



- Consider the following scenario.

A co-operative bank in a busiest city of Sri Lanka is currently handling its activities manually. They are facing manual errors and delay in processing. It has a huge amount of customers. Bank manager decides to computerize bank's activities in order to provide effective services for customers and obtain effective services from banking employees. In addition, it is expected to face competition from other computerized banks in the city. Functions such as money deposit, money withdrawal, pawning services, and cheque transactions are to be computerized. Further, it is also expected to introduce the services such as automated teller machine facility and the internet banking service. The preliminary report including these needs is prepared and sent to the head office by the bank manager. A tender for computerizing is called by the head office and a software development firm is selected. That firm starts its preliminary works for computerizing at the bank.

- 1.) State two major drawbacks of banks' activities by using manual system.
- 2.) Head office of bank and software development firm are jointly doing a feasibility study initially. At the end, a feasibility report is generated. Write down three feasibility studies that should be considered in this context.
- 3.) Selected software development firm is required for data gathering tasks about bank's manual activities. Give three suitable data gathering techniques for this.
- 4.) Write down three functional requirements of the proposed computer based system.
- 5.) Bank is planning to introduce an expert system for the processing of bank loan facilities to its customers. Write down a suitable expert system for this and explain a supportive reason for that.