**Document 1 – Business Case Document Template**

1. Why is this project initiated?

Answer:

* Project Shikhar has been initiated to save time of bank employee and increase productivity.
* It also saves time and money of customer.
* Project enhancement will help sanctioning authority to sanction eligible amount in less time and make faster decision on specific case.
* It will also help in getting market rate of property and get title search report of property in less time.

2. What are the current problems?

Answer:

* Customer has to collect hard copies of documents and bank employee scan them and upload it application.
* Bank employee has to co-ordinate with valuator and advocate (legal advisor) of bank to get valuation and search report of property.
* Bank employee has to take follow up with sanctioning authority to make specific sanction eligible amount of case.
* Main problem is large time to get case sanctioned & disbursed.

3. With this project how many problems could be solved?

Answer:

* With provided solution, we can solve problem of photocopies so that it will save money of customer to make it Xeroxed.
* It will also help time of customer to collect documents from CAs / tax auditors.
* We can also reduce time of bank employee to scan particular documents and make them more productive.
* We can get property valuation report as per market rate and legal search report without valuator and advocate as bank employee has that access.
* So that it will save time of customer and in less time case will get disbursed.

4. What are the resources required?

Answer:

* Budget: Rs.50 Lakhs  
  Tenure: 5 Months
* Technology: Java, security and other site connections
* Hardware: Based on Storage, Backup Systems, Network Infrastructure, Assets like laptop/desktop
* Software: Product Application Software (Shikhar), Based on security
* Human Resources: Design Team, Developer Team, Testing Team, BAs, Project Team
* Budget: Based on fixed budget decided, Cost of Hardware, Software and Technology
* Timeframe:Based on members in project

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

Answer: Organization is required to change below things to adopt this technology:

1. Learning to anticipate issues
2. Have plans to handle issues
3. Streamline processes
4. Enhance collaboration between teams
5. Analyze data and make decision which helps for growth & success

6. Time frame to recover ROI?

Answer:

7. How to identify Stakeholders?

Answer:

* Stakeholder analysis is the process of identifying and evaluating individuals.
* With the help of RACI, we can understand who will be responsible who will be accountable who has to be consulted and who has to be informed in the project

**Document 2: BA Strategy**

1. What Elicitation Techniques to apply?

**Answer:** For Doing Requirements Analysis I will use Prototyping and Brainstorming methods for Requirements analysis. As these are excellent Techniques because they facilitate collaboration, creativity and clarity in the requirements gathering process.

2. How to do Stakeholder Analysis RACI/ILS?

**Answer:** Stakeholder analysis is the process of identifying and evaluating individuals. With the help of RACI, we can understand who will be responsible who will be accountable who has to be consulted and who has to be informed in the project.

3. What Documents to Write?

**Answer:** Documents to be write by for project are as below:

BRD- Business Requirement Document

FRD- Functional Requirement Document

FRS- Functional Requirements Specification

SRD- Software Requirement Document

SSD-Supplementary Support Document

RTM-Requirement Traceability Matrix

Solution Document

Design Document

4. What process to follow to Sign off on the Documents?

**Answer:** Take confirmation of sign off over E-mail or take Face to face confirmation etc

5. How to take Approvals from the Client?

**Answer:** We will take approvals from client form by contacting the client, talking to them.

6. What Communication Channels to establish and implement?

**Answer:** We will establish Verbal communication channels and Non-verbal communication channels. Verbal communication channels include Oral Communication and Written Communication while Non-verbal communication channels include special expressions, gestures, eye gaze and appearance.

7. How to Handle Change Requests?

**Answer:** BA has to document and analyze the change request.

The project manager has to provide initial approval for the change requested.

BA will help the stakeholder to understand the impact of a change request.

8. How to update the progress of the project to the Stakeholders?

**Answer:** We will update the stakeholders by sharing the timelines and project Status via mail time to time.

9. How to take signoff on the UAT- Client Project Acceptance Form)?

**Answer:** We will take the sign off on the UAT client project acceptance form by contacting the client, talking to them and then we will take the sign off.

