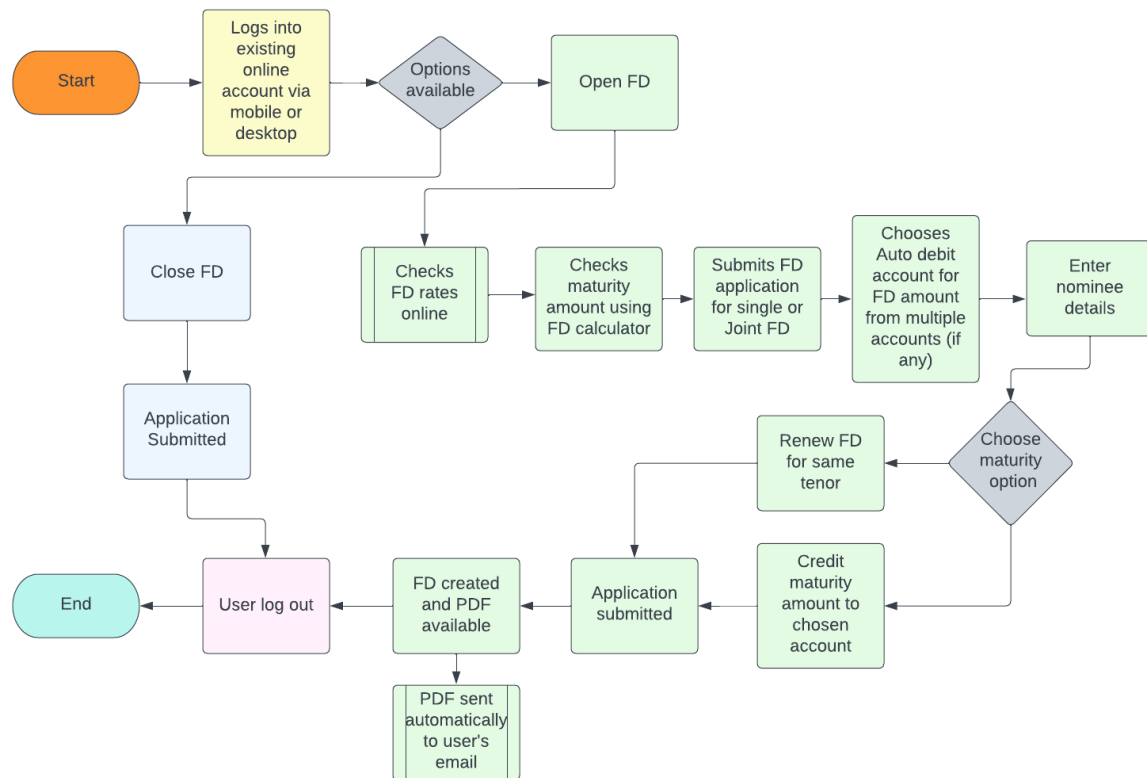
RACI Matrix:

Role	Responsible	Accountable	Consulted	Informed
Project Manager:		A		
Domain SME:			C	
Implementation SME: Developers	R			
Operational Support:			C	
Testers: QA	R			
Sponsor:			C	I
Customer				I
Regulator:			C	
Help Desk:				I
Bank Management:				I
Business Analyst:	R	A		

