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System Analysis and Design

(i)

The software requirements that will satisfy customer usability goals is listed below:

- (i) The website has to be stable and online all the time to ensure proper customer service
- (ii) The user interface has to be easy ~~and~~ to use and user-friendly. New ~~st~~ users should easily get accustomed to the system.
- (iii) The website has to be secure since online transactions are made.

(iv)

(ii)

I would recommend COTS software.

The reasons are that it has a lower initial cost, it can ~~be~~ include all the features and the user will be accustomed to it. COTS has been used for a long time and will be the more reliable system for our problem scenario

①

b) ~~The problems~~

b) Will work faced problem in delivering product at good quality, delivering product at ~~right time~~ improper time and delivering ^{wrong} product to ~~wrong~~ the customers. The production procedure was inflexible and couldn't allow customizations.