

## Non-Functional Requirements

*(How the System Should Perform and Behave)*

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Category	Requirement (What the system must ensure)	Why It Matters (Business Reason)	Measurable Criteria
Performance	The system shall load and respond within 3 seconds during normal operations.	To avoid delay for staff when checking stock or processing orders.	Response time should not exceed 3 seconds for 95% of operations.
Usability	The system shall have a simple, user-friendly interface suitable for users with little or no digital experience.	To reduce errors and help staff work faster and with less confusion.	Users shall be able to complete basic inventory tasks (e.g., checking stock, updating sales) within 5 minutes after training.
Security	The system shall require secure login for all users and protect inventory data from unauthorized access.	To prevent data leaks, misuse, or fraud.	Password protection, role-based access, and data encryption must be enabled.
Reliability	The system shall be available at least 99% of the time, especially during working hours.	To avoid disruption in daily operations and ensure trust in the system.	Uptime must be at least 99% monthly.
Scalability	The system shall support more users, products, and transactions as the business grows without slowing down.	To allow the business to expand smoothly without switching systems.	System must handle 2x current usage without performance drop.

<b>Maintainability</b>	The system shall be easy to update, fix, or upgrade without affecting ongoing business activities.	To reduce downtime and cost when changes are needed.	Minor updates should be completed in less than 30 minutes.
<b>Compliance</b>	The system shall comply with relevant data protection and inventory control standards.	To avoid legal or regulatory issues.	Should align with Nigeria's data protection laws and retail inventory policies.

### Assumptions

- Users will have access to reliable and stable internet connections to ensure system responsiveness and uptime.
- Staff members will undergo the planned training sessions to effectively use the new digital inventory management system.
- The hosting environment or cloud service provider will maintain the agreed service level for uptime and security.
- Departments will consistently use the system for all inventory and sales updates without reverting to manual processes.
- Barcode scanners and other hardware devices will be maintained and functional to support real-time inventory updates.
- Security policies and access controls will be properly enforced by system administrators to maintain data integrity and privacy.
- The system will be scalable to accommodate business growth without major infrastructure changes within the first two years.
- Regular system maintenance and updates will be scheduled to ensure maintainability and continuous performance.
- Compliance with industry standards and local regulations will be monitored and updated as necessary.