



IEEE Requirements Specification Document

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Course: BSc Technology Management – Business Analysis

Project: Real Core Bank Confirmations Application

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Declaration Cover Sheet for BSHTM4 Project Submission

SECTION 1

Final Project – Real Time Confirmations Application

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|----------------------|------------------------------------|
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- The imposition of a fine.
- The requirement that a student to attend additional or other lectures or courses or undertake additional academic work

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Requirements Elicitation & Analysis Planning

1.1. Introduction

Before I begin the Requirements elicitation for the development of this platform, I would like to begin this document by formulating a plan and speaking about the nature of my application.

Auditors have become a necessity in the modern world of accounting, and it is important for them to have a good relationship with their clients based on trust. Last year for my work placement module, I was working alongside auditors and got to experience what the work looks like on their side of the system. It was there that I discovered my idea for a real time confirmation application that would not only diminish the need for phone calls and emails but also keep the line of trust between client and auditor.

For my plan, I will be focusing on the elicitation techniques that are needed for this project, this will then help me to identify any other resources that may be useful for the development.

Real Core is a banking application that I will be discussing throughout this project. The main objective for the application is for clients to allow auditors to access their bank account information in real time and view their balance, and most recent transactions as well as IBAN, BIC and Sort Code, the auditor will do this by:

- Acquiring client permission to access their banking information through a terms and conditions service.
- Uploading client information such as their account number and what bank they are working with onto the platform, the bank will have been contacted and asked for permission before application completion.
- When information is needed for an auditor from the client, the auditor will send them a request to the client who will then authorise it. Once authorised, the auditor will receive a PDF file with the client's information that I have stated above.

Having this Real Core application will end up removing the need for auditors to ask clients to phone banks for information or to email any information to them. The process is a two step process once the request has been authorised and the client will be able to have peace knowing their information is all in one place and not in various locations of the internet or mobile phone.

1.2. Business Need

With the advancements of technology over the last few years, there has been a wide variety of online banking applications which have come out onto the market and have made their way onto customer's phones as a way of service.

For auditors especially, there has been a need for a technological advancement into the world of auditing and how information is being received from the client. This need becoming the application Real Core.

Many clients feel the need for contacting banks and emailing back and forth to be quite draining as the emails pile up and their private information is being held in many places at

the same time, this can create anxiety over who is receiving the information and who could potentially see it.

With the development of Real Core Confirmations, this can squash those anxieties and introduce a new modern way of banking communication.

A lot of people are on the go and normally do not have the time to upload information or contact their bank during working hours. This new application will help clients who are constantly on the go to be able to go through a quick process to send their bank details to the auditor and know that their information is in a safe and secure place.

The application will have some basic requirements that I want functioning on the App. These include:

- A demo request section so clients can request a demo from the team before agreeing to use the platform
- A log in page for security with password and email
- A cloud database
- A simplistic dashboard

1.3. Business Case

This application has been developed from personal experience with auditors from my work placement module. From seeing client reviews from the past, I was able to know that this application was something that was wanted by the market niche.

From here, I will be able to keep the experience in mind in order to create this application and elicitation techniques.

Security and retainment of the client information will need to be established for the client on the application. The platform must contain a terms and conditions statement that must be accepted by the end user. The application must include login details such as username and a password to grant access to the application

To comply with security regulations of this project, the website will go off of different practises that have been done by other banking and auditing platforms by being ISO 27001 Certified. This is an information security management system and is currently the only auditing standard that meets all requirements needed by platforms such as this one I am creating for my project. The project would earn a certification from this service to ensure that all information provided is safe, accurate and managed as needed. This is a huge requirement security wise in order to protect the company from security threats.

To ensure data security, the company will have to be using a product such as Microsoft Azure to ensure multi-layered security is in place.

The company will also be GDPR protected and fully compliant with GDPR regulations as well as complying with the International Auditing Standards. After ensuring the security regulations, the company will be safe to use by both the client and the auditor. (Circuit | Our Security Exceeds Industry Standards, 2022)

1.4. Stakeholder List

- PLEASE FIND THE LIST OF THE IDENTIFIED STAKEHOLDERS AND A SUPPORTING IMPORTANCE/INFLUENCE MATRIX:

1. Bank Customer (Client)
2. Auditors
3. The Central Bank of Ireland
4. Business Analyst
5. Project Manager
6. Government
7. Investors
8. Developers
9. End Users

1.4.1. Power/ Influence Matrix (Power on the X Axis, Influence on the Y Axis)

High

| | | |
|---|--|------|
| Bank Customer (Client) Project Manager Investors Keep Satisfied | Auditors The Central Bank of Ireland Business Analyst Project Manager Developer Manage Closely | |
| Monitor | Government End Users Keep Informed | |
| Low | Influence | High |

2. REQUIREMENTS ELICITATION TECHNIQUES

2.1. Interface Analysis

2.1.1. Overview and objectives

This first elicitation technique was chosen by me because I was spending a lot of time focusing on what the application would look.

“Interface analysis is used to identify where, what, why, when, how, and for whom information is exchanged between solution components or across solution boundaries” (Business Book of Knowledge, 2015)

This is where the interface will be created and used to identify the target market for the application and how it will look and work. I wanted to use this technique as I was spending a lot of time on the website WordPress which offers a free service of web designs, templates and various services that can be used to enhance the website.

2.1.2. Who will use the interface?

The main users of the interface will be bank customers that are clients of the auditor, they will be the users who will approve the requests to view their bank details when prompted by the auditor.

Another user of the interface will be the auditor, they will be the users who will receive a PDF file detailing the clients banking information.

2.1.3. What information is being exchanged through the interface?

- Bank balances from the client which are in a six-month range. E.g., if a request was to be approved now, the auditor will be able to see bank balances from June – Dec
- Bank transactions up to six months prior to the request approval.
- Client’s Business Identifier Code (BIC)
- Client’s International Bank Account Number (IBAN)
- Client’s Sort Code

2.1.4. When will the information be exchanged?

The process for client information exchange with the auditor is as follows:

- The auditor will send a request to the auditor to gain permission to access client information.
- The client can approve this request from the dashboard interface.

- The auditor will receive a PDF file within ten minutes of the request approval with the client information.

2.1.5. Where will the information be exchanged?

The information will be exchanged through the web application online. As stated above, the client will have input their banking details in order to be linked to the platform which will then allow an auditor to ask for the information which will then be passed from the platform to the auditor in the form of a PDF file.

2.1.6. Why is the interface needed?

The interface is needed as a way to eliminate the old process of emails and phone calls. This new interface will bring in a new process that's quick, simple, and effective.

As of 2021, the market is in need of more digitalised processes in order to make the acquiring of information easier for auditors. There has been a significant raise in online platforms for banking institutions. The interface will be created for this project to show my idea and what it will be able to achieve. I have found that explaining the idea as a whole can become a confusing process and I feel that showcasing my idea through an interface will explain how it works.