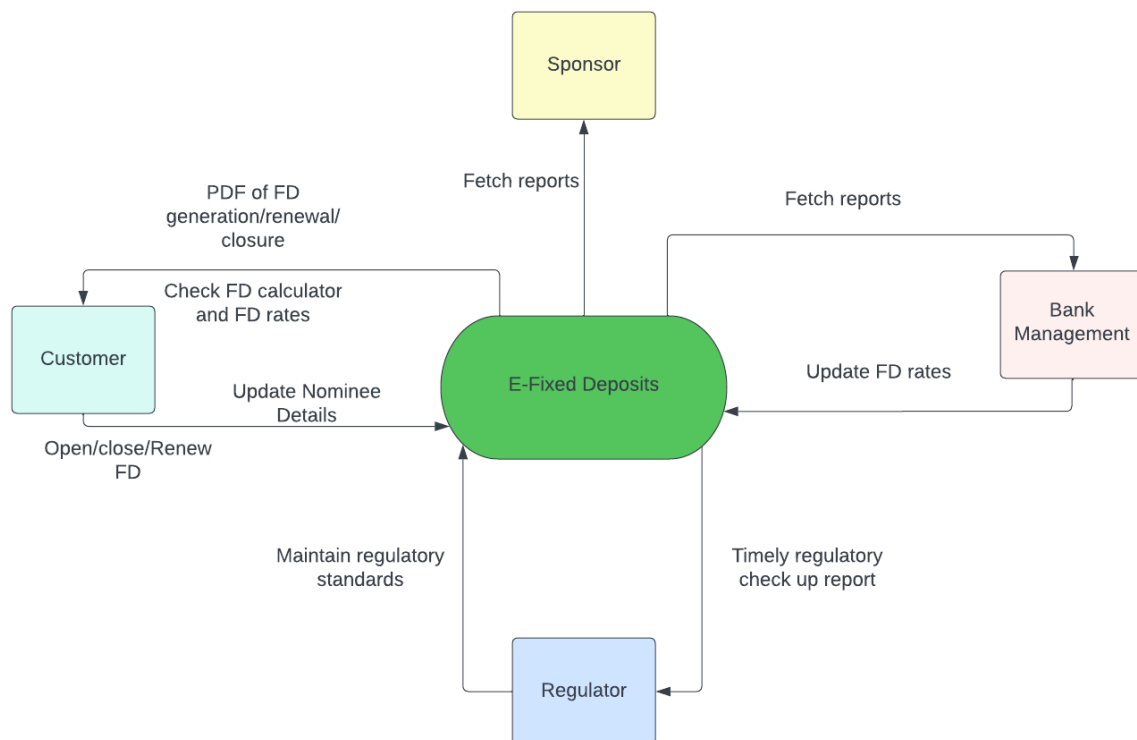
Current As-Is State:



Future State:



Scope and Main features:



Main Features to be developed:

1. Feature to create Online FD using existing mobile banking account.
2. Feature to upload require documents from application itself.
3. Feature to check various FD rates on online portal.
4. Feature of FD calculator to calculate maturity amount.
5. Feature to select required bank account for auto debit of FD amount in case of multiple bank accounts.
6. Feature to create joint FDs and capability of entering other person's SSN details.
7. Feature to add nominee details along with age, gender, and relationship.
8. Feature to break FD online without visiting bank.
9. Feature to renew FD which was opened online without visiting bank.
10. Feature to view PDF copy of FD generated on online account and send copy of same automatically on user's Email.
11. Feature to generate various reports as required by the management.

In-Scope and Out-of-Scope Items:

In Scope	<ul style="list-style-type: none">• Online FD creation by existing customers.• Availability on desktop and mobile interface.• Online FD calculator.• Different maturity options.• Option to choose one bank account for auto-debit in case of multiple accounts.• Option to open joint FD.• Option to check PDF of FD generated.• Automatically getting PDF on the registered email on completion.• Option to enter nominee and his/her details.• Option to break FD pre maturely without visiting bank.• Easy renewal options available once online FD is matured.• Availability of checklist of different FD rates online.
Out-of-Scope	<ul style="list-style-type: none">• Non-availability of new feature to new customers for now.• No option to download PDF of FD generated manually.• No option to send reports via email or other online method directly.• No option for new users to create online bank account.

Requirements Classification Schema:

Business Requirements:

ABC Bank currently wants to introduce this to their existing bank users with a future plan of introducing this feature to non-ABC Bank users.

Advantages of opening an E-Fixed Deposit online:

- Easy and less time-consuming: An online FD can eliminate the process of visiting the bank physically and makes the process of creating an FD an extremely easy and hassle-free process.
- Easy payment: Paying for the FD is extremely easy and can be done directly through net banking that makes the process of payment very convenient. All that is required is to transfer the money from the savings account to the respective FD account.
- Easy renewal and closure: Once an FD account is opened online, it is possible to renew and close the deposit online instantly. Therefore, it eliminates the need of going to the bank for any of these purposes.

Stakeholder Requirements:

Stakeholders have given various requirements for the new feature to be developed which are as follows.

For Customers:

- To be able to open online FD easily using existing mobile banking account.
- User should be fulfilling these conditions in order to open online FD.
 - A savings account with ABC Bank
 - An online banking account
 - A mobile banking account
- To be able to see various FD rates online and calculate maturity amount using FD calculator.

