Not only in manufacturing, but also in customer service, the car industry and its supporting

industries are continually altering and reinventing itself. Automobile dealerships, mechanics, and

driving instructors have all benefited from the trend to digitisation. GarageOne has many car

services with several offices in the city center. Because GarageOne in the automotive business must keep up with developments and invest in digital products to stay current. Therefore, the manager of GarageOne decides to adapt a software for automotive service businesses.

Currently, GarageOne has no system to manage car services, brands, workers at brands, customers, etc... All of information is processed and stored in Ms Excel.

GarageOne focuses on automated communication with their customers in which a simple application is used to interact and inform their customers. Several features also are defined at the first stage as below:

0 Automatic interaction via SMS, Email, WhatsApp, Zalo.

0 Send a personalized digital invoice with their branding.

0 Send live service updates.

0 Send automatic vehicle service reminders.

0 Send automatic service feedback and auto‘post them on all Google listings.

0 Get bookings from customer Android 8: iOS app.

Mobile application is used for customer wherein they could view list of services, including type of services, price, description, accessories, etc.. Customer could choose many services to book

combining with date, type of car and required workers. Customer also interacts with consultants to get further information through SMS, WhatsApp, Zalo, Email. To confirm the booking, customer should pay 1096 of the total of temporary invoice. Customer could interact with consultants whenever and wherever.

As a software development professional, you will run into all kind of projects and situations within those projects with 3 developers and 1 tester. The manager could assist you in elicitate some missing requirements in the early stage. Please answer the following questions:

1.What software development methodology would you suggest for this situation and why?

(3 points)

- identifying the characteristics of this situation and specify the logic behind the selection

of characteristics

- Select a model that best fits the characteristics you identified above.

2. List out 4 functional requirements system handler and 2 non-functional requirements of system.

(1.5 points)

3. Write 2 user stories of customer. (1 point)

4. For the mobile app, create a story map to show the user experience and what you need to

build. Feel free to add fictitious functionality and features as you feel appropriate. You will be

graded on the quality, completeness, and correctness of your story map.(2 points).

5.Despite the software development methodology you have chosen, your manager requires you to

choose Agile Software Development to apply this project.

a. Should you agree with this require or not ? lf N0, please give the appropriate

explanation for WHY question. If YES, give your propose ideas to require end users