

**UNIVERSITY OF GREENWICH**  
COMP1787 – Requirement Management

Course Work

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Table of Contents

[Section A Executive Summary 3](#_Toc196229498)

[Section B High Level requirements analysis and MoSCoW prioritisation tools: 5](#_Toc196229499)

[B1.1.Requirements Unsuitable as High-Level Requirements 5](#_Toc196229500)

[B1.2.Finalised High-Level Functional Requirements 5](#_Toc196229501)

[B2.1.MoSCoW Prioritisation Table 7](#_Toc196229502)

[B2.2.MoSCoW Prioritisation Explained 8](#_Toc196229503)

[Section C LSEPi 9](#_Toc196229504)

[C1 – Management Summary: Legal, Social, Ethical and Professional Issues (LSEPI) 9](#_Toc196229505)

[C2 – Applying the BCS Code of Conduct to the EPL Project 10](#_Toc196229506)

[Conclusion and Assumptions 12](#_Toc196229507)

[References 13](#_Toc196229508)

[Table Requirements Usuitable 5](#_Toc196001903)

[Table Function Requirements 6](#_Toc196001904)

[Table MoSCoW 8](#_Toc196001905)

# Section A Executive Summary

Edu Path Ltd. (EPL) is headed for a considerable milestone with the deployment of a fresh prototype for their online training platform. A startup with poor internal IT but very short deadlines and growing functional requirements can't get by just on a detailed development plan. You need an approach that will foster relationship, fast feedback and flexibility over changing needs Dynamic methods provide those exact qualities and provide a viable choice to traditional practices.

TCL methods help to provide the operational full living system relatively early and hence they seem very promising. Looking at the relevant Agile frameworks, there seems to be a match especially with Dynamic Systems Development Method (DSDM) for EPLs context and goals.

DSDM was conceived to increase the tempo and form of software development. Over time, it expanded to basically be an overarching project management concept that transcends delivery cycles. DSDM is meant to deal with the whole lifecycle of the project in contrast to frameworks such as Scrum; a lot lighter framework that generally emphasizes on iterative development. It is truly from start to finish, including a business case that exists, to end delivery evaluation. The methodology is all about delivery incrementally, rapid user feedback and incremental time boxes in addition to keeping that a project. Highly appropriate for a team like EPL aiming for a working prototype in 3 months (or any other deadline less than an engineering year) where this combination might be particularly valuable.

EPL: The EPL team has huge pressure to ship fast. Features like user registration, training session scheduling and payment processing are core and must be shipped without fail. The development capacity is spare at best so as not to waste time or create work for the sake of more work. DSDM addresses this need by focusing on functionality and it allows organizations to pull from many methods of prioritizing; most notably using the MoSCoW process. APL has started using this modelling it reinforces early signs of an incipient and rigorous practice (at least on certain fronts).

Timeboxing DSDM is a time-based approach to tasks in development. This will keep team progressing and forced into decision making. In fast iterations like EPL, this helps to avoid delays and edge off scope. It also dovetails snuggly with EPL s approach of reusing its current system components as posited by DSDM when building on firm foundations.

DSDM seems culturally well-suited for the way EPL does things (Culturally). Dev lead Maya Katoch, who recently passed the Agile training and is ready to apply her learning. From planning, she started asking other departments like finance and client services directly for advantages. It deliberately encourages such collaborative activity, as exemplified by Agile frameworks.

DSDM Assumes Stakeholder Involvement Throughout the project, this enables more open and transparent communication and decision-making due to stakeholder participation.

DSDM however has a lot of potential pitfalls that should not be overlooked. It requires roles which are well defined e.g. Technical Coordinator or Business visionary. If small org EPL were to formalize these roles at all, given staff are likely already multi-hatted, making it challenging. That might eventually caused confusion or overlap. Other methods of Agile, e.g. Scrum are based in a smaller number of required roles and hence might be more suitable for small teams.

Practical experience is another big hurdle. Maya thinks she is well versed in Agile but is still duct taping her first real DSDM to a project. This could result in it being much more difficult to manage features like those for banking… One way EPL might benefit an external assistance or mentor during the early stages is to correct its way through this.

With all of these points considered, DSDM appears like a really strong base for EPL. This will not have to be done in the most formal or full manner of the framework really. A pragmatic approach could be using some of the DSDM core qualities (Quick wins, timeboxing or priorities etc) combined with a lighter style of practices from other Agile methodologies. So for example, EPL could introduce scripted daily standups and more lightweight metadata to enable team pairing without overcomplicating things. Being a blended style would provide the necessary structure to be on course and yet be light enough and manageable for a small team.

