

University of Bahrain

College of Information Technology

Department of Computer Science

ITCS 389: Software Engineering I

Online Shopping System

**Phase Number:** 1

**Phase Title:** Project Management

**Due Date:** 15/10/2024

**Team Members:**

Project Manager:

Name 20xxXXXX

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Name 20xxXXXX

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# Chapter 1 | Project Management

## 1.1 Introduction

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## 1.2 Background

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## 1.3 Problem Definition

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## 1.4 Project Objectives

The project aims to achieve the following objectives by the deadline specified in the contract:

Integrate all business operations, such as selling products, payment, delivery, return policy, customer support, etc., into the online system to be available at any time and any place.

Minimize the cost and time needed by all business operations.

Reduce chances of mistakes by humans (customers, staff, administrators) by implementing safety measures and checks into the system.

Provide accurate real-time statistics for the business operations and generate readable, presentable reports.

Increase security of operations such as payment.

Faster response times to customer requests.

These project objectives are well aligned with the goals of online shopping businesses, which aim to increase the ROI and customer sales. These objectives prioritize the creation of an efficient system that’s easy to use and stable in the long run. The system is made to be attractive to the customer, simple to do processes through, and provides all the processes needed with minimal need for customer support. This should increase the returns of investing in this system and the sales.

## 1.5 Agile Process Model

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# References

# Team Worksheet