Solution:

1.

I suggest choosing Agile methodology, because:

* Reliability: Our project is a software for automotive service businesses so the requirements are quite clear by the college.
* Type of requirements: includes functional requirements and non-functional requirement
* The benefit of Agile over waterfall is the ability to change dynamically to the customer's wants and needs
* User involvement in the situation: large because GarageOne focuses on automated communication with their customers in which a simple application is used to interact and inform their customers.
* Team size: We currently have 3 developers and 1 tester can easily use the process without any work pressure. So, Agile method is also good here to improve cross training and team working.
* The software development methodology I suggest for this situation is AGILE
* Because I feel that the Agile model is the most appropriate approach in this situation due to the frequent supply of requirements. Since the requirements system is flexible and subject to change at any time, it is appropriate to deploy the system first rather than developing it in stages.

2.

+ 4 functional requirements system handler:

- Send a personalized digital invoice with their branding.

- Send live service updates.

Send automatic vehicle service reminders.

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

+ 2 non-functional requirements of system:

* System can Automatic interaction via SMS, Email, WhatsApp, Zalo.
* GarageOne focuses on automated communication with their customers in which a simple application is used to interact and inform their customers.

3. 2 user stories of customer:

- As a customer, I want to can choose many services to book combining with date, type of car and required workers.

- As a customer, I want to interacts with consultants to get further information through SMS, WhatsApp, Zalo, Email.

4.

5.

a. I agree with this require that I will choose AGILE to develop this application because:

The requirement are not clear because they give you features but they can explain detail in each features so that we need to customers and user to understand clear their requirement.

The size is pretty small compared to the the normal standards of such project, however they have the support of the IT development teams of the college in understanding the terms of the business. This will require both teams to coordinate precisely to achieve the maximum efficiency and Agile is a much more team-based model than Waterfall, Agile is also good here to improve cross training and team working and therefore suits the teams.