

Assignment/Test: Requirement analysis

Background/Test Scenario:

You are working as a Business Analyst at a leading IT company. The company has received a request from a client who wants to develop a new mobile application for their business. The client is a retail chain with multiple stores across the country. They want an app that will allow customers to browse their product catalog, view prices, receive promotions, and make purchases online. Your role is to analyze the client's requirements through the requirements analysis process.

Task List:

1. Requirement Analysis

- Review the client's requirements provided below.
- Identify any potential ambiguities, gaps, or inconsistencies in the requirements.
- Prepare a list of clarifications or questions you need to ask the client for better understanding.

Client Requirements:

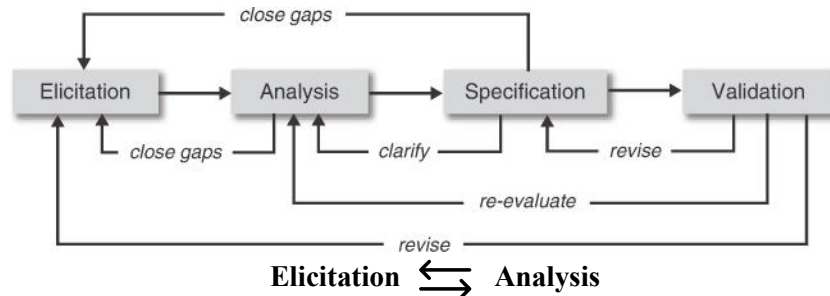
- User Registration and Login: Customers should be able to create accounts, log in, and manage their profiles.
- Product Catalog: The app should display a categorized product catalog with product images, names, descriptions, and prices.
- Search and Filters: Customers should be able to search for products and apply filters based on categories, prices, and brands.
- Promotions and Offers: The app should showcase ongoing promotions and special offers prominently.
- Shopping Cart: Users should be able to add products to their cart, view the cart, and proceed to checkout.
- Checkout and Payments: Customers should be able to select payment methods, enter shipping details, and complete purchases.
- Order Tracking: Users should be able to track their orders and receive notifications about their order status.
- Customer Support: Provide a channel for users to contact customer support with their inquiries.

Task 1. Requirements analysis

- **Review of Client Requirements:**

The provided client requirements fit into the bracket of the initial stages of requirements gathering & provides good starting point for the Elicitation process in mobile application development.

However, above requirements need to be analyzed further more by elicitation and analysis process. Because eliciting is asking questions and analysis is connecting the pieces or discovering more iterative and incremental questions.



It's a continues process to dig and probe deeper in order discover and extract information that gives your team a deep, shared understanding of the customer and business needs as well as to find the ambiguities, inconsistencies and gaps.

- **Potential Ambiguities, Gaps, or Inconsistencies in the Requirements**

- **User Registration and Login:**

Users being able to “Manage Their Profiles” this requirement does not specify the exact profile management functionalities. It lacks the details about being able to update the personal information, changing passwords, managing communications preferences and profile customization options. Which verification processes will be included for the registration or authentication of the account/user, but Do users need to provide any additional information other than Name, Email, Mobile No., and Password for registration process is also unclear.

- **Product Catalog:**

The requirements specify displaying a "categorized product catalog", but it's not clear how the categorization will be structured or how granular/detailed should product descriptions be. Further details are needed on the classification of products, price categories to ensure consistency and usability. Unclear size and format requirements will create the inconsistency in the smooth user experience.

- **Search and Filters:**

While the requirements mention filters based on categories, prices, and brands, it's unclear if there are any additional filtering options needed, such as size, color, or product features. Further clarification is needed on the scope of filtering functionalities to meet the smoother user experience and expectations.

- **Promotions and offers:**

Promotions and special offers requirement prominently lack specifics on how these promotions will be managed and displayed. Clarification is needed on whether promotions will be time/occasion/festival sensitive, targeted to specific user segments or account holders, or based on user behavior. How will they be managed, (manually or default) and displayed (banners or pop-ups) within the app.

- **Shopping Cart:**

While users should be able to add products to their cart and proceed to checkout, it's not specified whether the shopping cart will support features like saving items for later as a future Wishlist and its validity, editing quantities, or removing items or deleting the saved cart directly. Further details are needed on the functionality and usability of the shopping cart.

