**Document 1- Business case document template**

**➢ Why is this project initiated?**

Currently ICICI is using a third-party software – Finacle for managing the end-to-end process of business loans. The contract will expire soon with the third party so ICICI decided to build a software inhouse.

**➢ What are the current problems?**

The volume of loan applications is increasing at a very high pace. As a result, the cost of processing the loan is very high. Another challenge is that borrowers are not able to track the status of their application and are required to contact the processors for every minute detail burdening the processors unnecessarily. Also, introducing internal change in the system is time consuming.

**➢ With this project how many problems could be solved?**

With this project, the borrowers will be able to track their loan process in real time. Also, introducing any changes in the internal policy of the bank will be easier and can be quickly implemented.

**➢ What are the resources required?**

A total of 11 resources are required including BA, PM, DB Admin, NW Admin, 4 Developers and 3 Testers.

**➢ How much organizational change is required to adopt this technology?**

There will not be much of the organizational changes as the employees are already working on a third-party software. ICICI needs to conduct training sessions for its employees for introduction of the proposed software.

**➢ Time frame to recover ROI?**

Approximately 15 months.

**➢ How to identify Stakeholders?**

The ILS Matrix (Interest, Legitimacy and Strength) will be used to identify the stakeholders. Interest is the degree of concern about the project, Legitimacy is the involvement in the project and Strength is the ability to influence the project.

**Document 2: BA Strategy**

**BA Approach Strategy**: The role of a BA is to ensure that the project meets the business needs. The project is completed within the time and budget and all the requirements of the stakeholders are met. The purpose of BA Approach Strategy is to document the steps which will be followed during the project. Following are the steps –

**Enterprise Analysis:**

* As a BA, we will do the enterprise analysis to identify the business needs, clarify those needs and defining the scope of the solution.
* We will conduct feasibility study to evaluate risks, constraints and dependencies.

**Stakeholders Analysis:**

* There are three types of stakeholders – Business stakeholders, Project stakeholders and Third-Party stakeholders.
* Stakeholders Analysis can be done using techniques like RACI Matrix (Responsible, Accountable, Consulted and Informed) and ILS Matrix (Interest, Legitimacy and Strength).

**Requirement Gathering and Analysis:**

* As a BA, we will be gathering the requirements using elicitation techniques. Various elicitation techniques are Brainstorming, Prototyping, Interview, Focus Groups, JAD, Documentation, Reverse Engineering, Workshops, Observation and Surveys/Questionnaire.
* After gathering the requirements, we will sort the requirements, prioritize using techniques like MoSCoW, 100 Dollars Test and Numerical Assignment and validate the requirements using FURPS, CUCV and SMART techniques.
* After validating the requirements, we will prepare Business Requirement Document (BRD).
* After all the verifications and validations, the business requirements will be converted into functional and non-functional requirements
* We will prepare Functional Requirement Document (FRD) capturing all the functionalities, As Is of the business and stakeholders information.

**Documents Preparation:**

* As a BA we need to prepare various documents throughout the project like –

Business Requirement Document (BRD), Stakeholders Requirement Document (SRD), Solution Requirement Specification (SRS), Functional Requirement Document (FRD), Requirements Traceability Matrix (RTM), Change Request Logs, Use Case and Activity Diagrams, Test Cases and Traceability Matrix.

**Process for Sign off on the documents:**

* To ensure that all the key stakeholders agree on the requirements, we will follow below process for sign-off –

Draft the Documents, Internal Review, Stakeholders Review, Revise the document (if required), Final Review after implementing the changes and Sign-off of the document.

**Taking approvals from the client:**

* For taking approvals, we will present the document of final requirements to the project sponsors.
* If any concerns are raised by the client, we will address them.
* After making the final adjustments, the document will be presented to the client for the final approval.

**Communication channels:**

* For efficient and effective communication, we will establish proper channels like – Email, instant messenger (teams, slack), meetings (zoom, skype, teams) and project management tools (Jira, Trello).

**Handle change requests:**

* As a BA we will analyse any change requests raised by the client.
* We will document all the details of change in Change Request Log.
* We will implement the changes in the system with the help of developers and inform the client about the same.

**Updating the progress of the project to the stakeholders:**

* To ensure transparency and to keep the stakeholders informed, we will provide regular updates to the stakeholders.
* We will provide Weekly/Monthly Status Reports, Meetings and Dashboards.

**UAT Acceptance:**

* User Acceptance Testing is a phase where the client verifies that the system meets the business requirements.
* For UAT sign-off, we will prepare UAT plan and will share Client Project Acceptance Form.
* We will conduct UAT and address all the concerns raised by the client if any.
* We will document the final approval and sign-off.
* After all the bugs are removed, we will send an email to the client with the RTM and Test Cases regarding the sign-off from the project. We will mail for the approval from the client to sign-off.

