O'Brien T (FCES)

[Company name]  [Company address]

Client Requirements

Diagram

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# First discussion with the client

We first discussed with our client what they wanted us to program and design for them. They told us our company required a system that could be used to manage their payroll system.

This program would need a user interface that the client’s staff could use as they did not want to spend additional resources in training staff to use the program. This means that the program would need to be user friendly and intuitive so that training times and costs for employees would remain low.

The program would need to be suitable for constant use. This means the program should not have long waiting times as this could cause delays in the client’s workplace. This means the program should be able to quickly complete the tasks the employees required.

The program must be suitable to use on their office computers, these computers are running on windows 10 and thus the program should be compatible with this operating system.

The program would require some security. Although the client’s current computers have a login to protect the computers, the program should have additional security such as a login, this is because only certain users should be able to view certain kinds of data.

The program would need to be suitable for future changes, such as an expansion of features in the future so that the company would not need to request a new system. This means the program should be modular and easy to update for future use.

The program should be built against employee mistakes, this meant that the program should verify inputs from employees to avoid invalid or incorrect data being added.

# Design survey

We gave the client a survey to fill out asking what they wanted the application to look like:

1. What colours would you like the GUI to use?
   1. Our company uses Turquoise and white as it’s main colours, I would like that reflected in the application.
2. Does your company have logos or iconography that must be included?
   1. Yes! Our company uses a logo which should feature on the application.
   2. Icon

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3. How should text be presented on the application?
   1. Our company has some members who are colour blind or who have poor eyesight, this means that text should be clear to read so that these employees can use the application.
   2. We would like the use of the font that has clear lettering to reflect this.
4. How user friendly should the program be?
   1. The program should be intuitive and easy to learn, ideally it should be quickly explainable to new employees.
5. Should the program look different for different employee access levels?
   1. The program should have a consistent look; however, it should hide certain options such as management to only be accessed by employees with that access level.

# Functionality survey:

We gave the client a survey asking them how they wanted the application the function.

1. What functions should the application have:
   1. It should give all employees the ability to view their payslip.
   2. Employees should be able to request holidays or time off.
   3. A manager should be able to assign approve time off and allow them to create an employee schedule.
   4. The schedule should show who is working what shifts.
   5. The schedule should then be reflected in the payslips.
   6. We should manually be able to add employees into the system and manage their access level.
   7. An employee should not be able to manage their own access level or promote someone to a higher position than them.
   8. The program should clear all data on an employee after a certain time past they leave the company, in accordance with the data protection act.
   9. The program should have a login using the email of the employee as the username.

# Legal, Social, Ethical and Professional Issues

We also had the discuss the *legal, social, ethical, and professional* issues that could arise during development.

## Legal

This is a **key issue** as stated by the client, as they **cannot** risk breaching computing laws that could get the company into legal trouble. These include:

* **The data protection act**:
  + The program should follow the data protection principles:
    - Data must be used fairly, lawfully, and transparently
    - Used for specified, and explicit purposes.
    - Used in a relevant way.
    - Data must be accurate and up to date.
    - Data must not be kept longer than necessary.
    - Have appropriate security.
  + There is strong legal protection around:
    - Race
    - Ethnic background
    - Political opinions
    - Religion
    - Union membership
    - Genetics
    - Biometrics(if used)
    - Health
    - Sexual orientation
  + Employees also have a right to:
    - Be informed on how their data is used
    - Access their personal data
    - Correct incorrect data
    - Have their data erased
* **The copyright protection act:**
  + The program **must never** breach copyrights or trademarks or other protections under any circumstances.
* **Computer misuse act:**
  + The program should have safeguards to prevent people breaking the computer misuse act.

## Social

When developing this product we must consider social issues, we should figure out if our program could impact people in potentially negative ways.

* **Holiday and time off**
  + Since our application is used in managing time off, we must ensure that all employees reach their minimum allowed time off and are not denied holidays if they are entitled to them.

## Ethical

Another key issue is ethical considerations. Such as:

* **Employees should not have access to sensitive data they do not require:**
  + Employees should not have access to other employee’s personal data such as sexual orientation, religion etc… This is important to protect employee’s data.
* **Unnecessary data should not be recorded by the application:**
  + Employees have a right to privacy, data such as phone numbers or addresses should not be public information.

## Professional

We must also consider professional issues in the project, for example we must consider our own conduct as a team.

* **Professional attitude**
  + When discussing the project or progressing with work we must consider our professional conduct. We should maintain a professional tone to ensure quality of work.
* **Quality of work**
  + We must ensure that the work we produce is up to a quality suitable for the client. This means we should understand our code to ensure it works as intended.
* **Client relationship**
  + We must ensure our client is kept up to date on the project to ensure that they are happy with the program’s functionality. This ensures the project meets the specification through its many iterations.