- **Checkout and Payments:**

It's necessary that users should be able to complete purchases and enter shipping details, although it's unclear if there are any additional steps in the checkout process, such as order review, order summary, or applying discount codes, also which payments methods will be included and any specific need of security protocols for handling payments. Further clarification is needed on the checkout flow and any specific payment gateway integrations required.

- **Order Tracking:**

Users should be able to track their orders and receive notifications, but it's not specified what information or level of details will be included in order status updates or how frequently users will receive notifications. Clarification is needed on the granularity of order tracking and notification preferences like real-time updates, estimated delivery dates.

- **Customer Support:**

Requirement of a channel for contacting customer support is mentioned, it's not specified which communication channels will be available (e.g., email, chat, phone) or the expected response time in general or as per the geographical-location of users. Further details are needed on the customer support process to ensure timely resolution of user inquiries for customer satisfaction and care.

- **List of Clarifications/Questions prepared after analyzing and addressing the client requirements and identified gaps, ambiguities and inconsistencies**

To ensure that the client's requirements are clearly defined for the successful development of the mobile application, we have further elicited the following Clarifications/Questions.

- **User Registration and Login:**

- 1.Can you elaborate on the desired user registration, login and verification process?
- 2.Is there any specific need of inbuilt security options for the privacy and authentication of user account like biometrics and password strength?
- 3.Are there any additional features of customization or settings user should be able to see or do within their profiles?

- **Product Catalog:**

- 1.Can you provide details on how products will be categorized and structured within the catalogue in overall aspects?
- 2.What level of detail should product descriptions include, and will there be any limitations on the length or format?
- 3.Are there any specific requirement or preferences regarding the organization and structure of product categories?

- **Search and Filters:**

- 1.Are there any additional filtering options beyond categories, prices and brands that commonly used or would be beneficial to use?
2. Will there be any advanced search options or keywords pertaining to specific product or promotions and offers?
- 3.How will the search functionality handle misspellings or synonyms to ensure accurate filtering & results?

- **Promotions and offers:**

- 1.what type of promotions and offers will be considered for display, and how will they be managed within the system?
- 2.Are there any limitations on the number of promotions displayed at once or the frequency of updates?
- 3.Will promotions be targeted based on user preferences, behavior or type of account they have?
- 4.Are there any specific criteria or rules for determining which promotions should be showcased prominently?

- **Shopping Cart:**

1. Is there a need for a guest checkout option, or will users be required to have accounts to add items to their cart?
- 2.Are there any restrictions on the quantity of items a user can add to their cart?
- 3.Should the shopping cart maintain its contents across sessions, and if so, for how long?
- 4.Are there any additional functionalities or features users should have access to within the shopping cart, such as saving items as a future wish list for later or editing quantities?

- **Checkout and Payments:**

1. Are there any payment gateways integration methods, and are there any specific security requirements for handling payment information?
- 2.Will users have the option to save payment information for future purchases, and if so, how will it be secured?
- 3.Are there any additional steps or information required during the checkout process beyond payment and shipping details?
- 4.Can you provide more details on the checkout flow and any additional steps users may need to complete before finalizing their purchases?

- **Order Tracking:**

1. What level of detail should be included in order tracking, and how frequently should order status updates be provided to users?
2. Will users receive notifications via email, SMS, or push notifications, and can they opt out of receiving them?
3. Are there any integration requirements with third-party logistics or shipping carriers for real-time tracking updates?
4. Could you provide more information on what details users should be able to track regarding their orders?
5. How frequently should users receive notifications about changes in their order status, or should we include the separate section for showcasing the live status of the order?

- **Customer Support:**

1. Which communication channels would you prefer to offer for users to contact customer support?
2. Are there any specific response time expectations or service level agreements we should adhere to for resolving user inquiries?
3. What other channels will also be available for customer support inquiries, and what are the expected response times for each?
4. How will customer support inquiries be tracked and resolved within the system?

NOTE:

By seeking clarification on these questions, we aim to ensure a thorough understanding of the client's requirements and address any potential gaps or ambiguities in the initial specifications/requirements provided. Although it is important to understand that elicitation and Analysis is a continuous process to reach the common ground, therefore there might be need of further elicitation and analysis once we get the clarification on above mentioned questions to reach a desired goal.