2.2. Backlog Management

2.2.1. Overview of Technique

Backlog Management is a technique that is commonly used to record, track, and prioritize remaining work items in a project. I will be using this technique to keep on top of items that will need to be completed over the course of my research. (International Institute of Business Analysis (2015))

I will be using this technique to show which tasks are of different priority. This technique is helpful for sorting the project by different stages. I have found that separating the project into different stages and tasks is a helpful way to keep on top of everything. This technique has been used by many different software companies who work with different tasks on a daily basis especially companies who rely heavily on coding to create their products.

2.2.2. What work items should be formally included in the backlog?

The types of work items that I will be including in my backlog management are:

- Website development.
- Backup elicitation techniques.
- Document preparation.
- Expansion of stakeholder lists if necessary.

These are subjects that could be put on the backlog due to other project needs being completed over the course of the year.

2.2.3. How should the backlog be tracked?

The backlog will be tracked by using a Microsoft Excel sheet to create a list of those items that are waiting to be completed by myself. This will be similar to the Gantt Chart that I have created in my project proposal which I have included down below for a sense of visualisation.

I have decided to go with this technique as it is easy to read and easily updated if needed, this Gantt Chart system has also been used by many different companies to sort their tasks by date, importance and also by deadline needs.

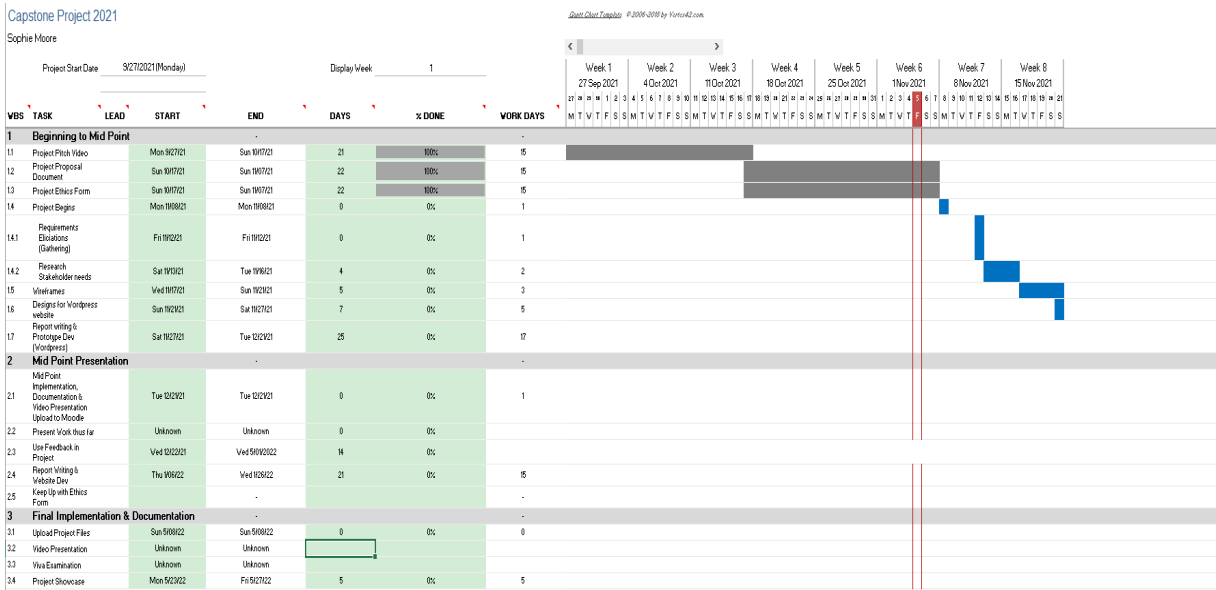


Figure 1. Gantt Chart created by x18402726 for project proposal document

2.2.4. How will the work items be eventually selected to be worked on?

In the Microsoft Excel list, I will be marking the work items by priority. This will aid me when choosing an item of work to complete.

For example, WordPress website development would be in the high priority section of the excel list while Word Document Editing would be medium priority or low as this task will be done at the end stages of the project.

Once I have all of my tasks listed from High to Low priority, I can use this to gage any new items that will be added to the document in order to work on them throughout the development of my project.

2.2.5. How will the work items be eventually removed from the backlog?

The items will be removed from the backlog once I feel that the work has been completed at an efficient manner and high standard, I will also be asking for regular reviews of my work from my project supervisor to see if any other edits can be made to my work.

Once it is felt that the tasks have been completed at a high standard, I will remove them from my backlog list and make a note to say when it was completed and a few comments as to what the task entails upon completion.

2.3. Decision Analysis

2.3.1. Overview

“Decision analysis examines and models the possible consequences of different decisions about a given problem” (Business Book of Knowledge, 2015)

This technique will be about how different decisions will be documented and approved on through a process documented by the Business Book of Knowledge (BABOK) This is a good technique to use when a problem is poorly handled or needs an extra step of guidance throughout a project or if the *‘the value of different outcomes is not understood or agreed upon by the various stakeholders and does not allow for direct comparison’* (Business Book of Knowledge, 2015)

2.3.2. Process for Decision Analysis

- Define the problem statement.
- Define alternatives to the problem.
- Evaluate the alternatives to the problem.
- Choose the alternative to implement.
- Implement the final choice.

2.3.3. Decision Making Matrix

In order to implement the alternatives to the problems, I will be creating a Matrix to check whether or not the alternatives that have been stated meet each criterion being evaluated and then I will score them on these assumptions.

The alternative with the highest score will then be implemented to the problem that has been discussed.

I will include an example of a decision-making matrix below:

| | Alternate 1 | Alternate 2 | Alternate 3 |
|--------------------|-----------------|-----------------|-----------------|
| Criterion 1 | Meets criterion | n/a | n/a |
| Criterion 2 | Meets criterion | Meets criterion | Meets criterion |
| Criterion 3 | n/a | Meets criterion | Meets criterion |
| Criterion 4 | Meets criterion | n/a | n/a |
| Score | 3 | 2 | 2 |

Figure 2. Decision Making Matrix (Business Book of Knowledge, 2015)

2.4. Document Analysis

2.4.1. Overview

Document analysis is a technique that is used to elicit business analysis information, including understanding the techniques and requirements, by examining the available materials that describe either the business environment or existing organization. (International Institute of Business Analysis (2015))

2.4.2. Process for Document Analysis

- Preparation

I will be gathering documents from a credible source to help me to learn more about stakeholders and needs from the national market about an application of this type.

Before review, I will be making sure that these documents are of credible source and up to the standards of National College of Ireland.

I will examine these documents by analysing college policy and make sure that the documents align with these policies.

- Document Review

After preparation, I will be conducting a detailed review of each document that I will be using for research as well as documents that I will be submitting for my project. I will be examining if the documents have any conflicting notes or duplicates as well as any gaps of knowledge that could be helpful for document development.

This will be helpful for any additional research that I will have to conduct, and I will also be able to relate these back to any stakeholders that I feel will be helpful with my research.

- Record Findings

Once the information discovered from my document analysis is used in my project documents, I will have to then consider if the content that has been researched and documented is appropriate for the audience that I am trying to reach to.

I will also have to see if the material can be transformed into digital graphs and visual aids to help the audience understand the processes behind my research. These types of visual aids can be: pie chart, histogram, decision tables, process flows etc.