**Document 3- Functional Specifications**

**Functional Specifications:**

|  |  |
| --- | --- |
| Project Name | Loan Management System |
| Customer Name | ICICI Bank Loan Department |
| Project Version | LMS1.0 |
| Project Sponsor | ICICI Bank |
| Project Manager | Mayank Lodha |
| Project Initiation Date | 31st December 2024 |

**Functional Requirement Specifications:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Req ID** | **Req Name** | **Req Description** | **Priority** |
| FR0001 | User Registration | Allow users to create an account by registration and login to the application | 10 |
| FR0002 | User Login | Allow users to login to the application | 10 |
| FR0003 | Browse loan types | Allow users to scroll through the available loan types | 8 |
| FR0004 | Loans search based on collateral | Allow users to type and search the available loans based on collaterals | 8 |
| FR0005 | Apply for loans | Allow customers to apply for various types of loans like personal loans, home loans, vehicle loans and business loans | 10 |
| FR0006 | Collect & Validate information | The system must collect and validate customers information like personal details, income details, employment details, credit history and assets | 10 |
| FR0007 | Unique application ID | System must generate unique application ID for each loan | 10 |
| FR0008 | Status updates | The system must show real time updates of the status of the loans (submitted, under review, approved, denied) | 7 |
| FR0009 | Loan processing | The system must allow loan officers to review the applications | 9 |
| FR0010 | Approval/Denial | The system must allow loan officers to approve or reject the loan applications | 10 |
| FR0011 | Loan eligibility | The system must calculate loan eligibility based on predefined rules of income, credit and assets | 10 |
| FR0012 | Ratios calculation | The system must calculate important ratios like Debt-to-Income Ratio, Housing Ratio, Loan to Value, Liquidity ratio etc.  | 10 |
| FR0013 | Loan Agreements | The system must generate loan agreements and allow customers to digitally sign the agreement | 8 |
| FR0014 | Risk Assessment | The system must assess the risk factors associated with the credit history and other financial data of the customers | 9 |
| FR0015 | Credit Report generation | The system must be able to retrieve Credit Reports of the borrower through third-party credit bureaus | 10 |
| FR0016 | Schedule disbursements | The system must allow loan officers to schedule disbursements as per the customer request | 10 |
| FR0017 | Funds disbursements | The system must allow loan officers to credit the disbursements in specific account or in customer's account after final approval | 10 |
| FR0018 | Notifications on approval | The system must notify the customers about loan approval and disbursement via email and SMS  | 7 |
| FR0019 | Notifications on denial | The system must notify the customers about loan rejection via email and SMS  | 7 |
| FR0020 | Sign Out | Users will be able to log off from the application using sign out tab | 6 |
| FR0021 | Feedback & Service reviews | Allow customers to rate & review the services and provide feedback  | 5 |
| FR0022 | Repayment Schedule | The system must generate repayment schedule based on loan amount, tenure and interest rate | 8 |
| FR0023 | Repayment Schedule | The system must allow customers to view the repayment schedule on the application | 8 |
| FR0024 | Payment modes | The system must allow customers to make the loan repayments through various modes like UPI, net banking, credit card and debit card | 10 |
| FR0025 | ECH Setup | The system must allow customers to set automatic debits of the EMI directly through the customer's account | 9 |
| FR0026 | Reminders setup | The system must send automated reminders of upcoming payments and overdue payments | 8 |
| FR0027 | Imposition of penalties | The system must calculate and impose penalties for late payments or no payments | 8 |
| FR0028 | Interest rate calculation | The system must calculate interest rate using methods like fixed rate and reducting balance | 9 |
| FR0029 | Amount breakdown | The system must reflect the breakup of all the charges and fees  | 9 |
| FR0030 | Regulations and policies | The system must display the financial regulations, RBI Rules and internal policies of the bank | 7 |
| FR0031 | Customization of loan products | The system must allow the customization of loan products for specific customer segments like students, army personnel, small businesses, farmers etc  | 8 |
| FR0032 | Collateral Information | The system must allow customers to provide the collateral information at the time of application | 8 |
| FR0033 | Collateral Documents | The system must securely record the collateral documents and link them with the corrosponsing application | 10 |
| FR0034 | Scalability | The system must be scalable to handle increasing numbers of customers and transactions | 10 |
| FR0035 | Integration | The system must integrate with external systems like credit bureaus and payment gateways | 9 |
| FR0036 | Audit Log | The system must log all user activities for compliance, statutory and internal audit purposes | 7 |
| FR0037 | Notifications | The system must send important changes like change in interest rates in real time | 9 |
| FR0038 | Information Updation | The system must allow users to update their informations  | 8 |
| FR0039 | Reporting | The system must provide customizable reports for loan portfolio performance, delinquency rates, and approval/rejection statistics | 9 |
| FR0040 | Data encryption | The system must encrypt sensitive personal data and financial data | 10 |
| FR0041 | Processing requests | The system must allow customers to request loan restructuring, pre payment or refinancing | 9 |
| FR0042 | Integration with recovery partners | The system must integrate with external recovery partners incase of any delinquencies | 7 |
| FR0043 | Multi-Currency support | The system must support loans in multiple currencies to cater the international customers | 9 |
| FR0044 | Currency conversions | The system must support currency conversions and exchange rate fluctuations | 9 |
| FR0045 | Adding/Deleting parties | The system must allow customers to add or delete any co-applicants | 8 |
| FR0046 | Optional services and charges | The system must suggest the customers for the available optional services and their charges | 7 |
| FR0047 | Channels | The system must allow the customers to access the loan services through various channels like app, web page and in-branch kiosks | 9 |
| FR0048 | Queries and complaints | The system should allow the customers to raise any queries or complaints regarding their loans | 7 |
| FR0049 | Query tracking | The system should allow the customers to track their queries | 7 |
| FR0050 | Documents upload | The system must allow the customers to upload their documents securely during the application process and further any additional documents if required | 8 |

**Document 4- Requirement Traceability Matrix**

**RTM:** Requirement Traceability Matrix is a document to track the requirements throughout the project lifecycle, ensuring that the system is progressing as expected and no requirement is overlooked.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Req ID | Req Name | Req Description | Design | D1 | T1 | D2 | T2 | UAT |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |

**Document 5- BRD Template**