**Document 3 – Functional Specifications**

|  |  |
| --- | --- |
| Project Name | Shikhar |
| Customer Name |  |
| Project Version | V2.6 |
| Project Sponsor | Miss. Shreya |
| Project Manager | Mr. James |
| Project Initiation Date | 25.03.2025 |

**Functional Requirement specifications:**

|  |  |  |  |
| --- | --- | --- | --- |
| **REQ ID** | **REQ NAME** | **REQ DESCRIPTION** | **PRIORITY** |
| FR001 | Login | Bank employee should able to login application to login case. | 10 |
| FR002 | Data Entry | Bank employee should able to make enter customer data in application. | 10 |
| FR003 | Login | Bank employee should able to login Income tax portal with valid credentials. | 8 |
| FR004 | Authorization | Customer should able to get authorization request over mail and OTP on mobile number from ITR portal. | 7 |
| FR005 | Data Fetch | Bank employee should able to fetch income tax returns and required details from portal. | 8 |
| FR006 | Login | Bank employee should able to login GST portal with valid credentials. | 8 |
| FR007 | Authorization | Customer should able to get authorization request over mail and OTP on mobile number from ITR portal. | 7 |
| FR008 | Data fetching | Bank employee should able to fetch GST returns from GST portal. | 9 |
| FR009 | Upload data | Bank employee should able to download and upload data received from various portals. | 9 |
| FR010 | Login – Valuation Portal | Bank employee should able to login in valuation portal. | 10 |
| FR011 | Login – Legal Portal | Bank employee should able to login in legal portal. | 10 |
| FR012 | Move case | Bank employee should able to forward case to sanctioning authority. | 7 |
| FR013 | View case | Sanctioning authority should able to view case. | 8 |
| FR014 | Recommend/ Sanction | Sanctioning authority should able to recommend or sanction case. | 8 |
| FR015 | Move case | Sanctioning authority should able to forward case for bank employee for disbursement. | 8 |
| FR016 | View case | Bank employee should able to view case forwarded by Sanctioning authority. | 8 |
| FR017 | Disbursement | Bank employee should able to disburse case. | 9 |

**Document 4 - Requirement Traceability Matrix**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **REQ ID** | **REQ NAME** | **REQ DESCRIPATION** | **DESIGN** | **D1** | **T1** | **D2** | **T2** | **UAT** |
| FR001 | Login | Bank employee should able to login application to login case. | Yes | Pending | No | Yes | Yes | Yes |
| FR002 | Data Entry | Bank employee should able to make enter customer data in application. | Yes | Pending | No | No | Yes | Yes |
| FR003 | Login | Bank employee should able to login Income tax portal with valid credentials. | Yes | Yes | No | No | Yes | No |
| FR004 | Authorization | Customer should able to get authorization request over mail and OTP on mobile number from ITR portal. | No | Pending | Pending | Pending | Pending | Pending |
| FR005 | Data Fetch | Bank employee should able to fetch income tax returns and required details from portal. | Yes | Pending | Pending | Pending | Pending | Pending |
| FR006 | Login | Bank employee should able to login GST portal with valid credentials. | Yes | Pending | No | Yes | Yes | Yes |
| FR007 | Authorization | Customer should able to get authorization request over mail and OTP on mobile number from ITR portal. | No | Pending | Pending | Pending | Pending | Pending |
| FR008 | Data fetching | Bank employee should able to fetch GST returns from GST portal. | Yes | Pending | No | Yes | Yes | No |
| FR009 | Upload data | Bank employee should able to download and upload data received from various portals. | Yes | Pending | No | No | Yes | No |
| FR010 | Login – Valuation Portal | Bank employee should able to login in valuation portal. | Yes | Pending | No | Yes | Pending | Pending |
| FR011 | Login – Legal Portal | Bank employee should able to login in legal portal. | Yes | Pending | No | Pending | Pending | Yes |
| FR012 | Move case | Bank employee should able to forward case to sanctioning authority. | Yes | Pending | No | Yes | Yes | Pending |
| FR013 | View case | Sanctioning authority should able to view case. | Yes | Pending | No | Yes | No | No |
| FR014 | Recommend/ Sanction | Sanctioning authority should able to recommend or sanction case. | Yes | Pending | No | No | Yes | No |
| FR015 | Move case | Sanctioning authority should able to forward case for bank employee for disbursement. | Yes | Pending | No | Yes | No | Yes |
| FR016 | View case | Bank employee should able to view case forwarded by Sanctioning authority. | Yes | Pending | No | Pending | Yes | No |
| FR017 | Disbursement | Bank employee should able to disburse case. | Yes | Pending | No | Yes | Pending | No |

**Document 5 – BRD Template**

Project Name: Shikhar

Project ID:

Version ID:

