Case Study 1:

Task 1: Requirement Definition (RD) of A2Z Shop Co, Ltd

- Admin can register the staff through the system by entering individual's username and password.
- Admin can access the customer service panel.
- Admin can send the customer service receipt to the customers.
- Staff can log-in to their respective username and password to access the system.
- Then they can proceed to new product sales and service.
- They will send a copy of sales receipt as well as service receipt (if any) to the customers.
- Staff can also update the customer service records on demand.

Task 2: Data Requirement to develop the system

- Information of staff(username & password)
- Log-in information
- New sales and services demands
- Receipts (Sales & Services)

Task 3: The Functional requirement of the system

- The system supports customers purchased receipt.
- System can search the product from the stock according to customers demand.
- System can add , delete, update ,show stock.
- System can register new staff.
- System can add customer service.
- System can update customer service.
- System can view all the service records according to product specific ID.
- System can update password (Admin & Staff).

Task 4: Non-Functional Requirement

- The system can save stock into the database safely.
- The system can support all PC (Personal Computer).
- The system can create a backup database file after every transaction (sales, stock, service, update of authentication details).
- Stock should be added after end of sales per day.
- For security issues only admin can change the password on behalf of staffs.
- Staffs can only access this system for sales, service and checking reports.

Task 5: Use-case diagram