Product/Customer Management System (Web Application)

Inception Phase- Determine the product scope, vision, and business case.

What is the vision for this project?

To create a web application that allows customers to purchase the products while allowing the company to create a customer database and track inventory.

What is the business case?

Is this project feasible?

Should we buy or build?

Rough estimate of cost?

At the end of inception: Go or no go?

Establish vision, scope and business case

Vision: What do we want?

Scope: What do we include and ***not*** include?

Business case: Who wants it and why?

Determine primary scenarios as Use Cases

Completeness not necessary, maybe just 10%

Estimate feasibility and risks

Start defining terms in a glossary. Why?

Who are the actors/users?

Customers

Admin

Payment System

What are the use cases for each actor?

|  |  |
| --- | --- |
| Actor | Use Cases |
| Customer | Login  Search Items  View Items  Select Items  Payment  Logout |
| Admin | Login  Search Items  Add/Delete Items  Edit Item Variables (cost, availability, size, etc.)  Edit payment variables (accepted options, tax, shipping cost, etc.)  Customer service (email response, order confirmation, etc.) |
| Payment System | Authorized and charge credit card  Accept debit/bank information |