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| Title | Change Requests Internal Analysis Document | |
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**Change Request Internal Analysis Document**

**Introduction.**

A formal request for any proposed changes to a project, process, or system. The purpose of this document is to ensure that any changes made are properly evaluated, documented, and approved before implementation.

This document is an essential tool for managing changes in a structured and controlled manner.

**CR1.** A distributed database is needed for the system.

As the system will have to manage multiple clients, the database must fulfill the task.

**CR2.** The system will have to manage multiple stores.

It is required that the system doesn’t only manage one single store, but as many as it is conveniently needed.

**CR3.** Telemetry. To provide better quality and security to the customers.

The customer needs to be able to monitor the activity of the users as well as some relevant information in order to provider a higher security level.

Each module will include a monitor daemon running on the background.

**Description of the document.**

Throughout this document, we analyze each of these CRs from several fundamental perspectives that are critical for the overall development of the project.

**Criteria for Identifying Configuration Items.**

*What a “Configuration item” is?* A configuration Item is defined as any service component, infrastructure element, or other item that needs to be managed in order to ensure the successful delivery of services.

[ibm.com/docs/configuration\_items]

*What the system is made of?* This software consists in three parts:

* Frontend: with the inclusion of user’s interface as well as some settings aspects.
* Backend: technically the system itself; all the information storage, input processing.
* Monitoring module. This will be included as a backend module, though its purpose is functional on the program.

*How to measure the impact of a CR on a specific module:* Different aspects must be included on the criteria. These aspects may affect directly to the:

* Data
* Functionality: All functional requirements must be successfully covered and satisfied.
* Documentation: Precise and accurate. The largest the CR, the more complex the documentation might be.
* Performance: So, the system assures capability and good user experience, fast response and accurate output from the given input.

**Metrics: criteria and scales.**

As for Metrics for identifying risks, we have two aspects to cover:

* Financial analysis.
* Technical analysis.