Assignment-1 Individual Submission

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Task 2: Requirements elicitation

Q2:

Assumption

- Veggies Farmer Union [VFU] is an existing business similar to Harris Farm, utilizing brick and mortar stores with the ability to deliver organic produce to customers via phone calls, other traditional methods of placing orders

Preferred requirement elicitation techniques should be a combination of Stratified Sampling (unobtrusive methods) and Questionaries. This is because combination of unobtrusive methods and interactive methods result in a better picture of human information requirements.

For stratified sampling, VFU could identify subpopulations within existing middle managers, admins, delivery partners using survey and interviews to identify how the system should behave and interact.

Questionaries will help identify attitudes, beliefs, behaviours, and characteristics of stakeholders within the organization. Expertise from assisting offline customers could be determined, used to develop better customer interfaces though suggestions, product bundling. Interval scales could be used for prioritization of features by the management during SDLC.

Q3: Epics and User Stories

The Customer, should be able to CRUD orders within the VFUS system

Epic 01   Manage Orders
US 01.01   Create Order
US 01.02   Update Order
US 01.03   View Order
US 01.04   Delete Order
US 01.05   Dispute Order

US 01.01 Create Order
As a customer, I want to create an order, so that the appropriate veggie box is selected.

US 01.02 Update Order
As a customer, I want to update an order, so that the items within the order can be replaced and/or deleted.

US 01.03 View Order
As a customer, I want to view an order, so that the order cart items can be reviewed.

US 01.04 Delete Order
As a customer, I want to delete an order, so that a payment can be refunded.

US 01.05 Dispute Order
As a customer, I want to dispute an order, so that problems with a particular delivery can be notified.

The Farmer & Vendor, Admin should be able to CRUD listings indirectly and directly within VFUS system

Epic 02	Manage Listings
US 02.01	Create Weekly Produce List
US 02.02	Update Produce Quantity
US 02.03	Manage Produce List
US 02.04	Create Mystery Box
US 02.05	Update Produce Listing

US 02.01 Create Weekly Produce List

As a Farmer, I want to create a produce list every week, so that the items can be listed on VFUS

US 02.02 Update Produce Quantity

As a Local Vendor, I want to update the in-hand quantity of produce every week, so that there is least wastage.

US 02.03 Manage Produce List

As a Local Vendor, I want to be able to request for changes within my produce List, so that items can be removed or added.

US 02.04 Create Myster Box

As an Admin, I want to be able to create custom veggie boxes, so that customers can order pre-made bundles.

US 02.05 Update Produce Listing

As an Admin, I want to update listings on VFUS, so that items can be added, updated or deleted.

Q4: Functional Requirements

1. The System shall provide a receipt to the customer when payment is completed.
2. The System shall allow farmers to create weekly produce list.
3. The System shall allow vendors to update in hand quantity list every week.
4. The System shall allow Managers to assign deliveries.
5. The System shall allow Admins to edit listings on VFUS.

Q5: Non-Functional Requirements

1. The system shall use RSA-1024 encryption for data communication with the external bank (Security).
2. The system shall support simultaneous usage of up to 500 customers (Performance).
3. The system shall be in contractual agreement with an internet service provider, which guarantees 99.9% availability of their network facilities to the internet (Availability).
4. The system shall provide multi language support, with a minimum of 8 languages (Accessibility).
5. The system's back-end databases shall use Format Preserving Encryption (FPE) encryption (Security).

Q7.

Veggie Farmers' Union System

Customer
- Create an Account
- Manage an Order

Place an Order
View an Order
Update an Order <<extends>>
Delete an Order
Dispute an Order

Notify Order Details <<include>>
Check Realtime Delivery Status
Notify Customer on Completion <<include>>

External Banking System

Manager

Government ABN Server

Farmer
- Create an Account <<include>>

Verify ABN
Notify ABN Failure <<extends>>

Local Vendor
- Create Weekly Produce List
- Update Produce Quantity List
- Manage Product Listing

Admin

Delivery Partner

Additional Use Case

New Feature - Door Delivery for Customers in COVID 19 Isolation. The customer is able to set special instructions for delivery.
VFUS on order placement, checks if order is door to door, if door to door, then prompts delivery driver with the information.
Here the, Manager still assigns the order, but VFUS system prompts Instructions for the order.