Period	Rates for amounts <1.5 Million USD	Rates for amounts ≥1.5 Million to < 4 Million USD		
	User Rates	Senior Citizen Rates	User Rates	Senior Citizen Rates
7 - 14 days	3.00%	3.50%	3.50%	4.00%
15 - 45 days	3.50%	4.00%	4.00%	4.50%
46 - 90 days	4.00%	4.50%	4.50%	5.00%
91 days - 6 months	4.50%	5.00%	5.00%	5.50%
6 months 1 day to 1 year	5.00%	5.50%	5.60%	6.10%
1 year 1 day - 2 years	5.60%	6.10%	5.75%	6.25%
2 years 1 day - 3 years	5.75%	6.25%	5.50%	6.10%
3 years 1 day - 5 years	5.75%	6.25%	5.50%	6.00%
5 years 1 day - 10 years	5.75%	6.25%	5.50%	6.00%

The rate applicable to all the Senior Citizens who are 60 years of age and above will be 0.50% above the applicable rate.

- To be able to chose one account for auto debit in case having multiple bank accounts.
- Users should be able to select one of the two maturity instructions.
 - Renew FD for same tenor
 - Credit maturity amount to my savings or current account.
- To be able to create joint FDs.
- To be able to view PDF copy of FD generated on the online account.

- To be able to view break FD in times of need without visiting bank.
- To be able to renew FD which was opened online without visiting bank.

For Bank Management:

The bank wants to generate certain reports:

- Total value of FDs for users with tenor of less than 6 months.
- Total value of FDs for senior citizens with tenor of less than 6 months.
- Total value of FDs for users with tenor of between 6 months 1 day and 1 year.
- Total value of FDs for senior citizens with tenor of between 6 months 1 day and 1 year.
- Number of FDs that are more than 1.5 Million USD for normal users.
- Number of FDs that are more than 1.5 Million USD for senior citizen users.

Functional Requirements:

- New feature to be added on the online mobile application and existing website.
- Feature to create Online FD using existing mobile banking account.
- Feature to upload required documents from application itself.
- Feature to check various FD rates on online portal.
- Feature of FD calculator to calculate maturity amount.
- Feature to select required bank account for auto debit of FD amount in case of multiple bank accounts.
- Feature to choose maturity option for online FD created.
- Feature to create joint FDs and capability of entering other person's SSN details.
- Feature to add nominee details along with age, gender, and relationship.
- Feature to view PDF copy of FD generated on online account and send copy of same automatically on user's Email.
- Feature to renew and close FD online.
- Feature to break FD via online feature itself.
- Feature to generate various reports as required by the management.

Non-Functional Requirements:

Scalable: New feature should be scalable so as to handle more no. of customers when introduced in future.

Maintainable: Website should be easy to maintain in case of any downtime.

Secure: New feature and existing functionality should be secure as it will be handling confidential data of huge number of customers.

