

# **SWE20001: Managing Software Projects**

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## **A Sprint-2 Backlog item's quality with respect ISO25010 sub-characteristic and its relevance:**

Here I have decided to use the Sprint-2 Backlog item "Add Sales Record" and the ISO25010 characteristic of "Usability" and its sub-characteristic of "User Error Protection".

That is because one of the main purposes of our client company, "Gotogre", in hiring us, was to obtain software that will help them properly manage their member's sales records so that they don't end up ordering items that are not needed by their members. So, the most crucial aspect of this entire software is: ensuring that the data being stored in the sales record is not only error-free but also easily inputted and retrieved. Thus, ensuring User Error Protection is extremely important as it is here that we determine how well a system protects its users from making errors in their inputs. Hence, by ensuring this, we ensure that the employees can use the software to input their member's sales record both properly and also with ease, and hence fulfill the company's scope and requirements completely.

Here, I would ensure this quality by vigorously testing several conditions (*see 72D for the checklist*) and if the total number of all the failed user operation for this functionality is noted to be less than 5% by the time the software has been deployed, I would accept it as the functionality fulfilling its "User Error Protection" quality under ISO25010's "Usability" category.