Business Requirements Document (BRD)

Chapter One

December 2024

Version 3.0

# Document Revisions

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| --- | --- | --- |
| **Date** | **Version Number** | **Document Changes** |
| 01.11.2024 | 1.0 | Initial Draft |
| 15.11.2024 | 1.5 | Second Draft |
| 01.12.2024 | 2.0 | Third Draft |
| 15.12.2024 | 2.5 | Fourth Draft |
| 30.12.2024 | 3.0 | Final Draft |
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# Approvals

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| --- | --- | --- | --- | --- |
| **Role** | **Name** | **Title** | **Signature** | **Date** |
| Project Sponsor | MAI THI THANH LOAN | Team Leader |  |  |
| Product Owner / Project Manager | LE HONG NGOC LINH | Deputy Leader |  |  |
| Project Member | LE THIEN KIM | Project Member |  |  |
| Project Member | TRAN NGUYEN BAO HOANG | Project Member |  |  |
| Client | TA VIET PHUONG | Client |  |  |
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# Introduction

## Project Summary

### Objectives

### *The Chapter One e-commerce website for bookstores aims to make it easier for users to search and purchase books, while also improving the efficiency of bookstore management and operations. The platform is designed not only to offer a convenient shopping experience for customers but also to provide effective tools for inventory, order, and sales management for bookstore administrators..*

### Background

*As consumer behavior increasingly shifts toward online shopping, many traditional bookstores struggle to adapt and reach modern, tech-savvy customers.*

*The Chapter One project aims to address this issue by creating a professional, easy-to-use online bookstore that supports both customer convenience and effective bookstore management.*

*The website will feature a user-friendly interface, quick search functionality, easy order placement, and real-time order tracking. On the backend, administrators can manage inventory, process orders, and view sales reports seamlessly..*

### Business Drivers

* *The rising trend of online shopping, especially in the book and education sectors.*
* *The need for digital transformation of traditional bookstores to reduce operational costs and expand market reach.*
* *Improved internal process efficiency, including inventory, order, and revenue management.*
* *Increased competitiveness against other e-commerce platforms in the same industry.*
* *Enhanced customer experience through a modern interface and convenient features.*

## Project Scope

### In Scope Functionality

* User registration, login, and profile management.
* Book browsing, searching, and filtering.
* Cart management (add/update/remove items).
* Applying promotions and discount codes.
* Placing orders with delivery and payment options.
* Order history and tracking.
* Staff management of orders, books, customers.
* Admin management of employees, branches, and promotions.
* Import slip management and inventory tracking.
* Revenue and sales statistics with export to Excel.
* System change logs for auditing.

### Out of Scope Functionality

* AI-based book recommendations.
* Integration with third-party logistics systems.
* In-app chat or support bot.
* Native mobile app version (only web planned).

### Assumptions

* Users have access to stable internet connection.
* Admin and staff are trained to use the system.
* Promotions and discounts are manually configured.
* Customers provide valid and honest information during registration and purchase.

### Risks

* System overload during sale events or traffic spikes.
* Low customer adoption due to unfamiliar interface.
* Delay in backend development causing frontend rework.
* Data privacy concerns due to storing personal and payment information.

## Project Timeline

* Phase 1: Complete requirements gathering and simulation by 28/09/2024.
* Phase 2: Complete interface design by 15/10/2024.
* Phase 3: Complete diagrams, sitemap by 17/10/2024.
* Phase 4: Complete front-end development by 17/11/2024.
* Phase 5: Complete back-end development by 26/12/2024.
* Phase 6: Conduct pilot testing and gather feedback by 02/01/2025.

## Key Stakeholders *(Optional)*

* Project Manager: Oversees progress, ensures deliverables meet deadlines.
* Product Owner: Defines features based on business needs.
* Admin Users: Use the system for full operations (books, branches, staff).
* Branch Managers & Staff: Daily operation, book/order/customer management.
* Customers: Use the website to browse and purchase books.

# Business Requirements

The requirements in this document are prioritized as follows:

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| **Value** | **Rating** | **Description** |
| 1 | Critical | This requirement is critical to the success of the project. The project will not be possible without this requirement. |
| 2 | High | This requirement is high priority, but the project can be implemented at a bare minimum without this requirement. |
| 3 | Medium | This requirement is somewhat important, as it provides some value but the project can proceed without it. |
| 4 | Low | This is a low priority requirement, or a “nice to have” feature, if time and cost allow it. |
| 5 | Future | This requirement is out of scope for this project, and has been included here for a possible future release. |

## Functional Requirements

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| **Req#** | **Priority** | **Description** | **Use Case Reference**  ***(Optional)*** | **Impacted Stakeholders** |
| FR-001 | 1 | Users must be able to register and log in. | UC-001, UC-002 | Customers |
| FR-002 | 1 | Customers can search, view, and filter books. | UC-003, UC-004 | Customers |
| FR-003 | 1 | Customers can manage their cart and proceed to checkout. | UC-005, UC-006 | Customers |
| FR-004 | 1 | Customers can place and track their orders. | UC-007, UC-008 | Customers |
| FR-005 | 1 | Admin/staff can manage books (add, update, delete). | UC-009 | Admin, Staff |
| FR-006 | 1 | Admin/staff can manage promotions and apply them to orders. | UC-010 | Admin, Staff |
| FR-007 | 1 | Admin can manage users and assign roles. | UC-011 | Admin |
| FR-008 | 1 | Admin and branch managers can generate revenue reports. | UC-012 | Admin, Managers |
| FR-009 | 2 | Customers and staff receive email notifications for orders and updates. | UC-013 | All users |
| FR-010 | 2 | Export reports to Excel for analysis and archiving. | UC-014 | Admin, Managers |

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## Non-Functional Requirements

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| **Req#** | **Requirement** |
| NFR-001 | The website must be responsive and work on desktop, tablet, and mobile. |
| NFR-002 | All personal and payment data must be encrypted and securely stored. |
| NFR-003 | The system must support up to 10,000 concurrent users. |
| NFR-004 | The system should support Vietnamese and English languages. |
| NFR-005 | Page load time should not exceed 3 seconds on a standard 4G connection. |
| NFR-006 | Daily backup must be performed automatically. |
| NFR-007 | System should have >99% uptime during business hours. |

# Appendices

## List of Acronyms

* SKU: Stock Keeping Unit
* API: Application Programming Interface
* DB: Database
* UI: User Interface.

## Glossary of Terms

* Customer: A user who browses and buys books from the website.
* Admin: Authorized user who manages all backend functions of the website.
* Staff: Employee with limited access to operational features like managing books or processing orders.
* Promotion: A temporary discount or offer applied to books or orders.
* Report: A statistical summary generated from system data, such as sales performance or inventory status.

## Related Documents

* Figma design prototype:

<https://www.figma.com/design/jK5Th9ZPOcKaMYPuOybhkk/-WEB--thi%E1%BA%BFt-k%E1%BA%BF-giao-di%E1%BB%87n?node-id=1678-17194&t=IS4Zt6LUU2bcNAII-1>

* Use case documentation
* SRS documentation