

**Question 1)**

**Explain why “Ethnography” is suitable more to collect user requirements than interviewing. Why it cannot be used all the time?**

**Question 2)**

**Analyze the case study given below and answer the subsequent questions.**

“GlamourFashions (GF)” is a clothing store situated in Colombo and it’s planning to build an online shopping system to promote their sales further. The management of clothing store hired you as a System Analyst and asked to come up with the design models for GlamourFashions Online Store (GFOS).

GlamourFashions (GF) Online Clothing Store is expected to organize clothing items under several categories like office wear, casual wear, evening wear and so on. A visitor can **browse on items** without being registering to the system. If he/she likes to **order item**, the system facilitates to **add selected items into the shopping cart** and directly move to checkout option. If the user interested to be a regular user, the system would provide “**registration**” facility as well. Without even registering, the user can directly go for the “**checkout**”.

For a registered user, the system is expected to send a promotion code for users’ mobile every month which can be used only once. when the user logs into the system to do online shopping, user can enter this code which will give a 5% discount for the order he/she makes. If the user does not use the code within the month, automatically the system must “**discard promotion code**”. If it’s been already used, the system must **display a message** saying, “it’s already been used”. After adding the items into a shopping cart, user can select the **checkout** button which gives two payment options, **Cash on Delivery** or **Pay by Card**.

Once the user goes to the **payment** option, the system will display details about the order the customer has made. It will display the order number, each item details with an image of clothing item, total amount to be paid. If any item needs to be **removed** from the current order system will facilitate it as well. Finally, the system will ask user to **enter delivery details** including any comments which is optional. Based on the location to be delivered it will indicate the delivery cost and final amount to be paid for the order. The according to user preferences, **Cash on Delivery** or **Pay by Card** can be selected. If the user provides credit or debit card details, card information will be **verified using a payment gateway**.

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For every **new collection** added to the system, the system will **send an email** to the user with a link to browse the new collection. In addition, when there are **discounted items** or **promotions**, also the system must send **notification messages** to users' mobile including a link to online clothing store discount or promotion pages.

- I. Identify the stake holders of GlamoursFashions (GF) Clothing Store.
- II. Identify at least 3 functional requirements of the GlamoursFashions (GF) Clothing Store and write them down in the format given below.

Functional Requirement and ID:	<Functional Requirement>
User	Who is the person involved in executing the function (person who is providing the inputs)?
Input	What are the inputs needs to execute the function
Process	What are the tasks that will transform the above-mentioned inputs to the expected output/s
Output	Output/s generated by the function.

- III. Specify five functional requirements using **user stories**.
- IV. Compare the two techniques given in II and III.
- V. What are Requirement errors? What are the reasons for such errors?
- VI. List down important non-functional requirements for the above system. Explain two of them.