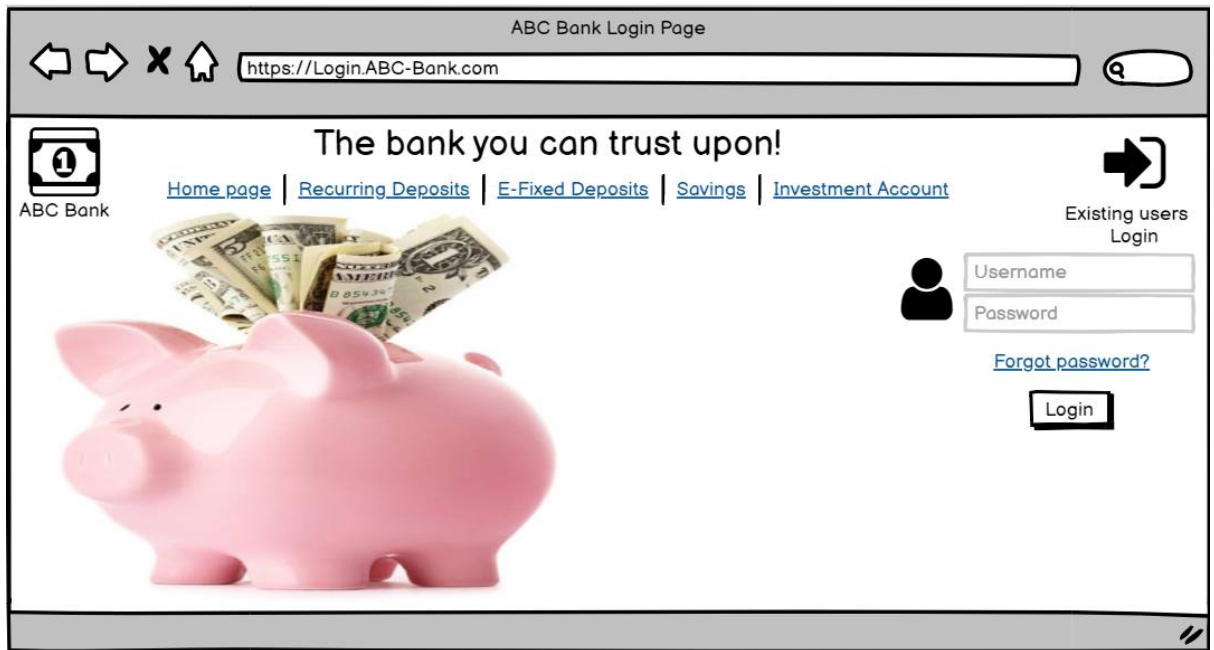
Usability: It should be self-explanatory and easy to use for the customers of all age groups.

Compatibility: It should be compatible for both mobile and desktop users.

Compliance: It should be compliant as per regulatory financial & legal regulatory standards.

Wireframes:

