Instructions:

This lab assessment should be done individually. You must submit this lab assessment through KALAM. Please ensure you are submitting your lab assessment CORRECTLY in your section group.
Name your answer file as, YourMatricNumber_Lab2.PDF

Questions:

1. A Goal model is a conceptual model that documents goals, their decomposition into sub-goals and goal dependencies. Based on your understanding explain what is Goal dependencies? List all goal dependencies.

   Goal dependencies is the interaction and connection between sub-goals which each connection will affect one another.

   List of goal dependencies :
   i. Requires
   ii. Support
   iii. Obstruction
   iv. Conflict
   v. Goal Equivalence

   [2 Marks]

2. Construct **AND/OR tree** based on the description below.

EASTWEST Logistic has been awarded Best Business 2017. The company set up their business based on vision to serve customer at their best quality.

Their aim is to **provide customers with outstanding customer service** involves the **G1.1 : ability to handle a business's transportation** and **G1.2: logistics needs** in an efficient manner that enhances the logistic firm's reputation in the industry. To that end, the logistics firm can **G1 : increase distribution centres to respond to customer's needs in different geographic areas**. **G2 : Enhance the speed of delivery by choosing the right transportation to the selected area**. The company must also **G3: manage customer feedback and manage complaints of damaged goods**. If the complaints are genuine, the **G3.1: company shall forward it to the seller**. Alternatively, the company can **G3.2: claim from insurance if misappropriate in handling the package.**

[8 Marks]