Waterfall Model Documents (PART – 1)

Document 1- Business case document

a. Why is this project initiated?

Ans –
The project is initiated to address the manual and time-consuming process of vendor Management (Reports) sharing and Data tracking, which is prone to errors and delays. The current process is affecting the organization's delaying reports, customer satisfaction, and productivity.
This project is important because it helps the organization to manage and use data more effectively:

1) **Centralized data storage**
2) **Improved decision-making**
3) **Real-time data processing**
4) **Scalability**

b. What are the current problems?

Ans. –

- **Manual and Time-Consuming Processes-** applications, approvals, and tracking are often handled manually, leading to delays in processing.
- **Increased Risk of Errors**: Manual data entry and verification increase the chance of errors, which can result in inaccurate records and potential financial risk.
- **Limited Customer Satisfaction**: Customers often experience long wait times for loan approval, affecting satisfaction and retention.
- **Difficulty in Regulatory Compliance**: Manual processes make regulatory reporting complex and prone to oversight, increasing compliance risk.
- **Lack of Real-Time Data Tracking**: With manual records or separate systems, real-time tracking of reports and defaults is challenging.

C. With this project how many problems could be solved?
Ans-

The **Vendor Management System** will directly address most of these problems, including:

- **Automation of Loan Processes**: Reducing processing time and minimizing errors by automating L&T report so that sanction, decision making will be easy, tracking improves
- **Enhanced Customer Experience**: Faster loan processing times and self-service capabilities will improve customer satisfaction.
- **Improved Compliance**: Automated reporting and structured data make regulatory compliance easier to manage.
- **Real-Time Tracking and Analytics**: Enables up-to-date tracking of loan status,and delinquency management.

Overall, this project is expected to resolve **80-90% of the current operational and customer experience issues**

D. What are the resources required?

Ans-

Human Resources:

- Project Manager
- Business Analyst
- Software Developers
- Quality Assurance/Testers
- Compliance Specialist
- Customer Support Team (for post-deployment support)

Technological Resources:

- Database management system (DBMS) for loan record storage.
- Vendor management software platform with customization options.
- Server infrastructure (cloud or on-premises based on organization preference).
- Security tools to ensure data protection and regulatory compliance.

Training Resources:

- Training materials for employees and customers (for user-facing modules).
- Documentation for system usage and troubleshooting.

E. How much organizational change is required to adopt this technology?

Ans-

- **Moderate Organizational Change**: Employees in customer service and compliance will need to adapt to new workflows. While they will benefit from simplified, automated processes, they will need training to use the new system effectively.

F. Time frame to recover ROI?

Ans-

Estimated 6-12 months to recover ROI
Based on improved efficiency, reduced errors, and increased customer satisfaction

G. How to identify Stakeholders?

Ans - Stakeholders can be identified on the basis of their impact and involvement in the project. We can use RACI Matrix to map their level of impact and involvement.

What elicitation techniques to apply?

There are many elicitations techniques which can be used to gather requirements like – brainstorming, focus groups, questionnaire, observation, reverse engineering etc. I will be using Workshop technique for requirement gathering. In this technique targeted stakeholders are invited and are presented with a topic and are asked to produce their ideas/feedback to address the topics as much possible. A scribe would be there who will be responsible for writing all the discussed topics and will make sure the participants are aware of those topics.

Other techniques that need to be used are Document Analysis and Reverse Engineering to understand the existing application and process.

Brainstorming – Effective way to generate ideas on a specific issue and then determine which idea or ideas is the best solution. Ideas can come from what users/stakeholders have seen or experienced.

Document Analysis – Evaluating the document of a present system can assist when making AS-IS process documents and also when driving gap analysis for projects.

Focus group – A Focus group is a means to elicit ideas and attitudes about specific product, service or opportunity in an interactive group environment. It typically has 6-12 attendees. If many people need to participate, it may be necessary to run more than one focus group

Observation – Observing, shadowing users or even doing part of their job, can provide information of existing processes, inputs and outputs. It is useful if user is not able to clearly explain what they do or their requirements for the new system.

Workshop – Workshops can comprise 6-10 or more users/stakeholders, working together to identify requirements. It is tended to be of a defined duration, rather than outcome and may need to be briefly repeated in order to clarify or obtain further details.

JAD (Joint Application Development) – It is an extended, facilitated workshop. It involves collaboration between stakeholders and system analysts to identify needs or requirements in a concentrated and focused effort.