2.5. Interview

2.5.1. Participant

Auditor

2.5.2. Location

Thurles, Co. Tipperary

2.5.3. Date & Time

21st February 2022, 2:00pm

2.5.4. Overview & Objectives

The concept of the platform will be discussed at the beginning of the interview. This is an interview to try gain an understanding what an auditor will think of the application and if it will benefit them in the auditing world.

2.5.5. Interview Questions

- Q1. Do you think that the concept of the App would be well accepted by the auditing world?
- Q2. How do you feel about the current processes that are being used for acquiring client information?
- Q3. What kind of process are you using at the moment?
- Q4. What, in your opinion would be requirements that you would like to see in the application?
- Q6. Have you ever experienced an Application like this before? If so, what was your experience like?
- Q8. Have you any advice going forward for this App?

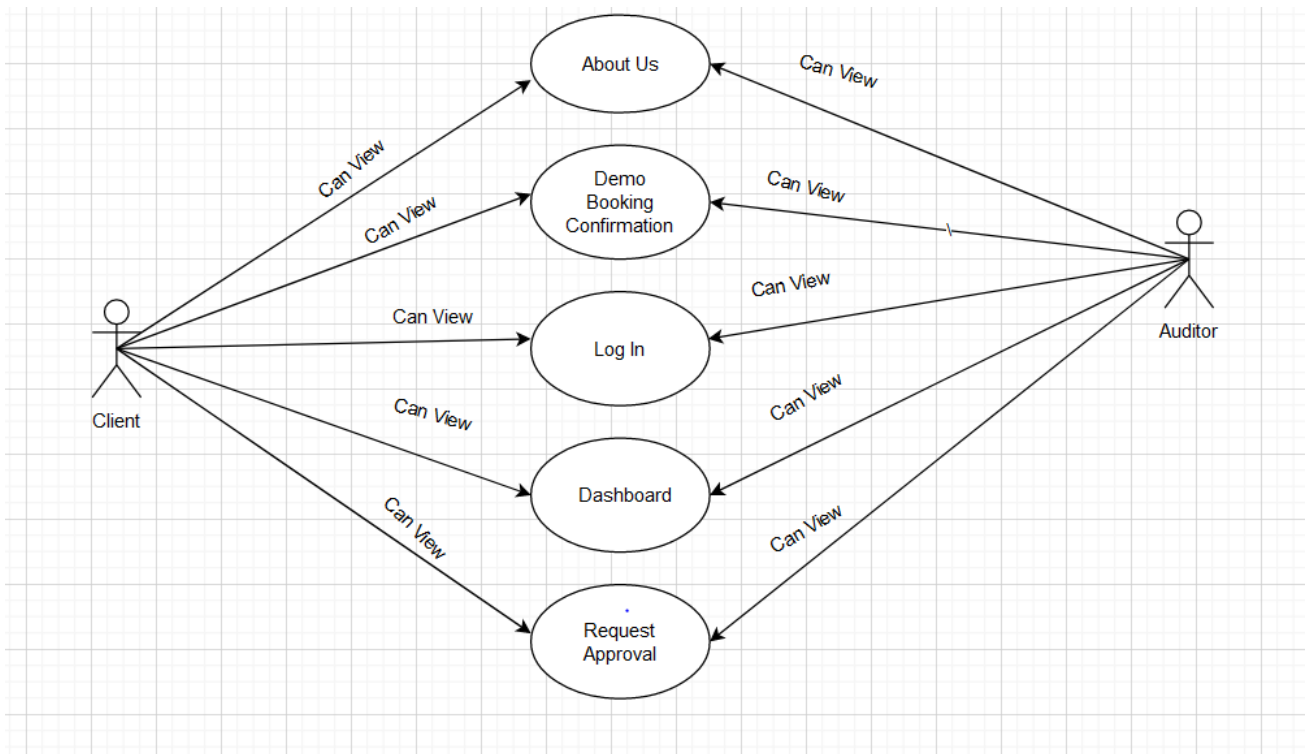
3. REQUIREMENTS ELICITATION TECHNIQUES RESULTS

3.1. Summary

The following is the results that were elicited using requirements elicitation techniques. Requirements for the App will be gathered from these results and they will be used to define the requirements that will be used in the development of the App.

3.2. Interface Analysis

- Use Case



This Use Case Diagram will show the flow of the web application, the predicted flow for a client would be:

- Visit About Us page and book a demo.
- Get booking confirmation.
- If interested in using the website, log in details will be made and will be used on log in page.
- Client will go to Dashboard and approve request.
- Request approval page can be seen.

Auditors can view these pages, but they will not be able to edit them.

- Wireframes

About Us Page

| | |
|---|--|
| Real Core Confirmations | |
| About Us | |
| For trusting relationships between client and Auditor | |
| Our Story | |
| Book a Demo | |
| Name: | |
| Email: | |
| Phone: | |

Demo Confirmation Page

| | |
|--|-------------------|
| Real Core | Thank You! |
| Stock Picture or Logo to be included. | |
| Thank you for booking your demo with Real Core Confirmation. | |
| A representative for our team will contact you soon to book a time and date for your demo. | |
| © Real Core, 2021 | |

Log In Page

Real Core

Log In

Email:

Password:

Log In





© Real Core, 2021

Dashboard (Client)

Real Core

Dashboard

Requests

| | | |
|---|-------------------------------|-------------------------|
|  | AIB NO. 23768 FROM JOHN SMITH | Approve |
|  | AIB NO. 23721 FROM JOHN DOE | Approve |
|  | AIB NO. 23768 FROM JANE MAE | Approve |
|  | AIB NO. 23768 FROM JOHN SMITH | Approve |

© Real Core, 2021

Request Approval

Real Core

Your Request Has been approved

Thank you, John Smith has received your request approval.

Thank you for using Real Core Confirmations!

© Real Core, 2021

PDF File to Auditor



Real Core Confirmations

Jane Doe Bank Account

AIB ACCOUNT NO. 24890654

IBAN: IE66BOFI900017187499

BIC: AIBKIE2D

NFC: 868361

Current Bank Balance: 278.00 Euros

Recent Bank Transactions

| | |
|---------------------------------------|--------|
| 08.09.2021 Dunnes Stores | 20.00 |
| 07.09.2021 Euro Giant | 11.50 |
| 06.09.2021 Marks and Spencer's | 125.00 |

3.3. Backlog Management

3.4. Summary

I will be using backlog management in this project in order to keep on top of tasks that need to be completed based on a priority level.

The list will be developed in Microsoft Excel and will be divided into High Priority, Medium Priority and Low Priority.

- **Backlog Management List**

This is a list that I had created prior to the creation of this document knowing that I would be using this elicitation technique in my project.

