

# **Development Framework -Agile**

## **Touch Of Glass**

### **Dsdm and MoSCoW Justificaion**

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## Introduction:

Touch Of Glass is a glassblowing company makes glass ornament and jewelry items. The company grew quickly and highly profitable business as the demand of the product. The business runs through a popular peer to peer e-commerce website and Facebook. But Sarah Bromley the owner found the system has some cumbersome and no longer a viable way. As a result, she wants to develop and runs her business by adopting a new system that covers the business need. I have been asked to be delivered a report that the system is adapted DSDM Atern based on business requirement.

## A. Suitability of DSDM Atern for developing TOG system:

The case study recommended DSDM Atern as Agile methodology for the Touch Of Glass Company.

There is some principle that are considered for development process of TOG. The discussion given below-

1. To develop a business ensuring business goal is so much important. Touch Of glass **comprehend their goals** and set target to promote their business in market. **Senior management** and stakeholders of Touch of Glass company realize the **business objectives** and their **strategic** approach of how to become profitable by adopting the system.

— DSDM Aterns is suitable for the project that has defined their **strategic goal**. DSDM highly **concernes** about the business goal. DSDM outcome would be **best** when stockholder understand their business outcome. So DSDM Aterns might be the suitable practice for TOG.

2. TOG has some **core business needs**. Sarah Bromley realize that current system has cumbersome and is not a viable way to interact with customer and challenging to market promotion. As a result, they **focus on** the core business needs and **feel to have a new system** that will **support** and **give solution** to **fulfil their current requirements**.

— DSDM Aterns always aims and focuses on business need to deliver the real benefit to the business. DSDM uses **MoSCow prioritization** technique to identify the **actual business needs** and **requirements**. This technique provides good understanding and **sorting out** real business requirements. So, Moscow prioritization technics might be suitable to fulfil and support TOG's current requirements.

3. **Sarah Bromley**, the company owner **fixed the time** for the project. The project must be developed **as soon as possible** within three months from starting. As soon as possible they become early beneficiary from the project, because they want to effectively market promotions.

— DSDM is very **desirable for delivering product on time**. Because late delivery can hinder the business process. To fulfil these commitment, DSDM always work with **Timebox**. Timebox keeps focus on business

priorities and planned the developing **timeframe** according to the business need of to reach early beneficiary.

4. During meeting **Tog stressed** about the **changing process** from the old system to the new system. They want to **seamless transaction** without missing a beat and harm. TOG desirous for a **prototype** system so that they give the best service during developing because they have pride in good customer service.

— DSDM aterns offers **incremental** and **iterative** development. The management of incremental and iterative development process is achieved by Timeboxing, change control by prototyping and configurational management. Prototype helps to get user experience. These processes might be suitable for seamless transaction.

5. TOG wants once tested and flawless transaction of the system. they would like to use the system for as many as their business processes as possible that would be supportive for their business process.

— To meet this requirement DSDM allows to develop the system **chunk by chunk** with iterative process. DSDM do enough analysis to create strong foundation and **test-driven technics** may result in a test being written before the deliverable is actually produced. DSDS never compromise quality. So, this DSDM process might be suitable to meet the requirements. (Tudor, 2010)

## Advantages of using DSDM Atern:

- DSDM allows stakeholders and developers team **work together**. users are **actively involved** with the process of development and deployment. The **solutions** are visible to the business empoweree during the deployment and developing process as they are **ownership** for the solution.
- Building **wrong solution** of the system is greatly **reduced** because of involving real end user and deployment process is **visible** to the empoweree of the system. they can constantly check the solution.
- The final solution is **sorted out** in incremental process and **helps to meet** real business requirement which is being used and experienced early in the real solution.
- In DSDM, the representatives involve throughout the whole process is performed. As a result, TOG users will be **got trained**. Then they will also know the well solution and act as empoweree in the business environment. This helps TOG to steer the real and final business need.
- DSDM Aterns provides **smooth deployment process** of the solution as a reason of teamwork involvement with process and have good relationship with representative and solution developer. As a result, it might be good solution to choose the DSDM Atern. (Tudor, 2010)