Interview – It is a systematic approach to elicit information from a person or group of people in an informal or formal setting by talking to the person- the interviewee, asking relevant questions and documenting the responses.

How to do Stakeholder Analysis?

Identify Stakeholders – Use techniques like brainstorming, interviewing, or stakeholder mapping to identify all individuals, groups, or organizations that have a stake in the project.

List tasks – Create a list of tasks or deliverables based on the project's scope, plan or requirements document.

Create matrix – Create a table with stakeholders as rows and tasks as columns.

Stakeholder Analysis can be done by using RACI matrix involving identifying stakeholders and defining their roles and responsibilities within a project – identifying stakeholders, Defining roles and responsibilities, create RACI Matrix (Responsible, Accountable, Consulted and Informed), Assign RACI roles.

What documents to write?
The documents to be written are as follows:
- Business Case Document.
- BRD – Business Requirement Documents
- SRS – Solution Requirement Specifications
- FRD - Functional Requirement Documents
- Use Case Documentation
- Test Case Documents
- Standard Terms and Conditions
- Change Management
- Risk and Mitigation Plan
- Project timeline

What process to follow to sign off on the documents?
Sign off required to be taken on various documents like – SRS, SIT Report, UAT Report, UTR Reports. The email confirmation will be considered here..

How to take approvals from the client?
Formal approval can be taken from client by establishing a formal meeting and through an email. The client need to be informed on weekly and continuous feedback should be taken.

What Communication Channels to establish n implement?
The communication should be made on periodical basis like on weekly basis. The communication channel that will be used is face to face meeting or Zoom Calls.

How to Handle Change Requests?
The Change Request management involves following steps:
- Understanding the requirement
- Documenting the requirement in Change Request Form
- Impact Analysis (Functional and Technical)
- Revising Estimation by PM
- Presenting the report to the client
- Approval from client.

How to update the progress of the project to the Stakeholders?
The stakeholders will be updated through Weekly Status report and Monthly Review Meetings.

How to take signoff on the UAT- Client Project Acceptance Form)?
User Acceptance Testing is a kind of testing which is done by client to verify the software application before making it go Live. It is done at the end of testing phase taking some real life scenarios. The sign-off will be taken on the written documents and also through email confirmation.
UAT Preparation->Conduct UAT ->Fix issues->Acceptance form->Final review meetings-> Obtain Sign-off.

Document 3- Functional Specifications

Project name	Vendor Management
Customer Name	Home First Finance
Project Version	P007.1
Project Sponsor	Manoj V
Project Sponsor	Ajay Khetan
Project Initiation date	2024-12-25

Functional Requirement specifications:

REQUEST ID	REQUEST NAME	REQUEST DESCRIPTION	PRIORITY
FR0001	User Registration	The system shall allow users to register with a unique username and password.	High
FR0002	User Login	The system shall allow users to log in with their registered username and password.	High
FR0003	New L&T Report	The system shall allow users to create L&T report with customer information, property details, valuation and payment terms	Medium
FR0004	L&T Report Editing	The system shall allow users to edit existing L&T reports.	Medium
FR0005	L&T Report Deletion	The system shall allow users to delete L&T Report .	Low
FR0006	Bulk L&T Report	The system shall allow users to upload multiple L&T Report in bulk.	Medium
FR0007	L&T Report TAT Tracking	The system shall track the status of L&T Report (e.g., pending, paid, overdue).	High
FR0008	Payment	The system shall allow users to record payments against L&T Report .	Medium
FR0009	Payment Reminders	The system shall send payment reminders to customers.	Medium
FR00010	Payment Reporting	The system shall provide payment reporting and analytics.	Low
FR00011	User Role Management	The system shall allow administrators to manage user roles and permissions.	High

FR00012	Data Encryption	The system shall encrypt data to ensure secure authentication and access.	High
FR00013	Integration with Salesforce	The system shall integrate with existing Salesforce	Medium
FR00014	Customizable Dashboard	The system shall allow users to customize the dashboard and reporting	Low

