A picture containing clock, holding, player, room

Description automatically generated

Online Education loan System

Business Requirements Document

Version <1.0>

Revision History

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| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
| 09/04/2020 | <0.1> | Initial Draft | Veena Ganamukhi |
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Business Requirements Document

# Introduction

This document describes the purpose and the implementation of Online Education loan system by AER Bank. The system designed by the AER Bank aims to automate the application and approval of Education loan by the bank. The current Education loan system at AER bank needs multiple visits by the loan borrower or the AER customer. Also, most of the current processes involved in obtaining the loan include manual processes. So, the proposed BRD provides solution and implementation on AER Banks Online Education loan system. The proposed system reduces the number of visits done by the customer and it also provides facility of uploading the documents online to the customer either from laptop or from mobile devices whichever the user has access to. Moreover, customer can select the option of receiving updated via SMS, so that the customer can keep track of their loan application status.

Development and implementation will be carried out based on the solutions stated in the following section of this document. The will serve both the AER bank and the stakeholders as a proof in the future for refence.

## References

|  |  |  |
| --- | --- | --- |
| **Type** | **Name** | **Source** |
| Input |  |  |
| Non-artifact resource | Loan origination process | www.abc.com |
| artifact resource | Meeting minutes  FSD | Project Kick off meetings |

## Business Requirements Index

|  |  |
| --- | --- |
| **ID** | **Short Description** |
| BR001 | **Login ID generation** |
| BR002 | **Password Generation** |
| BR003 | **Education loan application page** |
| BR004 | **Provision to upload documents on the portal or the website** |
| BR005 | **Generate User Signature and Let User Sign the Application** |
| BR006 | **Loan application form submit button** |
| BR007 | ***Loan application form download or email option*** |
| BR008 | **Get loan application status on the website page** |
| BR009 | ***Get loan application status via SMS alert on mobile*** |

# Gap Analysis

## As-Is Process

The current process to apply and obtain Education loan at AER Bank includes lot of visits to the bank in order to fill out the applications and submitting the documents.

Below is the Swimlane diagram for the current process:

A screenshot of a cell phone

Description automatically generated

## To-Be Process

The proposed system and its UML diagram:

A close up of a map

Description automatically generated

## Strategy or project approach to be followed

We are following agile methodology where the updates/ software implementation are done or the solutions are provided every 4 weeks.

# Product Overview

## Solution Scope

The listed below are the scopes of the project:

* This document provides solution for Online Education loan system
* All other types of loan such as home loan or vehicle loan are out of scope
* This system is for USA customer
* This solution follows agile methodology
* Any other functionality which is not defined in this document are out of scope and they will not be delivered.
* Bank employees are also considered as customers and they will also follow the same process

## Assumptions and Dependencies

|  |  |
| --- | --- |
| **Type** | **Description** |
| Assumption | * We assume that customer is familiar with using laptop or mobile in order to login to website * Bank employees are also considered as customers and they will also follow the same process * Better the credit score, higher chances of getting the loan as they have the ability to repay the loan. * Credit score of the customer decides the interest rate |
| Dependency | NA |
| Deliverables | * BRD Document * Website page for loan application * Manuals necessary for understanding the functioning of the website such as testing manual * Gap Analysis * System Test cases\ * FSD |
| Risks & Constraints | The project team will use the existing office space and IT infrastructure such as computing equipment and networks. |

# Requirements (Detailed)

***User Stories/Requirements***

***User Story ID: BR001***

***Title: Login ID generation***

***As a user, he/she should generate LOGIN ID so that he/she can have unique login id/user id.***

***Details:- Login ID should be unigue for each customer***

***Priority: High***

***Acceptance criterion***

1. ***User can use combination of letters, numbers and special characters to generate login ID***
2. ***Login ID should be of acceptable length***
3. ***Login ID should not be just first name or last name as they are easy to decode by hackers***
4. ***Upper case and lower case charecters are treated separately. So user can use combination of these.***

***User Story ID: BR002***

***Title: Password Generation***

***As a user, he/she should generate password for my account so that only he/she can access the account.***

***Details:- As the password keeps the account safe and secure the user should be able to generate unique password for his/her account***

***Priority: High***

***Acceptance criterion***

1. ***Password should be unique and known only to the user***
2. ***Password cannot have there or more continuous numbers or letters***
3. ***Users first name or last name cannot be used to generate password***
4. ***User can use combination of letters, numbers and special characters to generate Password***
5. ***Password should be at least 8 characters long***
6. ***Password must contain at least one capital letter, 1 number and one special character***

