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**Ref No: TT V1.0 Date: 04 August 2023**

Software Requirements Specification

**(System Changes in TT Process)**

**(NEWGEN CONFIDENTIAL)**

**Newgen Software Technologies Ltd.**

**New Delhi, INDIA**

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| **Review Summary** | |
| **ITEM SUBMITTED BY:** Himanshi Chawla | |
| **REVIEW TEAM** | |
| **NAME** | **SIGNATURE** |
| 1. *Nikhil Katiyar* |  |
|  |  |
|  |  |
| **REVIEW COMMENTS:** | |
| ACCEPTED:  NOT ACCEPTED:  REVIEW NOT COMPLETED:  *(Explanation)* | |

**Revision History**

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Contents

[1. Introduction 5](#_Toc142057082)

[1.1 Purpose 5](#_Toc142057083)

[1.2 Solution Scope 5](#_Toc142057084)

[1.3 Document Conventions 5](#_Toc142057085)

[1.4 Intended Audience 6](#_Toc142057086)

[1.5 References 6](#_Toc142057087)

[2. Overall Description 7](#_Toc142057088)

[2.1 Solution Perspective 7](#_Toc142057089)

[2.2 Solution Features 7](#_Toc142057090)

[2.3 User Class & Characteristics 7](#_Toc142057091)

[2.4 Operating Environment 7](#_Toc142057092)

[2.5 Deliverables 7](#_Toc142057093)

[2.6 Assumptions/Dependencies & Constraints 7](#_Toc142057094)

[3. Current As Is Process 8](#_Toc142057095)

[4. Business Requirement 9](#_Toc142057096)

[5. Change Description 9](#_Toc142057097)

[5.1 Processed Payment Change 9](#_Toc142057098)

[5.2 Remarks Identification Change 10](#_Toc142057099)

[5.3 Priority Based Scenarios 11](#_Toc142057100)

[6. External Interface Requirement 11](#_Toc142057101)

[6.1 Hardware Interface 11](#_Toc142057102)

[6.2 Software Interface 11](#_Toc142057103)

[7. Other Non-Functional Requirement 12](#_Toc142057104)

[7.1 Performance Requirements 12](#_Toc142057105)

[7.2 Safety Requirements 12](#_Toc142057106)

[7.3 Security Requirements 12](#_Toc142057107)

# Introduction

## Purpose

This document defines the business requirements of RAK Bank for implementing system changes in one of the existing TT processes to achieve the automation of foreign currency outward remittances received via Digital Banking and follow STP process through iBPS.

## Solution Scope

The solution scope of this change request is to implement the following the additional enhancements:

* Workflow Change based on the Finacle status at WI Creation.
* Routing Condition based on the Remarks of payments processed.
* API integration with Finacle for system checks.

## Document Conventions

* The document has used bold words to highlight the user requirements.
* The document has used short forms for some commonly abbreviated terms. Such abbreviated terms are expanded at the first occurrence of usage.
* Word(s) used as a phrase, are surrounded with single quotes (‘’) for distinction.
* Sections / Text highlighted Yellow represents ‘Required Information’.

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| Term | Description |
| RAK | National Bank of Ras Al-Khaimah |
| Newgen | Newgen Software Technologies Ltd. |
| iBPS | Intelligent Business Process Suite |
| TT |  |
| WI | Work Item |
| WS | Work Step |

## Intended Audience

* The document is intended to be a guide for Business Users, Developers, Project Leader, Project Manager, Architecture Teams, and Testers.
* The goal of this document is to finalize the requirements of ‘System Changes in TT Process’ at RAK Bank.
* The document will be the base document for ‘System Integration Testing’ and ‘User Acceptance Testing’.

## References

NA

# Overall Description

## Solution Perspective

The key requirement of RAK Bank is to enhance the existing TT process for foreign currency outward remittances via Digital Banking. The solution is expected to provide a workflow change, integration with Finacle, system checks based routing to achieve the STP flow of those payments orders which are already processed and let the cases skip defined queue, hence reducing the desired TAT.