Document 4- Requirement Traceability Matrix

Req ID	Req Name	Req description	Design	D1	T1	D2	T2	UAT
FR0001	User Registration	The system shall allow users to register with a unique username and password.	Yes	Pending	No	Yes	Yes	Yes
FR0002	User Login	The system shall allow users to log in with their registered username and password.	Yes	Yes	Yes	Yes	Yes	Yes
FR0003	New L&T Report	The system shall allow users to create L&T report with customer information, property details, valuation and payment terms	Yes	Yes	Yes	Yes	Yes	Yes
FR0004	L&T Report Editing	The system shall allow users to edit existing L&T reports.	Yes	Yes	Yes	Yes	Yes	Yes
FR0005	L&T Report Deletion	The system shall allow users to delete L&T Report	Yes	Yes	Yes	Yes	Yes	Yes
FR0006	Bulk L&T Report	The system shall allow users to upload multiple L&T Report in bulk.	Yes	Yes	Yes	Yes	No	No
FR0007	L&T Report TAT Tracking	The system shall track the status of L&T Report (e.g., pending, paid, overdue).	Yes	Yes	Yes	Yes	No	No
FR0008	Payment	The system shall allow users to record payments against L&T Report .	Yes	Yes	Yes	Yes	No	No
FR0009	Payment Reminders	The system shall send payment reminders to customers.	Yes	Yes	Yes	Yes	No	No
FR00010	Payment Reporting	The system shall provide payment reporting and analytics.	Yes	Yes	Yes	Yes	No	No
FR00011	User Role Management	The system shall allow administrators to manage user roles and permissions.	Yes	Yes	Yes	Yes	No	No
FR00012	Data Encryption	The system shall encrypt data to ensure secure authentication and access.	Yes	Yes	Yes	Yes	No	No
FR00013	Integration with Salesforce	The system shall integrate with existing Salesforce	Yes	Yes	Yes	Yes	No	No
FR00014	Customizable Dashboard	The system shall allow users to customize the dashboard and reporting	Yes	Yes	Yes	Yes	No	No

Project Name – Vendor Management System

Project ID – VMS005

Version – 1.1

Author – Vikram Tarle

BRD

Contents 1.

1.Document Revisions

Date	Version Number	Document Changes
23/12/2024	0.1	Initial Draft

2. Approvals –

Role	Name	Signature	Date
Project Sponsor	Alok Das	Alok Das	10-11-2024
Project Manager	ajay Khetan	ajay Khetan	11-11-2024
System Architect	Sudha Malik	Sudha Malik	11-11-2024
Sr. Developer	Manoj Sharma	Manoj Sharma	11-11-2024
Quality Lead	Manish Sharma	Manish Sharma	11-11-2024
Content Lead	Ajay Mani	Ajay Mani	11-11-2024

3. RACI Chart for This Document

RACI chart helps in stakeholder Analysis. Stakeholder analysis is done to identify the each and every individual who would be involved in the project right from the beginning till the end. Performing stakeholder analysis is crucial at the initiation of project as the requirements would be gathered from business stakeholder and understanding the right audience is essential to gather correct set of requirements. Also in every stage the stakeholder interaction will be required and knowing the right stake holder for a particular task is crucial.
RACI chart can be prepared for both Project Stakeholders and Business Stakeholders.

Codes Used in RACI Chart –

*   Authorize - Has ultimate signing authority for any changes to the document.
R Responsible - Responsible for creating this document.
A   Accountable - Accountable for accuracy of this document
S   Supports - Provides supporting services in the production of this document
C Consulted - Provides input (such as an interviewee).
I   Informed - Must be informed of any changes.

R/A/S/C/I	Name of the Person	Designation	Details
Responsible	Mr. Henry	Delivery Head	Email id: Henry908@gmail.com, 9087654321, 9 AM to 6 PM.
	Mr. Sahil	Sr. Java Developer	Email id: Sahilsai@123gmail.com, 7654320981, 7 AM to 4 PM.
	Mrs. Lakshmi	Project Coordinator	Email id: Lakylask3@gmail.com, 9012387465, 10 AM to 7 PM.
Accountable	Mr. Raja	Client SPOC	Email id: Raja143@gmail.com, 890765231, 10 AM to 7 PM.
	Mrs. Anusha	Client SPOC	Email id: Anuhsa123@gmail.com, 654789332, 8 AM to 5 PM.
	Mr. Vamshi	Client SPOC	Email id: Vamshi897@gmail.com, 7865432109, 11 AM to 8 PM.
Support	Mr. Vandana	Manager	Email id: Vandana789@gmail.com, 9213490573, 10 AM to 7 PM.
	Mr. Lakshman	Sr. Lead	Email id: Lakshman345@gmail.com, 8972341732, 11 AM to 8 PM.
Consulted	Mr. Mike	Network Admin	Email id: Mike57@gmail.com, 980762341, 11 AM to 8 PM.
	Ms. Alekhya	Tester	Email id: Alekya123@gmail.com, 890765423, 10 AM to 6 PM.
	Mr. Lufie	Tester	Email id: Lufie213@gmail.com, 9871234556, 11 AM to 8 PM.
Informed	Mr. Padma	Financial Head	Email id: Padma765@gmail.com, 7564123090, 11 AM to 8 PM.
	Mrs. Hema chandra	Sponsor	Email id: Hemachandu145@gmail.com, 0090862367, 10 AM to 6 PM.

