**FIRSTADVANCE & SALARY ACCOUNT MANAGEMENT PORTAL**

Functional & NON-FUNCTIONAL Requirements DEFINITION

Version 1.0

**20/01/2022**

VERSION HISTORY

|  |  |  |  |  |  |  |
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| **Version Number** | **Action** | **Name** | **Revision**  **Date** | **Approved**  **By** | **Approval**  **Date** | **Description of Change** |
| 1.0 | Created by | Mozobam Eunice O. | 07/01/2021 |  |  | Creation of new document |

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# 

# Introduction

The Salary Account Product is an account to which employees in paid employment receive their monthly salaries in the bank. Usually, these accounts are opened on request by Corporate organizations for their newly employed staff where such employees do not have existing accounts to be converted as salary accounts. With the inherent issues of the inability to identify these accounts with ease and at the same time get some insights into the activities of the account holders, the Business came up with the idea of identifying all salary accounts beyond the current narration based capabilities, enhancement of the profiling process for FirstAdvance by instituting an automated process/service and build a Salary Account Management Portal.

The primary objective of this project is to identify all salary accounts in the bank beyond the current logic, profile users (employee) for FirstAdvance and build a Salary Account Management Portal.

1.1 **Purpose of The Functional & Non-Functional Requirements Definition**

The Functional Requirements Definition documents and tracks the necessary information required to effectively define business and functional requirements. The functional requirements provide detailed information on required system changes/modifications to ensure business requirement are rightly configured. It appeals to stakeholders whose input/approval into the requirements definition process is needed.

The Non-Functional Requirements Definition, documents and tracks the necessary information required to effectively define the quality of services and technical requirements.

# Business Requirements Overview

|  |  |
| --- | --- |
| **ID** | **Requirement Description** |
| BR001 | Identifying all salary accounts beyond the current narration-based capabilities. |
| BR002 | Enhancement of the profiling process for FirstAdvance by instituting an automated process/service. |
| BR003 | Build a Salary Account Management Portal. |

## Assumptions / Constraints

### ASSUMPTIONS

We assume that the required API’s, third-party API’s are available and that internal resources would be used for the portal development with the following conditions:

* Automatic third-party API calls on third party platform without any manual interaction.
* System would be configured to scan the internal database, identify, and automatically profile salary accounts within the bank on the salary account management portal
* Necessary regulatory checks involving third party platform would be completed once account is profiled to determine customer’s eligibility.
* Platforms would be developed using the bank’s internal resources

### CONSTRAINTS

* Time
* Resources

## Solution overview

The implementation will help with the identification of all salary account in the bank irrespective of scheme code beyond the current known algorithm and logic deployed by DATA ARCHITECTURE & ENGINEERING and provide visibility on all salary accounts and their employer/sectors. This project would deliver both services/processes and application engineered towards improving usability and onboarding of customers for FirstAdvance.

The services/processes would be configured to scan the internal database, identify, and automatically profile salary accounts within the bank. For any account opened as a salary account, the system should automatically update same on the portal and other related functions which will improve and aid profiling and identifying of salary accounts. This output will form part of the resources to aid effectiveness of the Salary Account Management Portal.

The Salary Account Management Portal would be a central platform for managing and configuring Salary Accounts such as Salary Account (CURRENT) – Scheme Code CA222 and Salary Account (SAVINGS) – Scheme Code SA304. Other features on the platform would include provide a 360-degree overview on salary account portfolio performance, behavioural, demography, employer visibility. Also, to monitor the number of salary accounts opened per BU, know the state of each account per time and ensure and validate that all accounts on the approved salary account scheme are always truly salary accounts and other related functions which will improve salary account management .