I sectioned up my tasks at hand and got to work on the midpoint presentation tasks. I will put below my system for when a task has been completed as I have completed a few tasks in the run up to the presentation deadline.

| |
|--------------------------------------|
| 1. High Priority |
| 1.1 Prototype Development |
| 1.2 Interview with Auditor |
| 1.3 Document Analysis |
| 1.4 Decision Analysis |
| 1.5 WordPress Website Development |
| 2. Medium Priority |
| 2.1 Ethics Form |
| 2.2 Monthly Reflective Journal |
| 3. Low Priority |
| 3.1 Document Editing |
| 3.2 Final Presentation (Too Early) |
| 3.3 Showcase Preparation (Too Early) |

- **Once Task is Completed**

1. High Priority

1.1 Prototype Development

1.2 Interview with Auditor

1.3 Document Analysis

1.4 Decision Analysis

1.5 WordPress Website Development

2. Medium Priority

2.1 Ethics Form

2.2 Monthly Reflective Journal

3. Low Priority

3.1 Document Editing

3.2 Final Presentation (Too Early)

3.3 Showcase Preparation (Too Early)

Once a task has been completed, I will highlight them in yellow to let me know the task does not need to be looked at in order to avoid confusion.

3.3. Decision Analysis

For my decision analysis process, I will be listing a few problems that will have occurred during the development of the application and using a process from Business Analysis Book of Knowledge (BABOK) to solve the problems accordingly.

The problems I will be discussing are as follows:

1. Coding does not validate properly.
2. Auditors are not able to access the application.
3. Application crashes during use.

Process for Decision Analysis

Define the problem statement.

- **Coding does not validate properly.**

Define alternatives to the problem.

1. Review coding script and fix any mistakes.
2. Have a second person review the script for a fresh review.

3. Troubleshoot the coding with a programming expert.

Evaluate the alternatives to the problem.

These alternatives are beneficial for the problem as they all end with the coding being reviewed and changed in order for it to work correct for the application.

Choose the alternative to implement.

The alternative that will be implemented for this situation is the second solution where a second person will come in and review the coding script. This ensures a fresh set of eyes will be able to read the coding and find any mistakes that the programmer might not be able to see straight away.

Implement the final choice

After implementing this choice, this will ensure that the coding will be reviewed and corrected in any way that is needed.

- **Auditors are not able to access the application.**

Define alternatives to the problem.

1. Review the application coding scripts and hosting platform.
2. See if the Auditor is using the correct process to access the application.

Evaluate the alternatives to the problem.

When a user is not able to access the application, this could mean one of two things, that the application has broken in some way through use of old coding styles that are no longer compatible, or the user has used the wrong process to access the application such as wrong password or email.

Choose the alternative to implement.

The alternative that will be implemented for this problem is number two, seeing if the Auditor is using the correct process to access the application, this will show us if the application is broken in any way if the auditor is using the proper way to access the application.

Implement the final choice

Once this is implemented, we can work towards correcting the issues.

- **Application crashes during use.**

Define alternatives to the problem.

1. Review coding script.
2. Review hosting platform.

Evaluate the alternatives to the problem.

For this problem, we will need to determine if it is the coding itself that is causing the application to crash or if there are any problems with the hosting software that is being used to launch the application.

Choose the alternative to implement.

The alternative that will be implemented is to review the hosting platform for any issues. This will show us that the coding is up to date with no mistakes.

Implement the final choice

Implementing the final choice will ensure that the application will continue to run smoothly without errors.

Decision Making Matrix

| | Alternate 1 | Alternate 2 | Alternate 3 |
|--------------------|--------------------|--------------------|--------------------|
| Criterion 1 | Meets criterion | n/a | n/a |
| Criterion 2 | Meets criterion | Meets criterion | Meets criterion |
| Criterion 3 | n/a | Meets criterion | Meets criterion |
| Criterion 4 | Meets criterion | n/a | n/a |
| Score | 3 | 2 | 2 |

| | Alternate 1 | Alternate 2 | Alternate 3 |
|--------------------|--------------------|--------------------|--------------------|
| Criterion 1 | n/a | Meets criterion | n/a |
| Criterion 2 | n/a | Meets criterion | n/a |
| Criterion 3 | n/a | Meets criterion | n/a |
| Score | 0 | 3 | 0 |

3.5. Document Analysis

Preparation

Evaluate which existing DOC about the business and system are relevant, available, and appropriate

This document that I will be reviewing is the Business Analysis Book of Knowledge also known as BABOK which I have been using a PDF file of throughout my project research and has been a crucial help when researching elicitation techniques.

The following sections of BABOK are relevant, available, and appropriate for this project:

Elicitation Techniques

Elicitation Techniques Research

These are relevant for me as my project is primarily a Business Analysis document where these will help me to research and prepare my findings in regard to this project.

Document Review

Study the material, identifying and documenting relevant details

After reading through the BABOK material, the first task that I set out to do was to read through the various elicitation techniques that were provided and see which ones that I felt were the most relevant for the project that I was carrying out.

Identifying key elicitation techniques was an easy process that I was able to carry out quite quickly. I have used many of these techniques for past projects and was confident in my knowledge of them.

The most relevant techniques for my project were the following:

Interface Analysis

Backlog Management

Decision Analysis

Document Analysis

Interview

Record Findings

Advantages

I chose these techniques based on my history with them and how I have worked with them closely in the past.

Interface Analysis will allow me to focus on wireframes and web design in order to help me visualise how the software will look towards completion. This will give me time to

experiment with different web layouts and also look to other company designs for inspiration. I will be able to use Microsoft PowerPoint to create first draft wireframes to show the shell of the layout before using WordPress to bring my design ideas to life.

Backlog Management will allow me to create a backlog of tasks ranging from priority (high, medium, and low) and I will always have a list to refer to throughout the project.

Decision Analysis will allow me to have a quick process to solving problems by researching solutions and executing the one that fits well with the issue at hand. It is a way of problem solving that will help me make clear decisions rather than stress induced decisions.

Document Analysis allows me to freely describe my thoughts and findings on a document used in this project and document them as I go.

Interviewing a person that is relevant to the subject I am researching will allow me to study the target market and possibly get some ideas for the project as I go along, it will also be an eye opener to hear and second opinion.

Disadvantages

Interface Analysis is a process that will always be modified and changed throughout the course of the project. While I may have a good layout planned for the software, there might be a technical issue where I will need to swap and change things. This can happen from the beginning of the project right up to the end, so careful planning is involved.

My Backlog Management list may become a To-Do list if I do not write up the priority as soon as it is on the excel file, leading to a huge need to complete tasks and not know if they are needed to be done quickly.

For Decision Analysis, there may be a time where I choose the wrong solution to a problem and end up with the same issues due to them not being rectified at the beginning.

Document Analysis may make me realise that a document that I have been using is not relevant to my project and that I will need to find a new document and begin my research again.

Interviewing someone for this project may make me realise negative things about the project that may not have been highlighted before and make me have to re do some parts of my project.

Review and confirm the details selected

After reviewing the document that I have selected, I am quite happy with using BABOK and will be carrying out the techniques selected which will help me advance in my project.

3.6. Interview – Auditor

Q1. Do you think that the concept of the App would be well accepted by the auditing world?

Yes, I would

Q2. How do you feel about the current processes that are being used for acquiring client information?

At the moment, I think that they are very cumbersome, extremely time consuming and can end with an error if not done correctly.

Q3. What kind of process are you using at the moment?

At the moment, I am using Circit which is a SaaS software that offers a similar service, bank letters and postage methods for bank letters and statements.

Q4. What, in your opinion would be requirements that you would like to see in the application?