Author: Krishna Babhulgaonkar

**1. Document Revisions:**

|  |  |  |
| --- | --- | --- |
| **Date** | **Version Number** | **Document Changes** |
| 25/03/2025 | 0.1 | Changes in Initial Draft |
| 27/03/2025 | 0.12 | Changes in Functional Requirement Specifications |
| 28/03/2025 | 0.13 | Changes in Supplementary Specification Document |
| 29/03/2025 | 0.14 | Changes in Functional Requirement Document |

**2. Approvals:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Signature** | **Date** |
| Project Sponsor | Miss. Shreya |  |  |  |
| Business Owner | Mr. Chandrasen |  |  |  |
| Project Manager | Mr. Subhash |  |  |  |
| System Architect | Miss. Swarali |  |  |  |
| Development Lead | Mr. Hursh |  |  |  |
| User Experience Lead | Mr. Shyam |  |  |  |
| Quality Lead | Mr. Rohit |  |  |  |
| Content Lead | Mr. Avi |  |  |  |

**3. RACI Chart:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Name** | **Position** | **\*** | **R** | **A** | **S** | **C** | **I** |
| Miss. Shreya | Project Sponsor | **✓** |  |  |  |  |  |
| Mr. Subhash | PM |  | **✓** | **✓** |  |  | **✓** |
| Miss. Swarali | System Architect |  |  |  | **✓** |  |  |
| Mr. Hursh | Developer |  |  |  | **✓** |  |  |
| Mr. Avi | Content |  | **✓** |  | **✓** |  |  |
| Mr. Krishna | BA |  | **✓** | **✓** |  |  | **✓** |

**4. Introduction:**

**4.1 Business Goals**

* The main purpose of this project is to make loan process easier and saves time of customer and bank employee.
* Project able to analyze financial documents and helps sanctioning authority to decide final eligibility amount provided to customer.
* It also gives exact idea about market valuation of property provided by customer and correct title search report of property.
* So that it can increase productivity of bank employee and saves time and money of customer.

**4.2 Business Objectives**

* Main business objective is to reduce disbursal time of proposal and increase productivity of bank employee.
* Additionally, it also saves money and time of customer to get hard copies of financials and GST returns.
* It also saves time of bank employee who is handling particular case.

**4.3 Business Rules**

* A customer must be over 18 years old to apply for loan.
* Maximum age of customer is 65 years old.
* Financials must available with customer or uploaded on portal.
* Authorization message must go to customer for verification.
* Bank employee should able to move case easily for disbursement.

**4.4 Background**

* Considering problems of customer, bank employee about time consumed to disburse proposal project idea came to reduce time so that customer and bank employee work faster and make proposal disbursed.
* Sanctioning authority demands additional documents for further processing of proposal. After providing demanded documents, sanctioning authority will analyze financial documents such as balance sheets, GST returns, ITRs and bank statements.
* If sanctioning authority is ‘Ok’ with all financial documents then the person will sanction proposal and moves it to valuation and property title search. It takes around 7-10 days to complete valuation and title search report.
* Addition of facilities will reduce time of relationship manager and saves money of customer for physical documents.
* It also reduces Turn-around-time of proposal and case will be First Time Right (FTR) and increase productivity of bank employee.

**4.5 Project Objective**

* Loan Application Process defines about make data entry of customer, arrange documents as per checklist, scan documents, analyze financial documents and draw and eligible amount.
* The purpose of this project is to make loan end to end process faster and reduce end to end time of relationship manager and customer so that relationship manager can focus on other work and provide more productivity to organization.
* Loan application process is an application which helps to save customer data, upload all scanned documents, make analyze financials and decides limit.
* It also helps to get valuation report as per market rate and title search report of property to be mortgaged in less time so that bank can get exact idea about eligible amount.
* Uploading of financials in system, bank can get exact idea about any mismatch in financials or any addition in assets or in liability is to be done so manager can ask customer accordingly.

**4.6 Project Scope**

* Implementing an automated loan processing system can significantly enhance the efficiency and effectiveness of loan disbursement processes, aligning with the objectives you've outlined.
* **Accelerating Proposal Disbursement:** Automated systems streamline the loan application, underwriting, and approval processes by reducing manual tasks and processing times. This leads to faster decision-making and loan disbursement, benefiting both the bank and its customers. ​
* **Reducing Customer Time and Costs:** By automating data collection and verification, the need for customers to obtain and submit physical documents is minimized. This not only saves customers' time but also reduces costs associated with document preparation and submission. ​
* **Enhancing Bank Employee Productivity:** Automation decreases the time bank employees spend on manual follow-ups and data entry, allowing them to focus on more strategic tasks. This shift leads to increased productivity and job satisfaction among staff. ​
* In addition to these benefits, automated loan processing systems offer:
* **Improved Accuracy:** By minimizing human intervention, automation reduces errors in data entry and processing, ensuring more reliable loan decisions. ​
* **Enhanced Customer Experience:** Faster processing times and reduced paperwork contribute to a more seamless and satisfactory experience for customers. ​
* **Cost Savings:** By streamlining operations and reducing the need for manual labor, automation can lower operational costs, benefiting the bank's bottom line. ​
* Implementing such a system requires careful planning and integration with existing processes. However, the potential improvements in efficiency, cost savings, and customer satisfaction make it a worthwhile investment for modernizing loan processing operations