4. Introduction

4.1. Business Goals

To develop a Vendor Management System that streamlines loan process, L&T reports, approval, FI FCU, and risk approvals regarding legal, Technical, FI FCU processes while ensuring compliance with regulatory standards.

4.2. Business Objectives

- Minimize L&T processing time through automation.
- Enhance Vendor experience via a self-service portal.
- Ensure robust data security and compliance with financial regulations.
- Real-time data processing

4.3. Business Rules

- Prioritize business value
- Consider data sensitivity

- Use data formats that are human and machine-readable
- Work with Information Security Officers
- Ensure data use agreements are in place
- Define data governance capabilities
- Define a well-defined data management process
- Continuously monitor and improve

4.4 Background

The current manual process of L&T report sharing so that sanction, decision making will be easy, tracking improves, and report tracking is time-consuming and prone to errors. This project aims to develop an automated system to improve efficiency and customer satisfaction.

4.5 Project Objective

- Develop a scalable and secure automated L&T report, FI and FCU report sharing and status tracking system
- Align with business objectives and requirements
- Integrate with existing systems

4.6 Project Scope

4.6.1. In Scope Functionality

- L&T, FI FCU creation and editing
- reports recording and tracking
- Automated Reports, reminders and notifications
- User management and access controls

4.6.2 out Scope Functionality

- Integration with external systems (e.g. CRM, Salesforce, ERP)

5. Assumptions

1. **Stakeholder Participation**: Key stakeholders, including business users, IT teams, and management, will be available for requirement gathering, approvals, and feedback during the defined phases of the project.
2. **Project Timeline**: The project will follow the timeline agreed upon in the project charter, with no major delays due to scope changes or unforeseen circumstances.
3. **Requirements Stability**: Requirements finalized during the requirement-gathering phase will remain stable throughout the project lifecycle. Any changes will be addressed through a formal change management process.
4. **Resource Availability**: Required technical, business, and external will be available throughout the project
5. **Existing Infrastructure**:The organization's IT infrastructure will support the development and deployment of the system without requiring significant upgrades.

6. **Constraints**

- Limited resources and budget
- Tight project timeline

7. **Risks**

A risk is something that could affect the success or failure of a project. Analyse risks regularly as the project progresses. While you may not be able to avoid every risk, you can limit each risk's impact on the project by preparing for it beforehand. For each risk, you'll note the likelihood of its occurrence, the cost to the project if it does occur, and the strategy for handling the risk.

- Avoid – Do something to eliminate the risk.
- Mitigate – Do something to reduce damage if risk metalizes.
- Transfer – Pass the risk up or out to another entity.
- Accept – Do nothing about the risk. Accept the consequences.

Technological Risks

- Integration issues with existing systems
- System scalability and performance

Skills Risks

- Lack of expertise in automation and integration

Political Risks

- Changes in organizational priorities

Business Risks

- Delays in project completion
- Inadequate testing and quality assurance

Requirements Risks

- Incomplete or inaccurate requirements gathering

Other Risks

- Changes in market conditions

8. **Business Process Overview**

8.1 Legacy System (AS-IS)

- Manual L&T Report, FI FCU creation and sharing
- Manual report tracking and recording

8.2 Proposed Recommendations (TO-BE)

- Automated L&T, FI FCU creation and sharing
- Automated report tracking and recording

9. Business Requirements

- User management and access controls
- L&T Report, FI FCU creation and editing
- Report recording and tracking
- Automated Report reminders and notifications

10. Appendices

10.1 List of Acronyms

- BRD: Business Requirement Document
- RASCI: Responsible, Accountable, Supported, Consulted, Informed

10.2 Glossary of Terms

- Automation: The use of technology to automate manual processes
- Integration: The connection of different systems or applications

10.3 Related Documents

- Project Charter
- Stakeholder Analysis