Veggie Farmers' Union System

Customer

Create an Account

Manage an Order

Place an Order

View an Order

Update an Order

Delete an Order

Dispute an Order

<<include>>
Notify Order Details

<<extends>>
Notify Special Order Instructions

Check Realtime Delivery Status

<<include>>
Notify Customer on Completion

External Banking System

Manager

Farmer

Create an Account

<<include>>
Verify ABN

<<extends>>
Notify ABN Failure

Goverment ABN Server

Local Vendor

Create Weekly Produce List

Update Produce Quantity List

Manage Product Listing

Admin

Delivery Partner

Assumptions:

- Third-Party Chat System does not interact with VFUS, data is fed manually via the admin.
- For account creation, ABN verification is done through VFUS, which passes the ABN to the government lookup server for acknowledgment.
- Failure is notified to the Manager for manual verification.
- The VFU email server is an internal part of the VFUS.
- It is assumed, that the Manager assigns delivery to partner, however the VFUS systems notifies the partner with special delivery instructions.

Use case Description-1

Use Case	Verify ABN on Account Registration	
Goal	To verify ABN credentials of farmers and vendors on account registration, notify any failure to Manager.	
Preconditions	Farmers and Vendors need to complete personal, business information.	
Success End Condition	Account is created, and credentials are send back using internal VFUS Email Server.	
Failed End Condition	Manager is notified to check manually.	
Primary Actors:	Farmer, Local Vendors	
Secondary Actors:	Government Lookup Server, Manager	
Trigger	Completion of Account Registration Information.	
Description / Main Success Scenario	Step	Action
	1.	Farmer or Vendor confirms registration information on VFUS
	2.	VFUS parses ABN information and Unique Account ID.
	3.	VFUS passes ABN information to Government Lookup Server
	4.	Government Lookup Server processes the request and sends acknowledgement.
	5.	VFUS matches acknowledgement from Government Lookup server to account ID.
	6.	VFUS creates account.
	7.	VFUS sends account credentials to corresponding actor.
Alternative Flows	Step	Branching Action

	1.a	Registration information is incorrect, System Prompts to Re-enter incorrect information.
	3.a.1	System is unable to communicate with ABN Server
	3.a.2	System notifies manager with account ID and ABN number for manual verification.
	3.a.3	Steps 4 – 7 are ignored
	4.a.1	Failed Acknowledgement is received by System
	4.a.2	System notifies manager with account ID and ABN number for manual verification.
	4.a.3	Steps 6 – 7 are Ignored

Use case Description-2

Use Case	Notify Special Order Instructions	
Goal	To ensure, Delivery partner is notified of Special-Order Instructions	
Preconditions	Payment is completed by the Customer. Order is assigned by Manager.	
Success End Condition	Delivery Partner is Notified of Order Instructions	
Failed End Condition	Delivery Partner is Not Notified, Order is not completed.	
Primary Actors:	External Bank, Manager	
Secondary Actors:	Delivery Partner	
Trigger	Confirmation of Payment	
Description / Main Success Scenario	**Step**	**Action**
	1.	External Banking System returns acknowledgement of completed transaction to System
	2.	System notifies the Manager.
	3.	Managers processes the Order ID and assigns delivery to partner though System
	4.	System prompts the delivery partner for special instructions
	5.	Delivery Partner confirms instructions.
Alternative Flows	**Step**	**Branching Action**
	1.a.1	External Bank returns Transaction Failed Acknowledgement
	1.a.2	System notifies the Manager.

	1.a.3	Manager sends email to customer using System
	1.a.4	Steps 2 – 4 are ignored.
	3.a.2	System Displays Incorrect Customer ID and prompts to re-enter order-id.
	5.a.1	Delivery instructions are not confirmed by the partner
	5.a.2	System notifies the Manager
	5.a.2	Manager manually asks partner to confirm instructions.