***User Story ID: BR003***

***Title: Education loan application page***

***As a user, he/she should apply for Education loan online so that only he/she can reduce the number visits to bank and also, user dose not have to stand and wait in long queues.***

***Details:- AER Bank online system must have option apply Eduaction loan online in one click. The loan application must open once the user login credentials are verified by the Bank admin.***

***Priority: High***

***Acceptance criterion***

1. ***User must have logged into Bank website in order to access the Education loan application form.***
2. ***Application page/form should check for User’s age.***
3. ***If the user is above 18, he.she is allowed to apply for loan.***
4. ***If the user is below 18, his/her parents should apply for loan on user’s behalf.***
5. ***Each entry on the application should provide self-explanatory drop down so that user is knows what he/she should enter and not confused.***

***User Story ID: BR004***

***Title: Provision to upload documents on the portal or the website***

***As a user, he/she should upload the documents necessary for loan approval so that he/she can get the loan approved as soon as possible.***

***Details:- Education loan application page should provide space and necessary fields and details about the required documents so that user can attach those documents in order to support his/her loan process.***

***Priority: High***

***Acceptance criterion***

1. ***Number of documents accepted has to be mentioned on the website page.***
2. ***The size of the documents accepted should also be mentioned on the website page.***
3. ***Proper error message should be displayed in case if user tries to upload file which is of larger size than specified.***

***User Story ID: BR005***

***Title: Generate User Signature and Let User Sign the Application***

***As a user, he/she should generate his/her signature on the website page so that he/she can validate if something goes wrong in the future.***

***Details:- The website page should have a field where the user can sign digitally. The signature can act as proof both for the user nad the bank as online accounts are liable to hack.***

***Priority: High***

***Acceptance criterion***

1. ***Signature field is provided to the user.***
2. ***When the user click on the signature field, a pop up should be displayed where user can draw their signature***
3. ***Option should be provided if they want to select their first name and last name as signature***
4. ***Depending on the name entered by the user, pop up can suggest different styles for their signature.***

***User Story ID: BR006***

***Title: Loan application form submit button***

***As a user, he/she should submit the application once it is filled and Thank you message is displayed on the page so that he/she is sure that his/her application is submitted.***

***Details:- The website page should have submit button for the user to click once he/she is done with filling the application. Once the user clicks and submits the application, Thank you message should be displayed on the page so that user is sure that his/her supplication is submitted***

***Priority: High***

***Acceptance criterion***

1. ***Once all the fields are filled by the user, the submit button should get enabled.***
2. ***If the AER bank wants user to accept some terms and conditions, then those conditions must be displayed and have checked by the user before letting the user to click on the submit button.***
3. ***The page must verify that the user is not a robot, only after that it should let the user click on submit button.***

***User Story ID: BR007***

***Title: Loan application form download or email option***

***As a user, he/she should download or provide an option to email the filled application so that he/she can have application with themselves for future reference.***

***Details:- The website should provide an option for the user to download the application once it is filled and submitted. The user can store this form in his/her computer or in their email incase bank website crashes or goes down.***

***Priority: Medium***

***Acceptance criterion***

1. ***Download Button should be provided by the website page in order for the user to click and save a copy of application on his/her computer.***
2. ***2/3 Options should be provided on the website to convert the application in the required format.***
3. ***Have sent this format of the application over email.***

***User Story ID: BR008***

***Title: Get loan application status on the website page***

***As a user, he/she should have an option to check the application status so that user is aware of at what stage her application process is and can view the progress report.***

***Details:- Website should have an feature to display the application status so that user can know what stage his/her application is going through.***

***Priority: Medium***

***Acceptance criterion***

1. ***The Bank should update the status of the application process frequently or as and when the they take decision on the application process.***
2. ***There should be a view button on the website to view the application status.***
3. ***The website should store application history and different stages it has gone through to display the progress report of the application.***

***User Story ID: BR009***

***Title: Get loan application status via SMS alert on mobile***

***As a user, he/she can register mobile number on the website so that he/ she can track the application status from his/her phone or get the application status via SMS***

***Details:- The website shpuld provide provision to get the status via SMS so that user can register if he/she wants to track her status through mobile.***

***Priority: Medium***

***Acceptance criterion***

1. ***User must have registered his/her mobile number on the website***
2. ***Bank should support checking application status vis SMS alert***
3. ***The user mobile number should have been verified by the Bank.***

# Non-Functional Requirements

1. Website should have no down time or very less down time.
2. Uploading attachment should not take more than 10 seconds.
3. If the file size if above 5MB progress bar should be shown.
4. Website should not take too long to load.
5. The database will be backed up on hourly basis
6. Technology operations group will be trained in the maintenance and support of application.