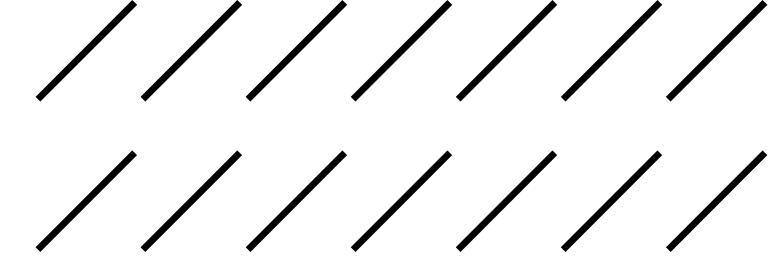


**DRAFTING
REQUIREMENTS**

**SIMPLE PRACTICE
SOLUTION**



AGENDA

01 Simple Practice

02 Simple Practice Solution

section 1

SIMPLE PRACTICE

1.1. Drafting Requirements -- Simple Practice

A new point of sale software-based system to be used in retail stores, called **iHandleCustomer**, supports sales and customer-related services. It includes the following hardware components: a computer, a bar code scanner, a card payment terminal and a card reader. The system provides an interface to enable cashiers to: handle sales, issue customer rewards cards (recording name, address, email, contact telephone number and given card number), process returns of bought items and corresponding refunds, and consult the price of items sold in store. Payments may be done using cash or payment cards (debit or credit). The system must provide adequate mechanisms of authentication; staff to swipe their cards on the reader before doing any operations with the terminal. Card payments should not take longer than 1 minute. Authentications should not take longer than 30 seconds. The system keeps a record of the sessions opened by staff for the purpose of accountability.

Given the above brief, draft functional and non-functional requirements

section 2

SIMPLE PRACTICE SOLUTION

2.1 Functional Requirements -- Practice Sample Solution

FR1	<p>The system iHandleCustomer, to be used in retail stores, shall provide support for handling sales and customer-related services in the store</p>
FR1.1	<p>The system comprises hardware components such as a computer, a bar code scanner, a card payment terminal and a card reader, and software that makes use of the hardware to deliver the main functionalities of the system.</p>
FR1.2	<p>The system shall keep the names and staff_ identifiers of all the cashiers.</p>
FR2	<p>The system must provide adequate mechanisms of authentication to restrict access to authorised personnel only. To ensure this, staff_ are required to swipe their employee cards on the card reader of a sales terminal every time they initiate a sales session.</p>
FR3	<p>Store items correspond to a product and shall be uniquely identified with a bar code. The system shall keep a description of products, the product's price and the universal product code, which is a unique identifier. Both products and items may have discounts associated with them. When calculating the price to pay for an item, the system shall take into account both the product's and the item's discounts.</p>

2.1 Functional Requirements -- Sample Solution Continued

FR4	<p>The system shall enable cashiers to handle sales of goods acquired in store by customers. This involves scanning each item handed-in by the customer.</p>
FR4.1	<p>A sale may be associated with a registered customer corresponding those who handed-in a rewards card at the time of the sale.</p>
FR4.2	<p>A sale must indicate all the items bought in-store together with the actual price paid for each item.</p>
FR4.3	<p>A sale is uniquely identified by the invoice number. The system must record the time, date and cashier of the sale.</p>
FR4.4	<p>If the sale is associated with a registered customer, the system must update the customer's reward points according to the points corresponding to the sale.</p>

2.1 Functional Requirements -- Sample Solution Continued

FR5	The system shall enable cashiers to issue rewards cards.
FR5.1	The system shall keep the data of those customers who have a rewards card; the system keeps name, address, email, contact telephone number and the unique rewards card number of registered customers.
FR5.2	The system shall issue a temporary rewards card when the request is made. The definitive card is to be sent by post.
FR6	The system shall enable cashiers to refund customers on returned items.
FR7	The system shall enable cashiers to view the price of store items by just scanning the bar code. Once a bar code is scanned, the price shall be displayed on the terminal screen.

2.1 Non-functional Requirements -- Practice Sample Solution

NFR1	Authentication should not take longer than 30 seconds.
NFR2	Card payments should not take longer than 1 minute.
NFR3	The system must keep the data of customers private in strict compliance with data protection regulations.
NFR4	The system shall support payments by cash or with a credit or debit card.