To sum up, DSDM seem to open up a viable path for EPL to wring its prototype out on time and with the quality level. Nudging the method to the organization’s resources and habits, the team will stay grounded on top priorities. With careful planning and communication, EPL can create a system that responds to its business requirements and helps grow its organization in future.

(Petit, 2024)

# Section B High Level requirements analysis and MoSCoW prioritisation tools:

## B1.1.Requirements Unsuitable as High-Level Requirements

The table below presents a selection of requirements gathered during the workshop that were excluded from the final high-level functional list. These were dismissed because they are non-functional, ambiguous, overly granular, or unrelated to system deliverables. High-level functional requirements should define core system capabilities that offer direct value to stakeholders and can be traced through the development lifecycle.

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Requirement Description** | **Source** | **Reason for Exclusion** |
| 1 | Host a virtual birthday celebration for the CEO on the website | Jan Dalton | This is a social/cultural activity that has no relation to system functionality. Not a deliverable feature. |
| 2 | Ensure consistent branding across the website | David Dahl | Although necessary to the experience, a non-functional design principle rather than an essential functionality. |
| 3 | “I don't want to answer many questions before reaching a human” | Gill Smith | Vague and lacks actionable specificity. Based on user sentiment, rather than a clear system capability. |
| 4 | Categorise different training programmes | Anya Peters | Refers to backend data structure, but is not a standalone system function. |
| 5 | Compile criteria into draft application forms | Anya Peters | More internal process/workflow related rather than a function that faces the end users. |

1 Table Requirements Usuitable

## B1.2.Finalised High-Level Functional Requirements

Using the values of stakeholder, system constraints and business needs following 10 high-level functional requirements have been defined. These are consistent with the strategic objectives of EPL and they precisely fulfil immediate service gaps in any of the system. Uniqueness, clarity and testable: Each requirements was carefully validated to conform the first three mentioned criteria among all the stakeholders. Where features were analogous for example R4 (application progress tracking) and R10 (automated notifications)their actual use cases were distinguished: R4 always pertains to user visible status changing, R10 to system generated approvals. Requirement We also standardised the requirement descriptions in order to ensure a consistent readability for each team.

|  |  |  |
| --- | --- | --- |
| **ID** | **Functional Requirement** | **Justification** |
| R1 | Users must be able to register and log in to their accounts. | Enables candidates to register online – a core feature for access to training, as requested by Maya Lou. |
| R2 | Users must be able to view and book training sessions. | Applicants need the ability to see available training and select preferred slots – essential to streamline the training process (Jan Dalton, Maya Lou). |
| R3 | The system must synchronise payment data with the organisation’s banking system. | Synchronisation with the finance department’s system will reduce errors and avoid duplicated effort, addressing a critical weakness (Divu Singh). |
| R4 | Users must be able to track application status and receive updates. | Applicants want to track progress and receive timely updates – improves transparency and reduces staff workload (Jan Dalton). |
| R5 | Staff must be able to track client training progress, leave notes, and set deadlines. | Allows the management team to monitor training activities – a missing capability in the current system. |
| R6 | Admins should be able to edit application forms in real time. | Enables quick updates during intake or course changes – helps maintain agility (Jan Dalton). |
| R7 | The platform should support communication with corporate and individual clients. | Allows for outreach and engagement, supporting marketing and long-term growth (Clive Rogers). |
| R8 | The system should include tools to evaluate and match candidates to suitable programmes. | Requested by the Application Management Team to help personalise offerings (Anya Peters). |
| R9 | The system must manage a centralised contact and mailing list. | Supports outreach and future donation/campaign initiatives – useful for corporate engagement (Clive Rogers). |
| R10 | Users should receive automated notifications on actions (e.g., registration, submissions). | Reduces manual follow-ups and improves communication flow – requested by Maya Lou and others. |