My recommendation would be a one step process for client authorisation. Make it as simple as can be, even a text message with a one clicks button to allow permissions.

Q6. Have you ever experienced an application like this before? If so, what was your experience like?

No, I have not.

Q7. Have you any advice going forward for this App?

My advice would be: More simplification of audit verification. Incorporate ease of use and access for the client and auditor.

4. IEEE APP REQUIREMENTS SPECIFICATION

4.1. Purpose

The purpose of this IEEE requirements specification document is to capture requirements for the Real Core Confirmations platform. In this requirement specification, this will consist of multiple epics, user stories and acceptance criteria to define requirements instead of the traditional functional and non-functional requirements.

This document must be Approved by the Business Owner before it is passed to the development. If any changes are necessary or requested by stakeholders, they must be

Approved, and this document updated prior to the development of the Real Core Application commencing.

4.2. Approach

For the development of Real Core Confirmations platform an Agile and Business Analysis Approach is being used. This requirements specification document will be used by the development team by use of scrum meetings and discussions. The features will be prioritized in the backlog management in the form of User Stories. These will contain short descriptions of functionality for the platform. The User Stories will be prioritized by the Product Owner. The team will consist of the Product Owner, The Scrum Master and the Scrum Team. They will present requirements that are done to the Business Owner at the end of a Sprint in the Sprint Review Meeting.

4.3. Scope

The following are in scope for the requirements specification:

- Register
- Login
- Demo
- Dashboard
- Request Authorisation
- Request Confirmation

Anything not in this list is considered out of the scope at this time and will be amended if needed.

4.4. Definitions, Acronyms & Abbreviations

Epic: A group of user stories. The Epic will contain user stories and acceptance criteria that will explain the user's requirements and interaction with the App.

User story: a description of a software feature from an end user perspective.

Acceptance Criteria: are conditions the App must satisfy for a user story to be considered done.

Done: When all elaborated Acceptance Criteria is done.

User: General user of the App. The user can register, login and access features on the App.

4.5. Epic 1 – Registration

4.5.1. User Story: User

As a user and client of the platform

I want to be able to register my details on the registration page once the Demo has been completed with a member of the team.

Acceptance Criteria 1:

Given that the user inputs valid information in the required fields
When the user confirms registration by selecting register.
Then the user has created an account on the platform.

Required Fields for Registration:

Email address

Password

All fields must be completed in order to create an account.

Acceptance Criteria 2:

Given that the user does not input all information that is needed for registration, an alert will be shown on screen to show that they have not input all of the information that is needed. If this is not done, then the registration for the user will not complete and the user will not be registered on the platform.

4.5.2. Professional User (Auditor)

As an Auditor

I want to register my details on the registration page

So that I can send my banking requests to the user on the platform.

Acceptance Criteria 1:

Given that the professional user inputs valid information in the required fields that is correct
When the professional user confirms registration by selecting register
Then the professional user has created an account on the platform and will be allowed to access the platform

Required Fields for Registration:

Email address

Password

Acceptance Criteria 2:

Given that the professional user does not input all information that is needed in the required fields
When the Auditor selects register
Then the Auditor will be shown an error that all necessary fields must be completed. If this is not done, then the Auditor will not be able to complete registration and will not be able to continue or given a log in.

Acceptance Criteria 3:

If the Auditor does not input valid information in the registration process, The Auditor will be shown an error to let them know that all fields must be completed with valid information. This can mean that the email does not have an @ symbol. If this is not done, the Auditor will not be able to continue with the registration on the platform and will not be able to continue.

4.6. Epic 2 – Login

4.6.1. User Story: User

As a user

I want to login to the platform

So that I can access the features of Real Core Confirmations.

Acceptance Criteria 1

Given the user has previously registered with the platform

When the user enters a valid email address that has been registered on the platform and password on the login page and selects Login, then the user is logged in and able to use the platform features.

Acceptance Criteria 2

Given the user has previously registered

When the user enters invalid or wrongly spelled email address or an invalid or wrongly spelled password on the Login tab and hits submit

Then the user is displayed a login error on screen, which will tell them that the login details are wrong.

4.6.2. Professional User (Auditor)

As a professional user

I want to login to the App

So that I can send requests to the user on the App.

Acceptance Criteria 1

Given the Auditor has previously registered

When the Auditor enters a valid email address and password on the Login page and hits Login.

Then the Auditor will be logged in and able to use the features on the application.

Acceptance Criteria 2

Given the Auditor has previously registered
When the Auditor enters an invalid email address and password on the Login page and hits Login
Then the Auditor is displayed a login error on screen and will not be logged in.

4.7. Epic 3 - Demo

4.7.1. User Story: User

User Story: User

As a User
I want to enter the Demo registration page.
So that I can book a demo with a member of the team.

Acceptance Criteria1

Given that the user has entered in their correct details, they will be able to book a demo as their contact details will be correct and the team can reach them.

Acceptance Criteria2

Given that the user has entered in their incorrect details, they will not be able to book a demo as their contact details will be incorrect and the team cannot reach them.

The following fields are available for the Auditor to populate:

Name
Email Address
Phone Number

All fields must be completed to continue.

4.7.2. Professional User (Auditor)

As an Auditor
I want to access the Demo registration page.
So that I can book a demo with a member of the team.

Acceptance Criteria 1

Given that the Auditor has entered in their correct details, they will be able to book a demo as their contact details will be correct and the team can reach them.

Acceptance Criteria 2

Given that the Auditor has entered in their incorrect details, they will not be able to book a demo as their contact details will be incorrect and the team cannot reach them.

The following fields are available for the Auditor to populate:

Name

Email Address

Phone Number

All fields must be completed.

4.8. Epic 4- Dashboard

4.6.1 User Story: User

As a User

I want to access the Dashboard feature

So that I can view my requests that need to be accepted.

Acceptance Criteria 1:

Given that the user is logged in they will automatically be redirected to the dashboard feature.

Acceptance Criteria 2:

Given that the user is not logged in they will not automatically be redirected to the dashboard feature.

4.8.1. Professional User (Auditor)

As an Auditor.

I want to access the Dashboard feature

So that I can send a request to the user.

Acceptance Criteria1

Given that the Auditor is logged in they will automatically be redirected to the dashboard feature.

Acceptance Criteria2

Given that the Auditor is not logged in they will not automatically be redirected to the dashboard feature.

4.9. Epic 5 - Request Authorisation/Request Sending

4.9.1. User Story: User

User Story: User

As a User

I want to access the Request Authorisation feature
So, I can accept the requests.

Acceptance Criteria1

Given that the user is logged in
when the user selects the Request Authorisation feature
then the user can accept their requests.

Acceptance Criteria2

Given that the user is logged in
when the user selects the Request Authorisation feature and there are no requests
then the user is displayed a message outing that there are no requests to view.

4.9.2. Professional User (Auditor)

As a Professional User

I want to access the Request Sending feature
So that I can send a request to the user.

Acceptance Criteria 1:

Given that the Auditor is accessing the platform
When the Auditor has logged in
Then the Auditor can send a request to the user.

The following fields are available for the Auditor to populate:
Date of transactions that want to be seen.

All fields must be completed.

