Table of versions:

Version	Status	Start date	Release date
0.1	Released	11/22/2022	11/29/2022
0.2	Released	11/30/2022	12/5/2022

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1 Client:

The owner of the RobertHeijn B.V. company is the client that asked me for a software solution for the problems that they are facing. Aya Shikh Suliman, will be working to provide a solution for these problems.

2 Current situation:

The company RobertHeijn B.V. is specialized in selling groceries and household goods of different categories. Currently, the company needs a software solution that allows their customers to shop online from their website, and for their employees, to manage all goods and groceries from the desktop application.

When a customer is interested in buying items online, they can visit the website of the company, select, and add available items to the shopping cart. When all desired items are selected and added to the shopping cart, a customer can complete the order by checking out the shopping cart, selecting a payment method, and providing shipping information. A customer should also be able to track the status of recently placed orders and review their order history with all details.

On the other hand, employees must be able to manage all groceries and goods. They can add, delete, or edit an item, and then it should become available on the website for customers. And when an order is placed by a customer, a shop employee will start processing it for delivery. When all ordered items are collected and packed, a shop employee will change the status of the order.

There is also a possibility to extend the software solution to allow customers to select their preferred delivery option, collect points on their virtual bonus card, let them return an item(s), select item(s), and add them to their favorite list.

Another possibility to extend the software solution for the back office is based on certain market analyses, employees can put advertisements for the customers.

3 Problem description:

The client has some priorities on the problems that he wants this software solution to fix. It is very important for him to have a secure software, to be able to manage the catalogue with items (groceries and goods), and to support the process of placing an order. After that, specifying delivery option and displaying the status of an order would be a second priority.

Other requirements can be discussed to see which one of them can be the first to count after the ones mentioned.

4 Project goal:

The main goal of this project is to offer a solution for the client's priorities, which are first security, managing the catalogue, and processing an order. And second, specifying a delivery option and displaying the status of an order.

This includes a secured desktop application where employees can manage the catalogue, process an order, and change the status of an order. And it also includes a secured web application where customers can choose from the available items and place an order and then, choose a delivery option.

After implementing these requirements, the software solution can be extended to the client's new needs.

5 Deliverables:

Based on the information gotten from the client, a solution that includes a desktop application, a web application, and a database is going to be offered. In addition, the needed documentation, which is the URS, test plan, and the test report are going to be delivered.

6 Non-deliverables:

There are some documents and files that are not going to be delivered to the client. For example, the UML diagram, because it is too technical for the client, and it does not explain anything that the client can understand.

7 Constraints:

The programming languages that are going to be used are C Sharp, HTML5, SQL, and CSS3.

8 Phasing:

Activity	Start Date	End Date
Project plan	11/22/2022	12/05/2022
Design	11/29/2022	11/29/2022
URS	11/29/2022	12/05/2022
UML	11/30/2022	12/06/2022
Database	12/06/2022	12/06/2022
Implementation for managing the catalogue	12/07/2022	12/09/2022
Implementation for processing an order	12/10/2022	12/12/2022
Implementation for specifying a delivery option	12/13/2022	12/14/2022
Implementation for displaying the status of an order	12/15/2022	12/16/2022
Unit tests	12/17/2022	12/19/2022
Improve Design	12/20/2022	12/20/2022
Implement extra features (contact forms-administrators management)	12/20/2022	12/20/2022
Test plan	12/21/2022	12/21/2022

Testing	12/22/2022	12/22/2022
Test Report	12/22/2022	12/22/2022
Review	12/23/2022	12/23/2022
Submission	12/23/2022 6.00pm	