2 Table Function Requirements

## B2.1.MoSCoW Prioritisation Table

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **ID** | **High-Level Requirement** | **Percent of Total Time (Within 3 Months)** | **Cumulative %** | **Priority** | **Timebox (Working days)** |
| R3 | The system must synchronise payment data with the organisational’s banking system. | 22.22 % | 22.22 % | Must Have | 20 |
| R2 | Users must be able to view and book training sessions. | 13.33 % | 35.55 % | Must Have | 12 |
| R1 | Users must be able to register and log in to their accounts. | 11.11 % | 46.66 % | Must Have | 10 |
| R5 | Staff must be able to track client training progress, leave notes, and set deadlines. | 11.11 % | 57.77 % | Must Have | 10 |
| R4 | Users must be able to track application status and receive updates. | 8.89 % | 66.66 % | Should Have | 8 |
| R8 | The system should include tools to evaluate and match candidates to suitable programmes. | 8.89 % | 75.55 % | Should Have | 8 |
| R6 | Admins should be able to edit application forms in real time. | 6.67 % | 82.22 % | Should Have | 6 |
| R7 | The platform should support communication with corporate and individual clients. | 6.67 % | 88.89 % | Could Have | 6 |
| R10 | Users should receive automated notifications on actions (e.g., registration, submissions). | 6.67 % | 95.56 % | Could Have | 6 |
| R9 | The system must manage a centralised contact and mailing list. | 4.44 % | 100 % | Won't Have | 4 |

3 Table MoSCoW

## B2.2.MoSCoW Prioritisation Explained

MoSCoW is a simple technique that simplifies the team's task of figuring out which features are bleeding mission-critical. It divides everything into four buckets Must Have essential for the system to have, Should Have important, might or may not make sense to have and could be done in downtime(s) later on or possibly not function at all (Can’t Have), and Won’t Have ignored items that are out-of-scope-for-now but might if time permits.

(Czubajewski, 2023)

We selected that approach, that allows us to concentrate on what really is necessary and gives us 3 months with something upto-use. When it came to requirements prioritization we focused on what is that the business wants the most, after which features that answer actual pain points and also what we can build in a 90-day timeframe.

Therefore among that, we found Must Haves, in the form of Payment Sync (R3), Booking (R2) or Registration (R1) and Training Tracking (R5) core to how the system need to operate and deal with.

In the Should Haves, Application Status (R4), Candidate Matching (R8), and Real-Time Form Edits (R6) are added value but place behind.

Could Haves are Marketing Tools (R7) and Automated Notifications R10 easy bonuses.

Which also right now Won’t Have is Mailing List Management (R9) this is not a mandatory for the prototype. This prioritization helps us in staying on the right course and still deliver something actually good & useful.

# Section C LSEPi

## C1 – Management Summary: Legal, Social, Ethical and Professional Issues (LSEPI)

With Edu Path Ltd. (EPL) in the process of establishing its online training platform, it is navigating not just technical decisions but also material legal, social and ethical and professional obligations. Responsibilities shape the creation, use and life of a system; on how the system is built as well used and for whom out to users and organization. If EPL had considered them early, this could have saved them from legal troubles, maintaining its reputation and establishing long-term trust of clients.

The heart of controlling legal obligations includes delegating a Data Controller. He or they are the people responsible for deciding matters with personal data —where it is collected, stored and used across the company. Because EPL applicant data is composed of personal and financial information, as well as behavioral data (i.e., it usually matches the UK GDPR jurisdiction), compliance with such laws is crucial. The Data Controller needs to do something—initiatively get consent from users, safeguarding the data should not be automated, keeping restricted access only to staff and reacting on any data breach. Absence of well-defined roles could lead to ambiguity within the company that runs rampant from a legal liability standpoint and can even drive regulatory fines.

It could also cost the firm if user data is abused, Afterall a key legal concern looms heavily on the back of this payment synchronization feature (R3).

It falls to EPL to have common protocols and responsible management to prevent carelessly leaking user confidentiality inadvertently. Among these responsibilities are secure encryption implementation, delineating roles for user access and openly communicating with incoming demands. More organically, these actions should be done jointly by the Data Controller and IT Leadership.

Also relating to the system, you have social concerns that is if it discriminates against people a different race and/or walks of life. The training session booking tool (R2) is a key facet, but if implemented without accessibility it may close off the door for disabled users. Like, EPL has a wide client audience and the fair system should also have standard solutions like accessible via screen reader, text alternatives & full keyboard navigability. Thinking of such aspects should be in the toolkit right from the designing phases and not after the launch.

Ethical issues are those connected with fairness and respect, particularly in fact that doesn´t seem real to users. Status and automated messages (R4, R10) that should help, but can be a disaster for the wrong person or vocab; acting ethically dictates that communicating in clear ways to users, Contact Validation and an Error correction System that incorporates fixes with errors are automatically saved.

Professionalism counts just as in life. One should assume developers and project managers at least have the professionalism of their conduct. For the flexibility the admin (R6) gets in creating form Edit but all data consistency and an error prone could have been achieved best by right management. EPL requires change-tracking (version control), user approvals and trained staff on the consent form Next: These are not just technological air gaps; they are signs of professionalism.