Acceptance Criteria 2

If all fields are not completed an error alert will Appear asking the Auditor to complete the required fields.

4.10. Epic 6 - Request Confirmation

4.10.1. User Story: User

As a User
I want to access the Request Confirmation feature
So, I can confirm my requests.

Acceptance Criteria1

Given that the user is logged in
when the user selects the Requests Confirmation feature
then the user can then confirm their requests there.

Acceptance Criteria2

Given that the user is logged in
when the user selects the Requests Confirm feature and it does not go through then the user
will have to re click the request.

4.11. Epic 7 – Security

4.11.1. User Story: User

As a user
I want to enter my email address and password and make sure that it is encrypted
So, I prevent my account from being hacked.

Acceptance Criteria

Given that the user enters the submits a valid email address and password when they select
the Register button then the username and password are encrypted and stored.

4.11.2. User Story: Professional User (Auditor)

As a professional user
I want to enter my email address and password encrypted
So, I prevent my account from being hacked.

Acceptance Criteria

Given that the professional user enters the submits a valid email address and password when
they select the submit button then the email address and password are encrypted and stored.

4.11.3. **User Story: Constraints**

Constraints:

The password must be 8 characters or more.

If the fields are not completed with the correct details, then the login has failed.

Epic 8 – Storage

4.11.4. **User Story: User**

As a user

I want to store my information that I have uploaded as well as records

So, I can always access and view the information.

Acceptance Criteria

The information that will be stored on the registration details, login details, information records on the user will be stored using a MySQL database and Microsoft Azure.

4.11.5. **Professional User (Auditor)**

As a professional user

I want to store my information

So, I can use the information to access and interact with the platform.

Acceptance Criteria

The information that will be stored on the App-registration details, login details, for the professional user will be stored using a MySQL database.

EPIC 12 – PERFORMANCE

As a user, professional(Auditor) and user

I want to register, log onto the

So that I can interact and use the features on the platform.

Acceptance Criteria

Given that the professional user and user are logged into the platform.

They can interact with the features.

EPIC 13 - AVAILABILITY

Refers to how reliable the company will be. Testing and procedure will be incorporate to ensure that the App will meet the reliability acceptance criteria as well as any new regulations

and acts that will need to be updated. This will be that the platform will be available 24/7 365 days of the year.

EPIC 14 - REGULATORY

This requirement specifies the regulatory requirements that the platform must adhere to. The platform should meet the ISO 27001 regulation standards as well as GDPR regulations and International Auditing Standards.

Bibliography

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5. APPENDICES

Project Proposal

1.0 Objectives

What does this project set out to achieve?

For my project, I am hoping to set out to achieve a business analysis report for a real time confirmation's bank application.

The application will allow for bank users to log onto the platform and enter their bank details. The user will then be able to select the bank account of choice with the correct balance and they will agree to security terms and conditions before being brought back to the home page. From there, the bank balance will be sent back to the auditor in the form of a PDF file.

I am hoping to achieve a list of important stakeholders to focus on as well as carry out a list of elicitations which will show how important the application will be for stakeholders.

My objectives for this project is:

1. Create a business analysis requirements report for a real time confirmations bank application which allows clients to send auditors their bank account details in the form of PDF files.
2. Gather a list of possible stakeholders that will be involved and impacted by the project
3. Create a list of requirements needed for the application by using BABOK in order to categorise customer needs
4. Design wireframes for the website to showcase how the official user interface (UI) will end up looking.
5. Create a WordPress website with all of the customer needs to ensure user satisfaction.

2.0 Background

Why did you choose to undertake this project? How will you meet the objectives set out in Section 1.0?

I chose to undertake this project after working with auditors from my internship.

The application that I was working with for my internship had a section where clients could send bank account balances to auditors in order to eliminate calling different banks to access accounts.

I felt like the app feature was extremely beneficial for auditors and it inspired me to use this concept for my own final year project.

I also got to work closely with the feature by creating tutorial videos for the company and I felt like it was very useful for auditing companies to have a feature like this as it is a quick and efficient way to confirm bank account balances for end of year accounts.

I plan to meet the objectives that I have set out in Section 1.0 but researching the market for a bank confirmations application and who would be interested in the product.

I will then research which requirements will be needed in order for the application to be successful with customer needs.

Stakeholders will be one of the most important factors for my project as they will be the key users to gather information and wants from.

I will create wireframes to show how the UI would look for the website and use them to move onto a prototype to enhance the idea and showcase it at it's best.

I will then use WordPress to create a website using a professional theme keeping with the prototype and improving any features that were needed to be changed from the prototype.

3.0 State of the Art

What similar projects have been developed by others already?

1. Circit

Circit, a company that offers an auditing Software as a Service (SaaS) have an application that allows auditors to access client bank accounts and gather details via Excel file.

The client will only have to click Authorise in order to allow the Auditor to access the bank account Excel file, asides from this the client will not have much interaction with the application.

This is only a small feature of the SaaS which can be used along with a purchase of the application.

2. Xero

A similar application to the proposed app in this document is an application called Xero. Xero makes it possible for auditors to sort out their client's expense claims, invoices, income reports and receipts. It uses cloud storage to store all of the relevant information into a useful database that makes the process much easier.

Although this application doesn't access the bank account primarily, it has the same idea of auditors being able to go through clients expenses all through an application which will eliminate the need of phone calls, emails and letters.

What makes your proposed application stand out? How does it differ from similar work of others?

My proposed application will differ and stand out from these similar works as I am aiming to primarily focus on the client and auditor relationship via the bank account.

The application will start off with popular Irish banks as that will be the beginning market.

My application will not just be a feature of different services but the main idea is to eliminate the need for clients to contact the bank themselves and then send their details to the auditor.

The process will be quick and efficient, easy for the client to approve and easy for the auditor to receive a PDF file with the details.

4.0 Technical Approach

What methodology will you follow?

For my project, I will be using a methodology which is known as 'Simulation Methodology' This is where data and requirements are generated by imitating the operation of a real-world process or system over time using computer test models. (Libguides, 2021).

With that being said, I will be generating a business analysis and a WordPress website for a real time confirmations app, this is a real world process that I will need to create the requirements for

How will you identify stakeholders?

To determine stakeholders, I will be looking at those who will be heavily impacted by the application.

For my application, I would be focusing on:

Business Analysis

Project Manager

Software Developer

Auditors

Clients

Bank Manager

IT Support

These are people who will be impacted, involved and interested with the application.

What requirements elicitation techniques are under consideration for this project?

The elicitation techniques that I am considering for the project are:

Business Model Canvas

Problem Tracking

Decision Analysis

Prototyping

Stakeholder list, map or persona's

Use Case and Scenarios

How will you break down the project into project tasks, activities and milestones?

I will break down the project based on due dates.

I have been creating project milestones to break down the tasks involved.

5.0 Technical Details

Outline any technology to be used as part of this project. How will the website be developed?

The technology that I will be using in my project will be:

Microsoft Excel

I will be using Excel to create a spreadsheet of stakeholders that will be involved in this project. I will then be using the programme if I need to create a RACI Chart or a MoSCoW Chart for my stakeholder analysis.