## Disadvantages of using DSDM Atern:

- DSDM has lack of feature of designing and documentation. DSDM do not spend more time on designing and documentation process. It only emphasis on the functionality, time and budget.
- DSDM atern techniques **use rich communication** between both team and end users. DSSM cannot be applied where communication gap is raised.
- Highly involvement and **stable person** need during developing process in DSDM atern. Too much involvement of client is **not favored** by developers. The project can be failed if there lack of active involvement.
- DSDM need good relationship between team and members. Sometimes it is difficult to meet good relationship which makes complexity to deliver on time. (K, 2017)

## **Section B**

### **B1.1) Not appropriate high-level requirements:**

#### **User Interface:**

User interface is the design field where user and system interact with each other. Interface presents well designed website and showcases the product well and gives 3D view. This is not performed any work but provide working environment of the system and it **design constraints** non-functional requirement.

#### **load quickly:**

This requirement measures performance of the system. this specify the response rates. It is **performance** nonfunctional requirement.

#### **Quick and easy communication:**

These specify how the system will run and communicate with its user. This is **operational** non-functional requirement.

#### **Safe and secure:**

it is the safety issue of the system. It measures how securely work the system and how much security the system provides, and it is **security** non-functional requirement.

**Hosting:** The TOG developing system is web based and after final development it need to host to make workable. Hosting is a running environment of web based system and it is not high-level requirement.

**Register Url:** Register Url provides the system address where the customer browse. It is a non-functional requirement.

**Easy to use:** it specifies the website be easy to work and use and provide visibility if the people search glass blowers they could find them online.

**Unhackable:** it specifies the safety requirements of the project. The website should be unhackable. It is a safety non-functional requirement.

## **B1.2) High level functional requirements:**

### **1. Registration and login system for customer:**

**Justification:** TOG company owner and manager **Sarah Bromley** specify that customer need to registration and login service to keep customer information. registration makes available and authenticate. This feature performs most valuable work and recognize as a functional requirement

### **2. Browse and Search product whether logged in or not:**

**Justification:** To find out specific product, search functionality plays an important role to **retrieve the product information** to the customer. It is an essential and very helpful functionality that makes easier to find out the product. Search option is for not only registered person, but also potential customer can use.



### **3. Create own design:**

**Justification:** the system will provide customer for bespoke order and give option to create their own design send their own product picture. This feature is very important and able to fulfil the customer need.

### **4. sign up for tour and classes:**

**Justification:** The owner and manager **Sarah Bromley**, want to expand her business by providing new opportunity and offering customer glassblowing classes and tour facility. For this specific service customer who want to learn glassblowing design and its manufacture process need to specially sign up. This service offers an important business service.

### **5. Purchase Process (select product to basket, checkout and payment):**

**Justification:** This service provide customer select product to the cart. Multiple product can be added or remove before finalize order. Checkout service provides customer to check her/his ordering product information before confirm payment. After checkout customer asked for payment method through online. This is an important functionality.

### **6. product lifecycle (product manufacture and shipment and track items)**

**Justification:** This service allows the system to notify the employee that what product they need to manufacture. Employees will notice with the ordered product information like design, art, color and other details. The shipment

process notifies the employees where the product will be delivered. The address according from the order details.

#### **7. Product Return:**

**Justification:** As it is an online base company, product return is the common service. If any customer is unhappy with the product can gives back to the company. Customer will give back the product with purchase details and notify the reason and make a return request to the delivery boy.

#### **8. Report (popular statistics, forecasting, graphs):**

**Justification:** This function will produce statistic report, grapes of items which is best on popularity and sales. This strategically function notify the company which product is very popular to the customer and which is ordered most. From this strategic service company can forecast which product need to manufacture most.

