

# **Velo Improved Integrated Information System**

## **Requirements Definition**

**Job Consumers**

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The functional requirements will cover what the core of the system will do according to the system request document.

### **Functional Requirements:**

1. The system will automate manual tasks like reports, ticketing, data processing, etc to reduce manual labor.
2. The system will streamline customer order processes like ordering online and in-store for quicker service.
3. The system will monitor stock levels and manage reordering to reduce manual tasks and have more on time and documented deliveries.
4. The system will integrate billing and payment processing to ensure accurate invoicing and payment tracking.
5. The system will track repair requests, service history, and customer interaction through a database.
6. The system will communicate effectively with suppliers via email to maintain relationships.
7. The system will take customer information and interactions and store them in a database for analysis.
8. The system will update the company's online presence and e-commerce capabilities by changing the format and adding new features for increased customer engagement and sales.
9. The system will output robust reports for performance, sales trends, and inventory management to make better business decisions.

The non-functional requirements will cover how people will interact with the system and what they see. It will also cover some special features of the system.

### **NonFunctional Requirements:**

1. Operational
  - 1.1. Customers can issue tickets via browser to purchase VeloBikes products.
  - 1.2. Customers can maintain appointments for any product replacements or repairs.
  - 1.3. Information Database can provide customers with recommendations on products based on previous VeloBikes purchases.
2. Performance
  - 2.1. Updated UI grants customers simple and intuitive navigation through various VeloBikes products.
  - 2.2. VeloBikes website grants customers 3 second response times upon navigation.
  - 2.3. VeloBikes website has high bandwidth, allowing for 200 simultaneous users.

3. Security

- 3.1. Customer accounts will be kept secure from the public.
- 3.2. The system will operate on a least privilege principle.
- 3.3. All different main sections (Repair Services, Sales, CRM, etc.) of the system will have firewalls and authentication checks when accessing them.

4. Cultural and Political

- 4.1. The system will accept only US dollars (\$).
- 4.2. The system will automatically take out taxes from payroll and generate all necessary tax documents in compliance with the US government.
- 4.3. The system will be available in both English and Spanish.

		8/29/2024	8/30/2024	8/31/2024	9/1/2024	9/2/2024	9/3/2024	9/4/2024	9/5/2024	9/6/2024	9/7/2024	9/8/2024	9/9/2024	9/10/2024	9/11/2024	9/12/2024	9/13/2024	9/14/2024	9/15/2024	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	17:
Created Team charter(AS01)	Daniel	1	1																	2
Team Context INFO(AS01)	Carlos		1																	1
Team Rules and Expectations(AS01)	Team			1																1
Business case created(AS02)	Kevon				1															0
Scope Statement(AS02)	Kevon				1															1
Technical Feasibilities (AS02)	Carlos					1	1	1												3
Economic Feasibilities(AS02)	Daniel								1											1
Finished Business case (AS02)	Carlos									1										1
Requirements doc Created(AS03)	Daniel													1						0
Functional Requirements(AS03)	Carlos															1				1
Non-Functional Requirements(AS03)	Kevon,Daniel															1				1
																				0
																				0
Organizational Feasibilites(AS02)	Kevon						1													1
Updated Gantt Chart(AS03)	Carlos															1				1
		1	2	1	2	1	2	1	1	1	0	0	0	1	0	3	0	0	0	16