Excel is a great tool for keeping data together in projects, for any data that I will gather about the stakeholders and their involvement, I will be keeping it in my Excel file so I can also go back and monitor the data.

Microsoft Word

I will be using Microsoft Word to write my project report as time goes on. Microsoft Word has been the default programme to use when it comes to writing reports so I will be keeping it the same throughout.

Word Press

For developing my website, I will be using WordPress.

“WordPress is software designed for everyone, emphasizing accessibility, performance, security, and ease of use. We believe great software should work with minimum set up, so you can focus on sharing your story, product, or services freely. The basic WordPress software is simple and predictable so you can easily get started. It also offers powerful features for growth and success” (WordPress, 2021).

I will be using WordPress to choose a theme for the website from their many themes that have been offered on their website along with their MySQL database that has been installed with the technology to include my stakeholder data in with the website.

I will be designing the website using wireframes which I will develop early in the project and basing the theme off of my wireframes.

Microsoft Powerpoint

I will be using Microsoft Powerpoint so that I can develop my wireframes for my website. For past projects, I have used Powerpoint to create wireframes and it has really helped me to visualise what I want my projects to look like and by the end of the project, the development can really be seen based off of the early wireframes.

6.0 Project Plan

Below, I have created a project plan in excel with all of the due dates for my project as well as tasks that I am planning on doing.

I have set three different segments for my project in order to make all of my due dates.

These sections are:

Beginning to Mid-Point

Mid-Point Presentation

Final Implementation and Documentation

I have created several dates that I am hoping to stick to with little to no mishaps in order to keep on track with my due dates.

With this project plan, I will be able to achieve all my due dates and create my project at the level that I want.

For my beginning to Mid-Point Section I have:

- Project Pitch Video
- Project Proposal Document
- Project Ethics Form
- Project Begins
- Requirements Elicitations (Gathering)
- Research Stakeholder Needs
- Wireframes
- Designs for WordPress website
- Report Writing & Prototype Development

For my Mid-Point Presentation Section I have:

- Mid-Point Implementation, Documentation & Video Presentation Upload to Moodle
- Present work thus far
- Use Feedback in project
- Report writing and website development
- Keep up with ethics form

For my Final Implementation and Documentation

- Upload Project Files
- Video Presentation
- Viva Examination
- Project Showcase

7.0 Validation/Verification

Describe how you will validate and verify the user requirements throughout the project.

The system that I will be using to validate and verify the user requirements throughout my project is:

1. The set of requirements that I have written based on my research for stakeholders will be correct, complete, and consistent.
2. A prototype (wireframes) will be created by me that complies within the list of user requirements that satisfies the requirements.
3. A business analysis research will be documented on based on user requirements
4. Meets the Stakeholder needs.

For this, I am planning on gathering a list of user requirements for when it comes to a banking application, I will be making a list on the most important stakeholders and then gathering user requirements from there.

For my research, I will be looking into different bank applications and seeing what other users from those applications have expected from them in order to create my list of user requirements.

I will then create wireframes based on the user requirements and make sure that all have been referenced in my wireframes.

I will create a detailed business analysis detailing these user requirements and how I will carry them out.

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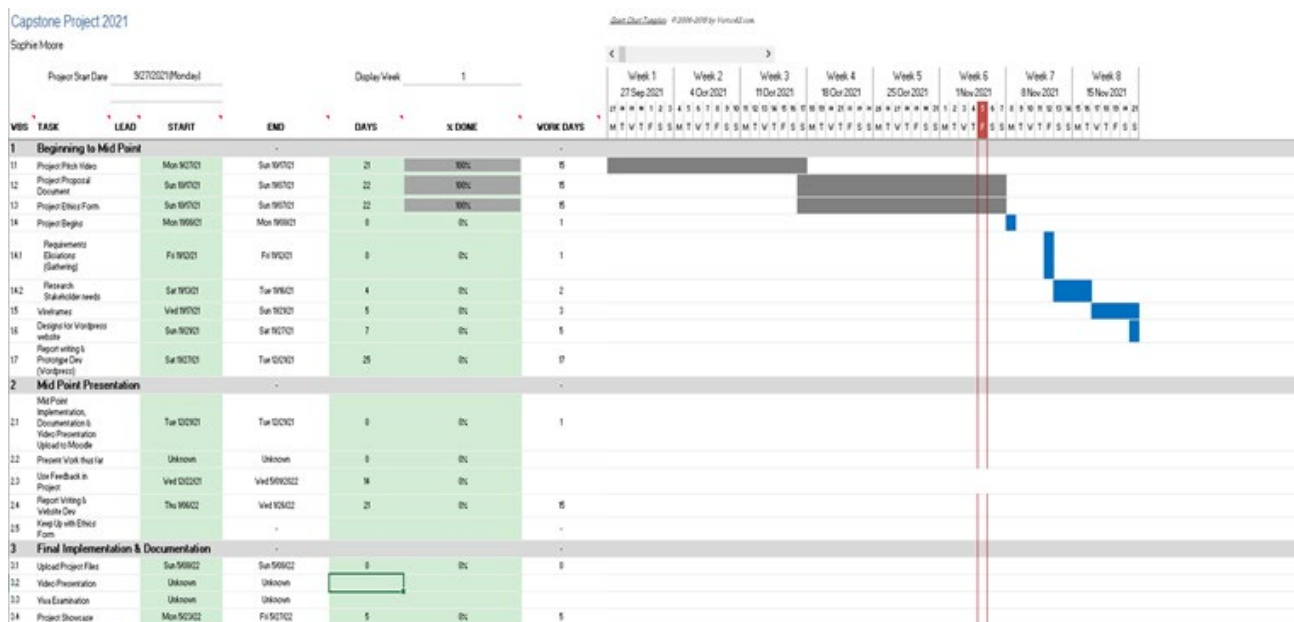
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Project Plan

Below is a Gantt Chart that I have created for my project, it has all of my project milestones and deadlines that I wish to achieve and the dates with them.

Gantt chart



Evaluation

To evaluate the project, I will produce a requirement specification document. This will be a document that will feature four requirement techniques that I will demonstrate and research in order to create a detailed document which will show the reader what kind of application that I want to create and how I will intend on doing it. This will also show the reader how I

carried out the requirement techniques and how they have been beneficial or non beneficial to the project and what my results have been from carrying them out.

Problem Statement:

Little to No Application on the market that allows Auditors to request Client transaction details.

There is risk involved with the undertaking of the project. As requirements are gathered there is a risk that the list could continually grow and risk of scope creep. To combat this I must be able to manage stakeholder’s expectations.

I have decided that communication will be the key to making sure that my project goes well. I will need to reach out to an auditor and receive feedback on how the application will look and operate.

Reflective Journals

Reflective Journal for October

| | |
|-----------------------|-----------------------|
| Student Name | Sophie Moore |
| Student Number | X18402726 |
| Course | Technology Management |

Month: October

What?

Reflect on what has happened in your project this month?

This month, I spent most of my time writing up the main key points of my project idea so that I could make a project pitch video to be submitted and reviewed.

After the video was sent off, I was then focusing on my project proposal where I was able to talk about my project in more detail talking about a technical approach, research approach, validation/verification and marking my project plan.