1. ABC Bank's login page wireframe.



2. E-Fixed Deposit Calculator Wireframe

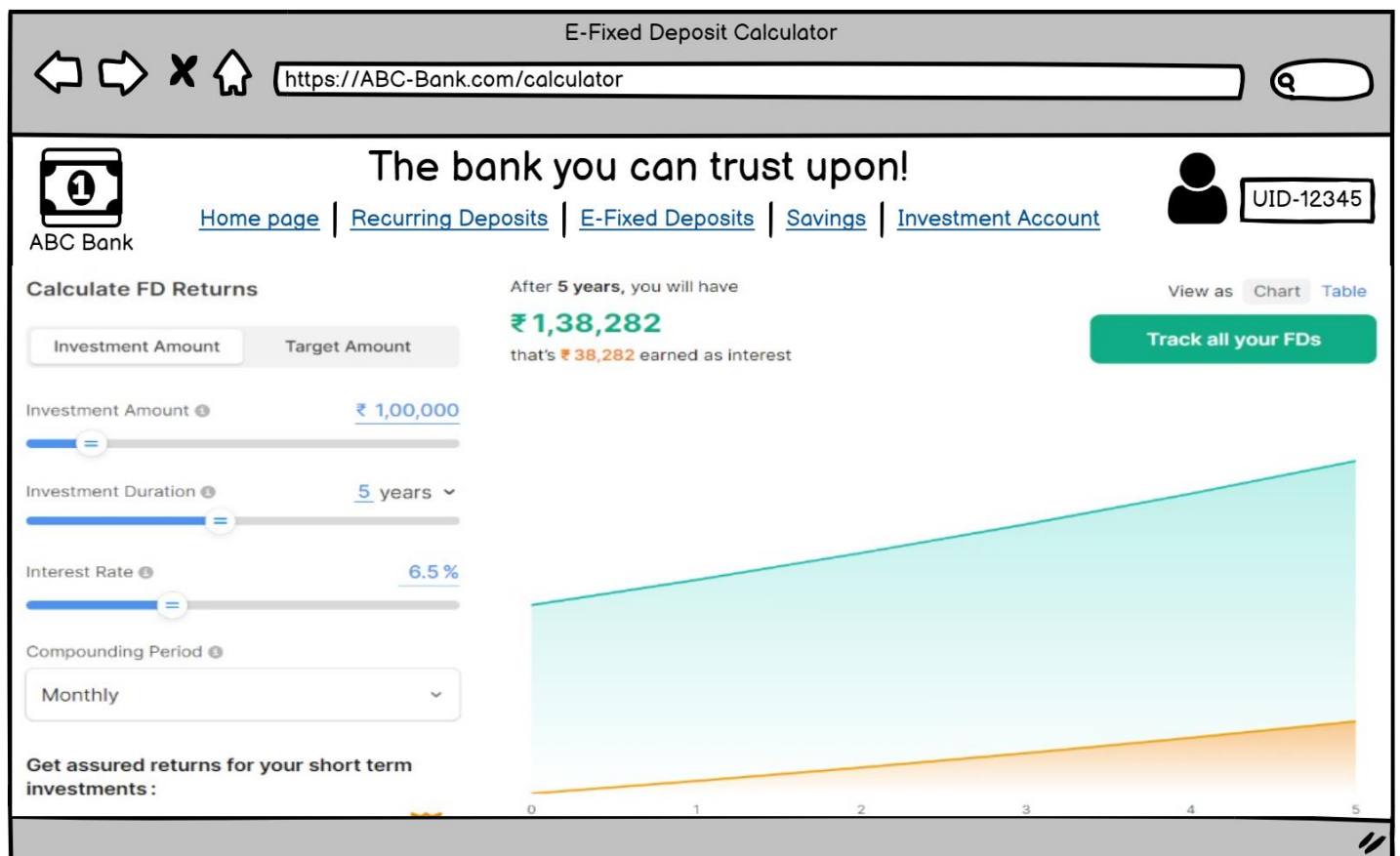
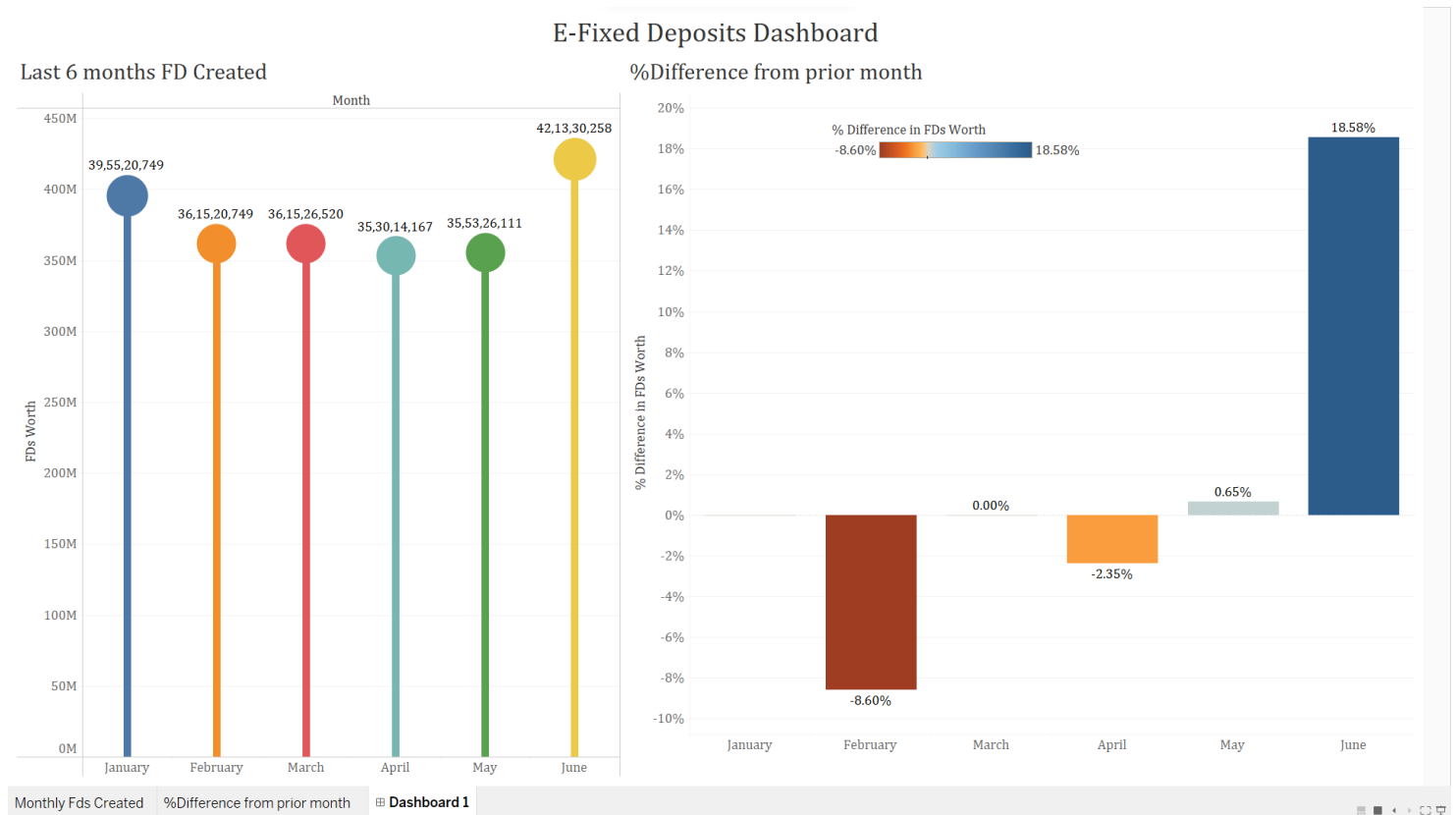