### SOLUTION ARCHITECTURE

### 

### process flow

The proposed processes to be fully automated are:

* Identify Salary accounts in the bank from all account scheme codes outside the designated scheme code for Salary accounts - this is to complement accounts opened within the designated scheme codes. (Enhance and expand the current logic for salary account identification, identify all salary account in the Bank today irrespective of scheme code and migrate all to the approved salary account scheme)
* Ease of identification active or dormant salary accounts
* Improve the eligibility criteria beyond the current one to accommodate more customers. (Enhance the profiling and pre-qualification process to become automated; expand the current logic for eligibility beyond salary narrations)
* Ideate, build and deploy a robust Salary Account Management Portal that will provide a 360-degree overview on salary account portfolio performance, behavioral, demography, employer visibility.
* Deployment of a salary account management portal to monitor the number of salary accounts opened per BU, know the state of each account per time and ensure and validate that all accounts on the approved salary account scheme are truly salary accounts at all times.
* For any account opened as a salary accounts, the system should automatically update same on the portal.
* The portal should provide employer visibility (e.g. Where the customer works etc) for all Salary Accounts as well as the following.

Generate all employees of an employer at any point in time with their exposures.

Indication of the customers’ monthly salary

* Which of the salary customers are accessing our loan products (stating the loan type) and those that are not.

Capture all customers’ loan exposures to the bank at any time with days of exposure.

Conduct periodic salary account integrity check to confirm that all accounts on the approved scheme and onboarded on the portal are salary account to forestall revenue/income leakage to the Bank.

Ability to know which customers have paid down completely and be profiled for repeat borrowing or paid down to an eligible amount and be profiled for top up.

## Scope

The scope of this project is limited to achieving the following deliverables:

* Enhance and expand the current logic for salary account identification, identify all salary account in the Bank today irrespective of scheme code and migrate all to the approved salary account scheme.
* Improve the eligibility criteria beyond the current one to accommodate more customers. (Enhance the profiling and pre-qualification process to become automated; expand the current logic for FirstAdvance eligibility beyond salary narrations)
* Ideate, build, and deploy a robust Salary Account Management Portal that will provide a 360-degree overview on salary account portfolio performance, behavioral, demography, employer visibility, salary loan management etc.

# use cases

|  |  |  |  |
| --- | --- | --- | --- |
| Primary actor | | Use cases list | |
| System | | * Identification of Salary Accounts * Profiling of salary accounts * Migration of salary accounts to the approved scheme code. | |
| Salary Account Management Portal Admin | | * Salary Account Management Portal Features and Functionalities (Analytics on salary account portfolio performance, Employer visibility and Salary loan management) | |

## Use case details

|  |  |
| --- | --- |
| *Use Case ID* | UC/SALACCTIDFADV/101 |
| *Use Case Name* | * Identification, profiling, and migration of Salary Accounts |
| *Description* | This describes the process taken to identify, profile and migrate accounts in the bank from all account scheme codes to the designated scheme code for Salary accounts features for effective management and firstadvance loan management. |
| *Actors* | Primary: Salary Account Management Portal Admin & System  Secondary: Database & System |
| *Pre-conditions* | 1. The account is active and there is a regular monthly inflow of cash. 2. The account is identified as a salary account by the salary account identifier service. |
| *Post-conditions* | * The customer account is successfully identified and profiled as a salary account and enabled with all necessary benefits. |
| *Normal course of events* | **System Action** |
| 1. System scans the internal database and, identify all salary account in the Bank irrespective of scheme code and migrate all to the approved salary account scheme. |
| 1. Accounts are flown for profiling. |
| 1. The system then carryout checks to confirm all eligibility criteria are met. |
| 1. The system then segments and sector profiling of salary account for better lending decision |
| 1. The identified and profile accounts are now reflected on the Salary Account Management Portal. |
| *Includes* | None |
| *Priority* | High |
| *Frequency of Usage* | As required |
| *Business Rules* | None |
| *Special Requirements* | None |
| *Assumptions* | Refer to 2.1 |
| *Notes and Issues* | None |