I have also had seminars about WordPress which is the website that I will be using to create my website. This has helped me to generate ideas for my final project.

As this is the starting stage, I have not had much to write about besides from my proposal, but I am confident that I am in a good place for the beginning stages.

So What?

Consider what that meant for your project progress. What were your successes? What challenges still remain?

My successes this month was the completion of my project pitch and my idea being accepted. This enabled me to be able to complete my project proposal and to start thinking about the future of this project.

The challenges that remain are getting started on the development of my project after the proposal and gathering information that is needed.

Now What?

What can you do to address outstanding challenges?

To address the outstanding challenges, I will be focusing on researching stakeholders and elicitation requirements for my project and seeing which ones would be the best for the development of my project.

Student Signature

Sophie Moore

Reflective Journal for November

Supervision & Reflection Template

| | |
|----------------|-----------------------|
| Student Name | Sophie Moore |
| Student Number | X18402726 |
| Course | Technology Management |

Month: November

What?

Reflect on what has happened in your project this month?

This month, I have spent a lot of time attending seminars that are related to my course and thinking about the details of my project.

I have since completed my project proposal document and uploaded it to Moodle and have been working on getting my midpoint presentation documents together on time.


I have been having meetings with my supervisor who has been a great help and I feel confident with the journey I will be taking.

So What?

Consider what that meant for your project progress. What were your successes? What challenges still remain?

My successes this month was getting my project proposal completed and being able to think about the little details when it comes to my project. The proposal has opened my mind to a lot of possibilities that I can achieve with my project.

My challenges are to get as much done as I can before my midpoint presentation due date.

| | |
|--|--|
| <p>Now What?</p> <p>What can you do to address outstanding challenges?</p> <p>To address the outstanding challenges, I will be focusing on writing about my desired stakeholders and elicitation requirements for my project. I will also be focusing on my midpoint presentation.</p> | |
| <p>Student Signature</p> |  |

Reflective Journal for December

Supervision & Reflection Template

| | |
|-----------------------|-----------------------|
| Student Name | Sophie Moore |
| Student Number | X18402726 |
| Course | Technology Management |

Month: December

What?

Reflect on what has happened in your project this month?

This month, I have been working towards my requirement techniques and using my time to research them before moving onto the next step.


I have been focusing on writing about my desired stakeholders and elicitation requirements for my project. I have also been focusing on my midpoint presentation.

So What?

Consider what that meant for your project progress. What were your successes? What challenges still remain?

My successes this month was working on my requirement techniques and mid point presentation. I have enjoyed keeping with my timeline and watching my project come together.

The challenge that remains is keeping on top of my project while my January assignments will be due after my Christmas break, I will take the time to plan out my weeks carefully in order to settle into the workload after Christmas..

| | |
|--|--|
| <p>Now What?</p> <p>What can you do to address outstanding challenges?</p> <p>I will take the time to plan out my weeks carefully in order to settle into the workload after Christmas in order to keep on top of my workload and be able to jump back into project work quickly.</p> | |
| <p>Student Signature</p> |  |

Reflective Journal January

Supervision & Reflection Template

| | |
|-----------------------|-----------------------|
| Student Name | Sophie Moore |
| Student Number | X18402726 |
| Course | Technology Management |

Month: January

What?

Reflect on what has happened in your project this month?

This month, I spent most of the month working on my TABA's and as a result was not spending much time on my project as I would like, however now that we are in semester 2, I will be able to focus more on my Project.

So What?

Consider what that meant for your project progress. What were your successes? What challenges still remain?

My successes this month was the completion of my TABA's on time and feeling good about how I had written them.

The challenges that remain are getting started on the development of my project and how I am going to carry out my next elicitation techniques.

Now What?

What can you do to address outstanding challenges?

To address the outstanding challenges, I will be focusing on the rest of my elicitation techniques as well as my WordPress website.

Student Signature

Sophie Moore

Reflective Journal February

Supervision & Reflection Template

| | |
|-----------------------|-----------------------|
| Student Name | Sophie Moore |
| Student Number | X18402726 |
| Course | Technology Management |

Month: February

What?

Reflect on what has happened in your project this month?

This month, I have been working towards completing my requirement techniques. The ones that I have completed this month have been Interface Analysis, Backlog Management, Document Analysis and Decision and Analysis and I have scheduled an interview with an Auditor to ask him some questions about the application. However, the date has been made for March

So What?

Consider what that meant for your project progress. What were your successes? What challenges still remain?

My successes this month was completing some requirements techniques, I have felt that I have made significant progress and feel ready to move onto my last requirement technique which is my interview with the auditor.

The challenges that remain is my time management skills. As semester two is in full swing, I feel like projects and assignments have been building up. This was the same case last semester, but I was able to create a project plan management on Excel which I am aiming to continue this semester.

Now What?

What can you do to address outstanding challenges?

To address the outstanding challenges, I will be creating an Excel document with a details project plan just for the remaining parts of my project. I have a project plan that I created back in September but I find that it will be a lot easier to create a smaller plan just for the few tasks that are remaining to keep it compact.

Student Signature

Sophie Moore

Reflective Journal March

Supervision & Reflection Template

Student Name

Sophie Moore

| | |
|-----------------------|-----------------------|
| Student Number | X18402726 |
| Course | Technology Management |

Month: March

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| <p>What?</p> <p>Reflect on what has happened in your project this month?</p> <p>This month, I have been working towards completing my requirement techniques. I have completed my interview with the Auditor that I had previously scheduled. This was a good eye opener for me in regards to my application and what techniques will need to be overlooked. I am now on the final section of my project which is my IEEE requirements which I am very confident in completing in April so I can spend the final weeks in May finalising the finishing details.</p> |
| <p>So What?</p> <p>Consider what that meant for your project progress. What were your successes? What challenges still remain?</p> <p>My successes this month was completing all requirements techniques, I have felt that I have made significant progress and feel ready to move the last stages. I have also created an Excel document as stated in February to keep me on a schedule.</p> <p>The challenge that remains is keeping on top of the final section and making sure that I am detailing everything that is needed without getting too document heavy.</p> |

Now What?

What can you do to address outstanding challenges?

To address the outstanding challenges, I will be proofreading my document regularly in order to see that all the details have been addressed in a good manner in regards to my grammar.

Student Signature

Sophie Moore

Reflective Journal April

Supervision & Reflection Template

| | |
|-----------------------|-----------------------|
| Student Name | Sophie Moore |
| Student Number | X18402726 |
| Course | Technology Management |

Month: April

What?

Reflect on what has happened in your project this month?

This month, I have been working towards completing my requirement techniques. I have been working towards the ending of my project. I am confident in my document and have made good progress and am looking to finish in the following weeks.

So What?

Consider what that meant for your project progress. What were your successes? What challenges still remain?

My successes this month was completing all requirements techniques and working on my final section which has made me more confident in completing my project and finalising everything.

The challenge that remains is keeping on top of the final section and making sure that I am detailing everything that is needed without getting too document heavy.

Now What?

What can you do to address outstanding challenges?

To address the outstanding challenges, I will be proofreading my document regularly in order to see that all the details have been addressed in a good manner in regards to my grammar.

Student Signature

Sophie Moore