

## Opening New Bank Accounts

### Story

As a bank I want customers to open new accounts with us, so that we increase our market share.

- Constraints:
  - Back ground checks done and clear
  - Must have a job and home telephone number
- Inputs:
  - Name, home address, work address, amount being used to open the account
- Observable results:
  - The customer can view their account details in a number of ways, the balance on their account should be the amount they deposited when opening the account and, a bank card and their PIN for the card will be sent out to them in the post.

### Acceptance Criteria

- Given the presence of a reasonable set of customer pre-requisites such as ID checks (must show 3), credit checks, applicant is 16 years or greater and the completion of an new account application form with an initial deposit amount of greater than £0.00 (no more than £20,000.00 may be deposited within a single day)
- When a member of the sales team (must be an accredited sales employee) reviews and submits the application along with the deposit
- Then a new customer and account should be created showing the amount deposited into the account and, a new account card should be created and sent out to the customer. The PIN for the card should be sent out separately. The card's status is inactive until the customer rings in to activate it.

### Acceptance Data

During the section Moving To Test Scripts, you were asked to create some scenario data. You may use your data or the one supplied by the lecturer.

Arriving at useful acceptance criteria data, is quite a challenge and, doesn't naturally drop out of an acceptance criteria statement. More often than you might expect, BAs need to perform further analysis to clarify the stories and get the bottom of exactly what a customer wants. To help us the BAs have constructed a UML Activity Diagram showing the workflow process in the bank for the process of Opening a New Account.

The BAs have pointed out the following constraints

1. A new application goes through the following states, Verification; checking the details on the application form, Querying; there are some discrepancies on the form that need to be clarified, Cleared; the application form is good to go and an account should be created.
2. When an account is created it is in a Holding state until a further set of checks are done on the employee who dealt with the account opening. If the checks pass the account will be placed in the active state.
3. If the checks of step 2 do not pass and cannot pass, the account is placed into the Inactive state.

This information has been captured in the Activity and Class diagrams

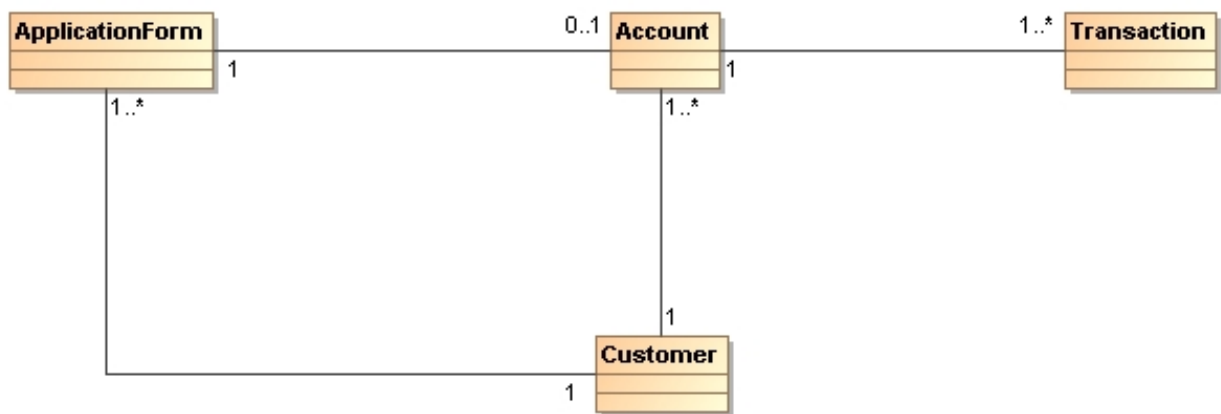
## Task

An application is being constructed that handles the workflow described above. You need to verify that the software works according to the workflow shown in the activity diagram as well as the states defined above for the application form and the account.

## NOTE

Use wiki symbols to store output values in one table and pass them into other tables as input values.

Here is the class diagram detailing the relationship between the core items in the problem space



## The workflow model