|  |  |  |
| --- | --- | --- |
| *Use Case ID* | UC/SALACCTIDFADV/102 | |
| *Use Case Name* | Salary Account Management Portal Features and Functionalities (Analytics on salary account portfolio performance, Employer visibility and Salary loan management) | |
| *Description* | This describes the process taken to utilize the features and functionalities of the Salary Account Management Portal. | |
| *Actors* | Primary: Salary Account Management Portal Admin  Secondary: System | |
| *Pre-conditions* | The account is profiled and identified as a salary account by the respective salary account service provided. | |
| *Post-conditions* | The salary account can be successfully managed, and salary accounts visibility and analytics is provided with all necessary benefits in the Salary Account Management Portal. | |
| *Normal course of events* | **Actor Action** | **System Action** |
| Admin signs into the Salary account management portal. | The system checks for admin account and grants access. The portal displays a homepage containing 360-degree overview on salary account portfolio performance |
| Clicks on the Menu button to display sub menu items | The system displays the following sub-menu items   * + - 1. Summary Dashboard |
| *Includes* | None | |
| *Priority* | High | |
| *Frequency of Usage* | As required | |
| *Business Rules* | None | |
| *Special Requirements* | None | |
| *Assumptions* | Refer to 2.1 | |
| *Notes and Issues* | None | |

# solution Requirements

## functional requirements

|  |  |  |  |
| --- | --- | --- | --- |
| |  |  | | --- | --- | | **Unique ID** | **Description** | | |
| FR001 | Identify Salary accounts in the bank from all account scheme codes outside the designated scheme code for Salary accounts. |
| FR002 | Ensure that a robust Salary Account Management Portal that will provide a 360-degree overview on salary account portfolio performance, behavioral, demography, employer visibility is active:   * Ensure that employer details are visible (e.g. Where the customer works etc) for all Salary Accounts. * Ensure that admin can view details of the customers loan products stating the loan type and those that are not using the loan products. * Ensure that it Indicates the customers’ monthly salary. * Ensure that the system identifies which customers have paid down completely and be profiled for repeat borrowing or paid down to an eligible amount and be profiled for top up. * Ensure that Relationship Managers and Branch Managers have rights and access to update identified salary accounts, employer details or any other customer information that will go through a second level authentication approval. (Maker-Checker process). * Ensure that the portal can trigger salary account profiling and enlistment for FirstAdvance and other consumer asset digital products. * Ensure that active or dormant salary accounts are easily identified. * Ensure that Portal admin can Conduct periodic salary account integrity check to confirm that all accounts on the approved scheme and onboarded on the portal are salary account to forestall revenue/income leakage to the Bank. |
| FR003 | Ensure that the portal can trigger salary account profiling and enlistment for FirstAdvance and other consumer asset digital products. |
| FR004 | The salary account management portal should be able to generate a report for the number of salary accounts opened per Business Unit. Know the state of each account i.e. active, dormant, frozen, closed, etc. |
| FR005 | The portal should be able to validate that all accounts on the approved salary account scheme are always truly salary accounts. |
| FR006 | For any account opened as a salary accounts, the system should automatically update same on the portal. |
| FR007 | The portal should provide employer visibility (e.g. Where the customer works etc.) for all Salary Accounts as well as the following. |
| FR008 | Which of the salary customers are accessing our loan products (stating the loan type) and those that are not. |
| FR009 | Capture all customers’ loan exposures to the bank at any time with number of days of exposure. |
| FR010 | Generate all employees of an employer at any point in time with their exposures. (Business needs to explain how they require this to be done using which criteria? This needs to be clearly documented by Business) |
| FR011 | Indication of the customers’ monthly salary. |
| FR012 | Conduct periodic salary account integrity check to confirm that all accounts on the approved scheme and onboarded on the portal are salary account to forestall revenue/income leakage to the Bank. (Business needs to explain how they require this to be done using which criteria? This needs to be clearly documented by Business) |
| FR013 | Ability to know which customers have paid down completely and be profiled for repeat borrowing or paid down to an eligible amount and be profiled for top up |
| FR014 | Power BI report generation capabilities with demography and business performance view. Business to provide sample reports with format to be generated from the portal. |
| FR015 | This portal should integrate with Transaction Banking Operation Payment Processing and all other dependent system where salary processes and payment is conducted in the Bank for real time update of salary account and employer visibility.  Capability to integrate with RPC Core systems and functions for migration, de-listing from the portal etc.  Integration to other portals is to be done in another phase of the project. |
| FR016 | 1. Give Relationship Managers and Branch Managers right and access to update identified salary accounts, employer details or any other customer information that will go through a second level authentication approval. |
| FR017 | Necessary regulatory checks involving third party platform would be completed once account is profiled to determine customer’s eligibility.  Business need to specify the regulatory checks to be scoped by IT for development. |