What individual features would not make a world of difference, EPL should add in better policies and a communal decency culture. This will involve plain language guidelines for data use internally, LSEPI topic training of individuals and team led channels of communication. Legal, social and ethical issues, are not only obstacles to deal with. These are chances to create a safe, and welcoming system that users are actually trusting in.

(Schroeder, et al., 2009)

## C2 – Applying the BCS Code of Conduct to the EPL Project

Code of Conduct (BCS authored) — This is the BS that IT professionals have to loot when it comes to doing their job according to BCS. Beyond technical delivery, it instills the tenets of accountability, fairness and respect. The code is based on four main principles: public interest, professional competence and ethics, the duty to a relevant authority and the prohibition or limitation on the duty to the community. All these are of equivalent importance in determining guidelines for EPL to build its training platform. Public interest: meaning keeping users safe and making systems accessible to all.

In practice, EPL we could say this comes down to making sure features are there for everyone (R1 and R2 features registration/ booking). Until now, I have not seen much in the way of accessibility standards discussion for that project. It could prove deadly forger and damage reputation. EPL must however make use of guidelines like WCAG if we are to take the public good and not just test features with regular user.

Professional integrity and competence necessitate openness to capabilities and learning. The project is being led by Maya Katoch, who has demonstrated initiative in using Agile concepts and suggesting the application of the DSDM approach. But it is her first project in practice using such an approach. Critical elements such as payment integration (R3) have technical complexity and therefore need to be developed or checked by experienced professionals. Seeking advice, learning from others, and being cautious demonstrate real professional integrity.

The duty to relevant authority is to act in their best interests in being respectful towards data privacy and confidentiality. The admin form editing feature (R6) is an example here. There is high risk for errors if not provided with proper security such as approval processes and version control. The same applies to contact data use for marketing or outreach purposes (R9), which needs to have user consent. Not doing so could lead to non-compliance or internal discord. EPL needs to make sure that all their staff is made aware of their duty and acts so.

The sixth principle, duty to the profession, compels IT professionals to maintain their field's honor. In practice, this involves working respectfully, sharing knowledge with others, and not doing anything in an expediency manner. In EPL, the stringent three-month timeline puts inordinate pressure that may translate to hasty testing or sparse documentation. The team needs to avoid indulging in cuts. Features such as candidate matching (R8) have to be fair, interpretable, and rigorously designed to prevent bias. Encouraging code reviews, learning, and open discussion guarantees that fairness and quality don't have to be compromised under tight timelines.

If EPL ignores these principles, it risks not just delays to projects. It may receive user complaints, jeopardize its own reputation or even lose the confidence of the clients and partners. By embedding the BCS Code of Conduct into the daily bread of a team via mentorship, documentation and co-ownership EPL can build a space for both technical excellence and moral responsibility.

(BCS, The Chartered Institute for IT, 2022)

# Conclusion and Assumptions

Edu Path Ltd. (EPL) has a goal of getting a working prototype of its training system ready in three months, a time frame that puts the heat on the team to be disciplined and pragmatic. Wanting flexibility and for it to be quick to turn around, so Agile (specifically a lightweight version of DSDM) is sensible. By prioritizing the right features early—especially those that are directly tied to the business goals, namely registration, booking, and payments—the project remains grounded and manageable.

During its planning phase, the team has demonstrated awareness beyond its technical requirements and of its greater responsibilities. These relate to how data collected about users is handled and whether the platform is usable by people with different requirements. One of the most critical things EPL can do to remain legally compliant and preserve user trust is to Appoint a Data Controller. And it’s a good sign that stakeholder feedback was collected early, since continuing that collaboration will be critical over the course of development.

The plan has been guided by a few assumptions. One being that key stakeholders stay engaged and responsive throughout the process. Another is that the internal team no longer has to learn Agile practices the hard way. It is also a prerequisite that responsibilities in relation to data protection will be clear and actively managed.

Of course, there is some risk to these assumptions. Feedback gaps or unfocused legal basic regulations can cause failure. However, the adaptable structure of the project allows for adjustments and changes as needed, and that is part of the beauty of using the Agile approach.

What is most impressive is that EPL is not simply trying to create a functioning system. The idea is to build a platform that users can trust and that embodies the organization’s values. If the project has clear priorities, good planning, and some degree of willingness to adjust along the way, it should succeed.

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