## Solution Features

The implementation aims to achieve operational efficiencies by integrating system checks from Finacle to identify processed payment orders and accordingly make it a STP flow with conditional routing in the existing process. Following are the features to be implemented:

* Integration to identify already processed payments from Finacle at the time of Digital Banking online WI creation/ After WI creation.
* Integration to identify Remarks from Finacle and based on that change in backend workflow.

## User Class & Characteristics

## Operating Environment

* The existing Environment would be used for UAT and Production.

## Deliverables

Following will be the deliverables:

* Release based on the requirement specified in the document.

## Assumptions/Dependencies & Constraints

* The requirement specifications mentioned in the Scope Document are based on discussions with various teams/ departments/ business users of RAKBank.
* This implementation will be done on top of the Newgen IBPS product suite, this the implementation depends on the IBPS product suite.
* The workflow will be implemented in English Language only. There would not be any data entry or screens in any other languages.
* Any new requirement, addition or modification to the current requirements as mentioned in the current document will be treated as changes and will follow the Change request Channel.
* The enhancements will be done on the top of the as-is processes. The existing development will remain intact with only those changes to be made as mentioned in this document.
* Error queue handling should be done for the WI in similar line to the BAU functionality for Digital Banking payments.

No impact to the existing routing/workflow basis the exception/decision selection including alert generation for the WIs other than the scope of this requirement and should continue as per current BAU.

# Current As Is Process

* In the TT Process, the Digital Banking WI gets created via WI Creation Call.
* Once the WI is created it moves to the OpsMakerDB queue for further processing in the existing system.
* In the WI creation call, ‘Payment Order ID’ is captured.
* When the WI is at OpsMakerDB queue, ‘Payment Order Status’ is received from the Integration Call and displayed in the iBPS field.
* The values displayed for ‘Payment Order Status’ are ‘Processed’ or ‘ ‘Awaiting Authorization’ or ‘Deleted’ – As per the Payment Order ID status in Finacle
* The flow follows Maker and Checker functionality for online WI in the existing development.

# Business Requirement

1. *System to identify the payments which are already processed in Finacle, update the status in IBPS workflow and route the payment to Exit queue automatically where both the “Payment Order Status” “Processed” OR “Deleted” and the Remarks field contains a value that starts with “TMP” Only work items fulfilling this combination should be moved to exit queues, i.e. Archive exit OR Discard Exit depending on the Payment Order status.*
2. *Finacle will have an identifier in HPORDM menu under ‘Remarks field’ (e.g.: - TMP123). System to identify this and skip the work step ‘OpsMakerDB’ and automatically move the WI to ‘OpsCheckerDB’ as soon as the WI is created.* 
   1. *System to skip a work step and move the WI directly to ‘OpsChecker DB’ during the WI creation wherever the remarks field is present and starts with “TMP”, e.g. TMPXXXXXX*
   2. *System to identify this and move the WI (even if already created and in ‘OpsMaker DB) to ‘OpsCheckerDB.’*
3. *No changes/impact should be there for the payments not processed AND/OR without value in ‘Remarks’ field.*

# Change Description

* The changes will be made for those work items which are being created via Digital Banking. i.e., Online WI Creation through a text file from CREATEPO Utility.

## Processed Payment Change

* This change will be applied to below triggers/scenarios: only Digital Banking payments should be considered.
  + WI Creation
  + OpsMakerDB
  + OpsCheckerDB
  + Remittance HelpDesk Maker
  + CSO Exceptions
* At WI Creation Call, utility changes will be made for the system to identify ‘Payment Order ID’ & ‘Payment Order Status’.
* The system will fetch the payment order status from Finacle.
* If the payment order status identified = ‘Processed/Deleted’, the WI will be directly routed to ‘Archival’ and ‘Exit’.
* If the payment order is ‘Awaiting Authorization’, no change to be made and flow will remain intact.
* After WI Creation, once the request moves to OpsMakerDB, OpsCheckerDB, Remittance HelpDesk Maker & CSO Exceptions these queues will also have the checks for ‘Payment Order Status’. At a configured point of time, if the status is changed as ‘Processed’, irrespective of the queue, WI will move to ‘Exit’.
* The Payment Order Status check will be a priority. i.e., irrespective of the other functionality/conditions, the payment status change will be considered first and accordingly the WI will move to ‘Exit’.