#### **9. Bookkeeping service:**

**Justification:** Bookkeeping service allows all about making money and paying for the employees. It is systematically records and organizing all financial data of the organization. It is an important feature for TOG.

#### **10. Communication (feedback, message and sending picture):**

**Justification:** this requirement is high level requirement used to allows the customer to communicate for their ordering bespoke item, sending their product picture and massages. It also provides instant feedback against any query and questionnaire from the customer.

## **B2. The MoSCoW rules to prioritize the high-level requirement**

**Must have:** These requirements are worthwhile for the project. Without these requirement organization could not run business process.

**Should have:** These requirements are very important for the project. But the process can be run and usable, but the requirements are absolutely essential.

**Could have:** these requirements are for business benefit and easily left out.

**Won't have:** won't have requirement are agreed in the business purpose that can be developed in later.

These high-level requirements use MoSCoW technics to be prioritized according to business needs. The prioritized requirements are-

### **B2.1: An updated high-level requirement list:**

#### **MUST HAVE**

- Purchase Process (select product to cart, checkout and payment)
- Product lifecycle (product manufacture and shipment and track items)
- Search product whether log in or not
- sign up for tour and classes

#### **SHOULD HAVE**

- Registration and login system for customer

- Communication ((feedback, message and sending picture)
- report (popular statistics, forecasting, graphs)

## **COULD HAVE**

- product return
- create design

## **WON'T HAVE**

- bookkeeping service

## **B2.2: Justification of prioritizing high-level requirement**

### **Must have:**

- **Purchase Process (select product to cart, checkout and payment)**

**Justification:** Main purpose of an ecommerce website is selling products.

This function provides selling option of the product. Customer need to select product from the system then add to cart, checkout to check purchase information and finally make order through payment method.

- **Product lifecycle (product manufacture and shipment and track items)**

**Justification:** After ordering, the product need to manufacture and shipped to customer according to the order details. After manufacture the

system will give message to them. Without this option the business goal does not achieve. So, it must need for the system.

— **Search product**

**Justification:** it is an essential tool because very often customer need to search specific product as their choice rather than scroll all the products of the system. It provides great option to find out specific product in a shorter time.

— **sign up for tour and classes:**

**justification:** by this functionality, the company want to expand their business. This is the new business criteria of the company. Customer will able to learn the design and manufacture process from this option. So, it is very important for the system.

## **SHOULD HAVE:**

— **Registration and login system for customer:**

**Justification:** Customer will not get permission to complete access on the system. customer need to register and log in to the system and confirm their identity. After registration and log in process customer will be able to create own design, select product, make order and payment securely.

— **Report (popular statistics, forecasting, graphs)**

**Justification:** This function produces statistical report based on most popular product. This function will help to find out most popular product, sale report of everyday, monthly or annually. This tool can be used forecast the business process and can take decision

— **Communication ((feedback, bespoke order, message and sending picture)**

**Justification:** through this functionality customer can do bespoke order, send their product picture and messages. customer can give feedback about the product performance and quality. Authority services them according to the interest of the customer opinion. This is an important and helpful tool.

## **COULD HAVE:**

— **Product Return:**

**Justification:** By this service customer will can return their product. customer need to create a return request and system will take it after proper justification. This is not strong functionality that make the business profitable but make customer care.

— **Create design**

**Justification:** the system will give option to create their own design send and order the product. This feature could be helpful but didn't important to this service right now.

## **WON'T HAVE:**

### **— Bookkeeping service:**

**Justification:** Bookkeeping service allows all about making money and paying for the employees. It is systematically records and organizing all financial data of the organization. It will only help to accountant. Without this functionality the company can fulfill and perform their primary target.

## **Section c**

### **C1. legal, social ethical, and professional issue:**

#### **A) Roles of Data control within the organization:**

TOG is a popular online based ecommerce company that involves with different number of customer interaction. They need to consider several issues regarding their professionalism, ethics, sociability, and legality as the they interact with customer and taken their important data to while conducting their business.