**4.6.1 In Scope Functionality**

* In this project we going to develop faster system for disbursing a proposal.
* It will reduce time and money of customer to get documents from auditors/CA and make photo copies of them.
* It also decrease bank employee time to take follow up with various teams. Hence, in result it will increase productivity of bank employee.

**4.6.2 Out Scope Functionality**

**5. Assumptions**

**6. Constraints:**

* + **Time:** 5 Months
  + **Cost:** Rs. 50 Lakhs
  + **Resources:** Technology, Hardware, Software, Timeframe
  + **Scope:** Faster processing of file

**7. Risks:**

**1. Technological Risks:** System downtime, Bugs in system

**2. Skill Risks:** Lack of training, untrained employees

**3. Political Risk:** PEP involve

**4. Business Risk:** Coordinate between testers, developers and stakeholders

**5. Requirement Risk:** Incomplete Requirement Gathering, Changes in Requirements

**6. Other Risk:** Changes in weather condition

**8. Business Process Overview:**

* Bank employee has to communicate with customer about documents required to process case.
* After receiving documents from customer, employee has to enter all details in application and upload scan documents which customer provided to him/her.
* Then bank employee has to move case to credit team to check document pendency and to sanction case.
* If any document is pending the credit team moves case to bank employee.
* After receiving required documents credit team process case for sanctioning which includes analyses of financials.
* Once sanctioning authority confirm amount of proposal then bank employee has to share property documents to market valuator and legal advisor.
* After getting valuation and search report, bank employee share it with credit and sanctioning authority.
* Then, sanctioning authority sanctions case and move case bank in bank employee tray for disbursement.

**8.1 Legacy System (AS-IS)**

* Currently in application we are entering customer name, contact no. and able to upload documents of respective customer.
* We have to take hard copy of documents from customer and scan it through scanner and upload it which takes time to take collect documents from tax auditors, CAs and then make photo copy of same.
* Firstly, customer takes documents from CAs or auditors and make photo copies of same which results wastage of time and money.
* Bank employee has to coordinate with market valuator and advocate for search report of property and take continuous follow up to get it faster.
* This includes waste of time and money of customer to get hard copies and provide photo copies to bank employee.
* It takes around 45-60 days to get proposal disbursed.

**8.2 Proposed Recommendations (TO-BE)**

* We can make it easier by directly by connecting portal of Income Tax Department and verifying it from customer’s portal so it reduces customer’s time and money to make photo copies of documents.
* We can also check property title report directly through property portal so that time of bank employee to go at Advocate’s place will get reduced.
* We can also decides market rate of property by referring ready reckoner portal which helps bank get valuation report within less time.
* Following Income tax portal, property portal and title search report portal we can reduce time period to disburse case by 15-20 days.

**9. Business Requirements**

* Bank employee should able to login application to login case.
* Bank employee should able to make enter customer data in application.
* Bank employee should able to login Income tax portal with valid credentials.
* Customer should able to get authorization request over mail and OTP on mobile number from ITR portal.
* Bank employee should able to fetch income tax returns and required details from portal.
* Bank employee should able to login GST portal with valid credentials.
* Customer should able to get authorization request over mail and OTP on mobile number from ITR portal.
* Bank employee should able to fetch GST returns from GST portal.
* Bank employee should able to download and upload data received from various portals.
* Bank employee should able to login in valuation portal.
* Bank employee should able to login in legal portal.
* Bank employee should able to forward case to sanctioning authority.
* Sanctioning authority should able to view case.
* Sanctioning authority should able to forward case for bank employee for disbursement.
* Bank employee should able to view case forwarded by Sanctioning authority.
* Bank employee should able to disburse case.

**10. Appendices**

**10.1 List of Acronyms**

* FTR – First Time Right

**10.2 Glossary of Terms**

**10.3 Related Documents**