Tableau Tasks:

To create a dashboard for senior management to view FDs created over the last 6 months. Make assumptions as appropriate and create the dashboard using your own mock data. For any missing data, make your assumptions to create mock data. Write down the assumptions as well.

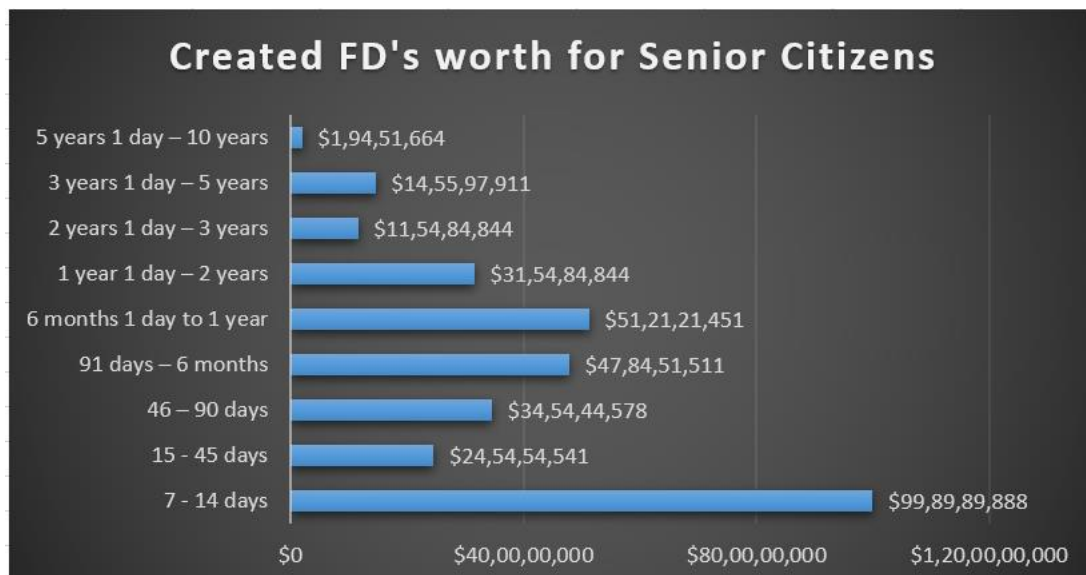
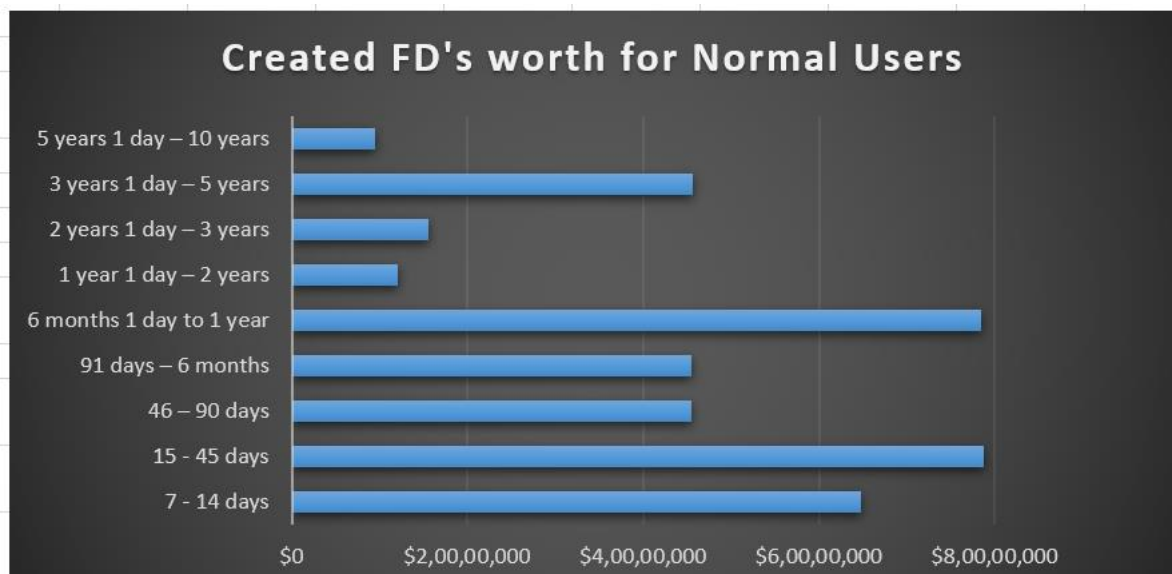
** NO Assumptions were made.