As the reason a data controller should be needed who examined the data through the rules of Data Protection Act. Considering the rules of good ethical standards conduct a good business service. All the aspects of a business are maintainable and become well

examined by these issues. A data controller controls and handles the information that are used for business purposes. A data controller should follow some protective steps for the protection of the data. Proper registration process need to make by data control from the information commission by mentioning what kind of data TOG will be used and what are the business purposes. Data controller should be confirmed that all customer data, TOG uses only for business purposes and data would not be leakage and data are securely protected by privacy protection. Data controller should be ensuring that TOG saves all the data from unauthorized access.

If TOG, makes registration and appoint a data controller they can use customer information legally. The business gets better management because DPA service will provide better privacy. (EDINBURGH, 2017)

## **B.) LSESP issues faced by TOG:**

The following are LSEP issues may face by TOG.

### **Misuse and leakage of personal information:**

TOG gets personal sensible information from the customer by their business purposes. These sensible data can be misused by number of ways and causes customer harassment **socially**. If an employee of the company has personal antagonism with customer or use the data **unethical** purposes like sell the information **illegibly** with third party, then information will be disclosed and break the rules of **professionalism**.

It is an offence disclosing personal information without authority under DPA section 21(2). To avoid this incident TOG can follow the principle of DPA-



- Data should be used only for business purposes. Tog will be obtained the data only for reasonable business purposes.
- Proper measure should be taken against unauthorized and unlawful processing, accidental loss or destruction of personal data. TOG needs to ensure all the security of the data
- All the customer information should be examined fairly and processed lawfully.

#### **Purchase data:**

TOG takes personal information by the process of purchase. Customer needs to provide product information and bank card information while purchasing the product. This information is breached by many ways. System could be hacked, or employee can have siphoned off the data. This causes **sociological harassment, illegal transmission**, breaks the rules of **professionalism** and it is **unethical** to siphoned off. To avoid this incident TOG can follow the principle of DPA-

- Data should not be transferred over country or outside unless the country and outside place ensures adequate level of protection.
- Data should be secure by adapting security management

## **C2 purpose of BCS code of conduct:**

To direct and control the behavior of member who involving in professional matters, BCS code of conduct has been stand and responsible to set the rules and professional standard. Data transmission occurs when developing a system. system developers and stockholders exchange information according to suggested system during the developing time. The developers have power to access any significant information of the company that to their developing process. Such power can be leading fraud and manipulated by hackers. As the reason BCS established some rule and principle related to data handling. (BCS, 2016)

- **Public interest:**

**Issue:** System developers interact with data of customer and get all the necessary information of founder, existing customer and staffs. The information could be about gender discrimination, nationality, healthy issue, regions, age or disability. While developing, developers should be careful about data leakage. If the developers commit with these issues he breaks the rule (a) of public trust.

— Without consent any data of company should not be used and disclosed by developers. As a professional, developers should be conscious about public security and privacy.

- **Duty to relevant authority:**

**Issue:** Since developing TOG system, the developers possesses all confidential information considering the system. if he asked by other competitor's company to get this information and sold it then he breaks the rule

(3) duty to relevant authority.

— In according to rule (3) the developers should not reveal any information of the system without consent the authorization.

- **Duty to profession:**

**Issue:** the system developers should avoid any kinds of action that caused harm to the TOG company. TOG wants to run the system within 3 months. As developers are a leading person and involve with knowledgeable and confidential information, if he could do irrelevant activity it hampers the duty of profession.

— According to the rule (4) developers should act with integrity and show respect the other professional of TOG and active with legal activities of the company.

- **Professional competence and integrity:**

**Issue:** TOG needs to ensure that their developing system is developed by learning ways to improvise a system and applied better method to enhance the system by updating their own skill and uses latest technology maintain their standard work.

- The system developers should develop the system according to his professional experience that must be updated by developing their professional knowledge, skill, procedures that are relevant to TOG.

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