## Remarks Identification Change

* This change will be applied to below triggers/scenarios:
  + WI Creation
  + OpsMakerDB
* As soon as the WI is created via Digital Banking, the system will fetch the Remarks field from Finacle under HPORDM menu which will hold an identifier.
  1. If Remarks exist & if the identifier starts with ‘TMP’ followed by a numerical value (e.g., TMP123), and the Payment order Status is “Awaiting Authorization”
     1. WI will directly be routed to ‘OpsCheckerDB’ instead of ‘OpsMakerDB.’
  2. If Remarks does not exist & No identifier,
     1. No change to be made, WI will move as per BAU functionality.
* At OpsMakerDB queue, the system will again fetch for the Remarks field from Finacle under HPORDM menu which will hold an identifier while the WI is in common queue.
  1. If Remarks exist & if the identifier starts with ‘TMP’ followed by a numerical value (e.g., TMP123), and the Payment order Status is “Awaiting Authorization”
     1. WI will directly be routed to ‘OpsCheckerDB’ instead of ‘OpsMakerDB.’
  2. If Remarks does not exist & No identifier,
     1. No change to be made, WI will move as per BAU functionality.
* At OpsMakerDB queue, if the WIs are locked by a user, there can be two scenarios possible:
  1. The user releases the WI and WI moves in common queue.
     1. In this case, as soon as the user releases the WI, the system will fetch for ‘Remarks’. If Remarks exist and identified as ‘TMPXXX’, WI will move to OpsCheckerDB. If not, then the usual BAU will be followed.
  2. The user manually takes some decision on the WI like ‘Submit’ or ‘Discard’.
     1. In this case, WI will move as per BAU depending upon user decision. On ‘Submit’ it will move to OpsCheckerDB and on ‘Discard’ it will move to Exit.

- Template validation should not be applied for the WIs rejected from OpsCheckerDB to OpsMaker DB and should continue the BAU flow

- Template validation should not be applied for the WIs in RemittanceHelpDeskMaker and CSO Exceptions queue.

## Priority Based Scenarios

* The above two functionalities will be performed on same initiation type work-items; however, the priority of actions will be based on the below scenarios:
  + At WI Creation
    - If Payment Order Status = ‘Processed’ / “Deleted“ Then, WI will move to ‘Exit’ as priority will be given the Payment Order Status.
    - If Payment Order Status = ‘Awaiting Authorization’ & Remarks Identified as ‘TMPXXX’ is true. Then, WI will move to ‘OpsChecker DB queue’
  + At OpsMakerDB
    - If Payment Order Status = ‘Processed’/ “Deleted“ Then, WI will move to ‘Exit’ as priority will be given the Payment Order Status.
  + If Payment Order Status = ‘Awaiting Authorization’ & Remarks Identified as ‘TMPXXX’ is true. Then, WI will move to ‘OpsChecker DB queue’ At OpsCheckerDB
    - Only Payment Order Status will be checked, If Payment Order Status = ‘Processed’/ “Deleted“, WI will move to ‘Exit’.

# External Interface Requirement

## Hardware Interface

NA

## Software Interface

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| S.No. | Interface | Touch Points IBPS | Integration Requirement | Integration System |
|  |  |  |  |  |

# Other Non-Functional Requirement

## Performance Requirements

* The response time of the application should not be more than 30 sec. This does not apply to report generation response time.
* The Operators at multiple locations can seamlessly access the application.
* 24/7 system availability, except for planned downtimes for maintenance activities.

## Safety Requirements

NA

## Security Requirements

* Only authorized users should be able to access the system.
* Only authorized queues to be available on the user’s screen.