Excel Tasks:

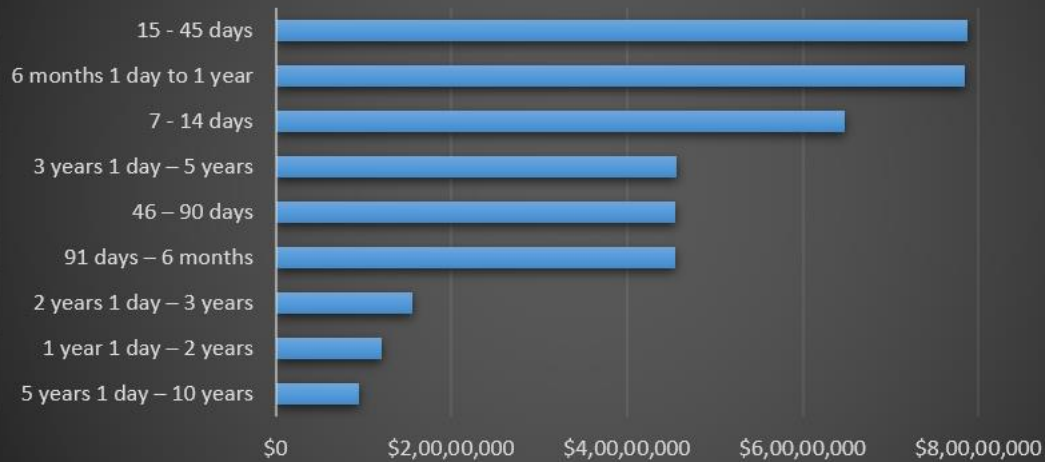
1. To Create a bar graph showing the FD sales for different periods of investment. Draw two bar graphs: one for normal users and other for senior citizens. label the chart drawn correctly so that senior management gets a clear report of sales.

Arrange the data above in excel in an ascending and descending order.

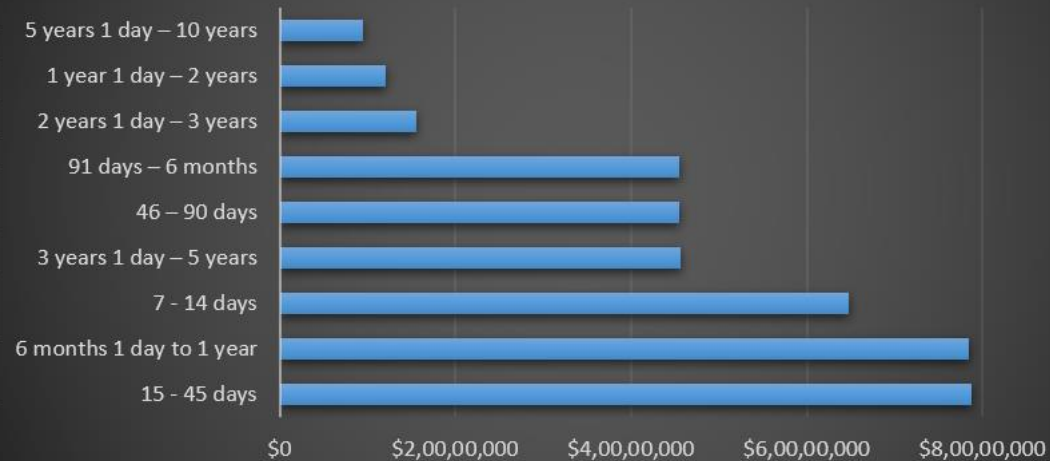


Ascending/Descending Data:

Created FD's worth for Normal Users

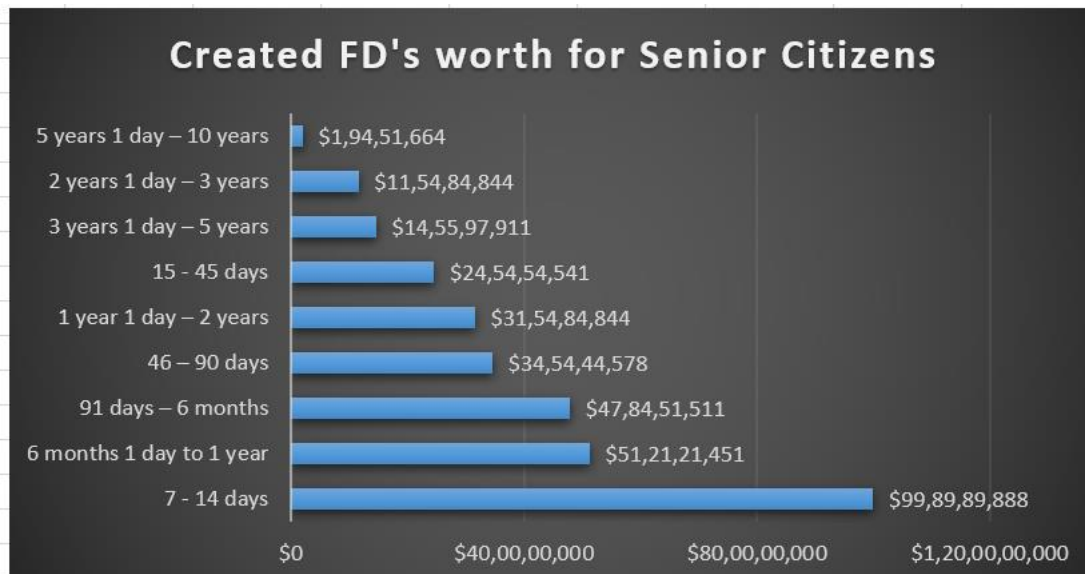


Created FD's worth for Normal Users



Created FD's worth for Senior Citizens





2. Using vlookup for product code HDH, find the rate for senior citizens for amounts less than 2 crore.

Using vlookup for product code YFF, find the rate for senior citizens for amounts less than 2 crore.

A	B	C	D	E	F	G	H	I	J
Period		Rates for amounts <2 crores		Rates for amounts >=2 Crore to < 5 Crores			Product Code	Rates for senior citizens amounts <2 crores	Formula Used
	Product	User Rates	Senior Citizen Rates	User Rates	Senior Citizen Rates		HDH	3.50%	VLOOKUP(H2,\$B\$3:\$F\$11,3)
7 - 14 days	HDH	3.00%	3.50%	3.50%	4.00%		YFF	6.25%	VLOOKUP(H3,\$B\$3:\$F\$11,3)
15 - 45 days	SDF	3.50%	4.00%	4.00%	4.50%				
46 – 90 days	FSF	4.00%	4.50%	4.50%	5.00%				
91 days – 6 months	SEE	4.50%	5.00%	5.00%	5.50%				
6 months 1 day to 1 year	SFS	5.00%	5.50%	5.60%	6.10%				
1 year 1 day – 2 years	ZXD	5.60%	6.10%	5.75%	6.25%				
2 years 1 day – 3 years	DSF	5.75%	6.25%	5.50%	6.10%				
3 years 1 day – 5 years	DST	5.75%	6.25%	5.50%	6.00%				
5 years 1 day – 10 years	YFF	5.75%	6.25%	5.50%	6.00%				

The End