PROJECT VISION DOCUMENT

Project Name

Online Banking Fund Transfer Enhancement

Version

1.0

Project Sponsor

Head of Digital Banking

Project Manager

ABC

Business Analyst

XYZ

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1. Project Vision

To provide customers with a secure, fast, and user-friendly online fund transfer experience through Internet Banking.

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2. Business Need

Customers currently experience delays and multiple steps while transferring funds online.

The bank wants to:

- Improve customer experience
- Increase digital adoption
- Reduce branch dependency
- Increase transaction volume

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3. Project Objectives

- Reduce transfer processing time by 50%
- Improve customer satisfaction score
- Increase digital transactions by 30%
- Reduce operational costs

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4. Scope

In Scope

- Beneficiary Management
- NEFT Transfer
- RTGS Transfer
- IMPS Transfer
- OTP Authentication

Out of Scope

- International Transfers
- UPI Payments
- Loan Repayments

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5. Key Stakeholders

Stakeholder	Responsibility
Business Sponsor	Project Approval
Product Owner	Requirements Approval
Business Analyst	Requirement Gathering
Development Team	Implementation
Testing Team	Validation

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6. Success Criteria

- 95% transaction success rate
- Less than 3-second response time

- Reduction in customer complaints

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7. Risks

- Regulatory changes
- Third-party integration failures
- Network downtime