# Non-Functional Requirements

## Usability Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| |  |  | | --- | --- | | **Unique ID** | **Description** | | |
| UR001 | Existing usability requirement of the Salary Accounts and First Advance |

## Performance Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| |  |  | | --- | --- | | **Unique ID** | **Description** | | |
| PR001 | The Salary management portal should be optimized to complete actions within a maximum time of 1minute. |

## Supportability Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| |  |  | | --- | --- | | **Unique ID** | **Description** | | |
| SUR001 | Existing supportability requirement of the Salary Accounts and First Advance |

## Security Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| |  |  | | --- | --- | | **Unique ID** | **Description** | | |
| SER001 | Existing security requirement for the Bank subsist for this purpose |

## Interface Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| |  |  | | --- | --- | | **Unique ID** | **Description** | | |
| IR001 | The solution should interface seamlessly with Finacle CBA |
| IR002 | The solution should interface with FBN account validation service |

## Hardware Requirements

Not Applicable

## Software Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| |  |  | | --- | --- | | **Unique ID** | **Description** | | |
| SOR001 | Existing software requirement of the Salary Accounts and First Advance subsist |

## Availability Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| |  |  | | --- | --- | | **Unique ID** | **Description** | | |
| AR001 | The solution should be available to all users 99.99% of the time |

## Assumptions / Constraints

Refer to 2.1

## compliance requirements

Not applicable

# transition Requirements

Not Applicable

# Requirements traceability Matrix

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  | | --- | --- | --- | | **ID No** | **Customer Need** |  | | | **Requirement reference in FRD** | **Priority** | |
| R001 | BR001 | FR001 | | High |
| R002 | BR002 | FR004 – FR006 | | High |
| R003 | BR003 | FR003 | | High |

8 HLL Project Plan



Requirements Definition Approval

The undersigned acknowledge they have reviewed the **Salary Account Identification Profiling for First Advance & Salary Account Management Portal Build Functional & Non-Functional Requirements Definition** and agree with the approach it presents. Any changes to this Requirements Definition will be coordinated with and approved by the undersigned or their designated representatives.

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: |  |
| Name: | Adebayo Eboda |  |  |
| Title: | Senior Analyst/IT Project Management |  |  |
| Role: | Project Manager |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: | 18/2/2022 |
| Name: | Chukwuka Okonkwo |  |  |
| Title: | Head, Workplace Banking |  |  |
| Role: | Product Owner |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: |  |
| Name: | Clement Esejowho |  |  |
| Title: | Channels Solution Implementation Officer |  |  |
| Role: | Business Support |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: | 22/2/2022 |
| Name: | Nwachukwu Ikemefula |  |  |
| Title: | Head, Personal Banking |  |  |
| Role: | Product Owner |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: |  |
| Name: | Ayodeji Ibrahim Olanrewaju |  |  |
| Title: | Team Lead, Architecture and Engineering |  |  |
| Role: |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: |  |
| Name: | Steve Asemota |  |  |
| Title: | Chief Data Officer |  |  |
| Role: |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: |  |
| Name: | Ikenna Njubigbo |  |  |
| Title: | Head, IT Project Management |  |  |
| Role: | Program Manager |  |  |