

Scenario 2

Answers:

1. Process to Gather Information for User Stories and Acceptance Criteria:

- **Kickoff Meeting:** Schedule a meeting with the University of Pretoria stakeholders and SIA development team to introduce myself and discuss the project scope and objectives.
- **Stakeholder Interviews:** Conduct interviews with key stakeholders, including students, university staff, and administrators, to understand their needs and expectations regarding the e-student system enhancements.
- **User Observation:** Observe students and staff using the current e-student system to identify pain points and areas for improvement.
- **Review Existing Documentation:** Review the RFP, any existing system documentation, and feedback from previous system users to understand the requirements and challenges faced by students.
- **Collaborative Workshops:** Organise workshops with stakeholders and the development team to brainstorm ideas, prioritise features, and define user stories.
- **Iterative Feedback:** Gather feedback from stakeholders and the development team throughout the process to ensure that the user stories and acceptance criteria accurately reflect their needs and expectations.
- **Documentation:** Document all gathered information, including user stories and acceptance criteria, in a clear and concise manner for the development team to reference during the implementation phase.

2. Questions for RFP Requirement No. 1:

- **Who:** Who are the target users for the monthly parking pass purchase feature?
- **What:** What are the specific steps involved in purchasing a monthly parking pass online?
- **When:** When do students typically need to purchase these passes (e.g., at the beginning of each month)?
- **Where:** Where will students access the online platform to purchase the parking passes?
- **Why:** Why is it important for students to be able to purchase these passes online?
- **How:** How will the online payment process work, and what payment methods will be accepted?
- **Constraints:** Are there any specific constraints or limitations that need to be considered (e.g., availability of parking spaces, pricing of the passes)?
- **Success Criteria:** How will we measure the success of this feature (e.g., number of passes sold, user satisfaction)?

Scenario 3

Answers:

1. Business Analyst's Role in Each Stage of the Software Development Life Cycle:

- **Requirements Analysis:** The business analyst plays a crucial role in understanding the client's needs and translating them into detailed requirements. In the case of the Website Services Inc. quotation, the business analyst is involved in gathering requirements for the e-commerce website, such as the need for server hardware and operating system, catalogue data and image upload functionality, and billing plug-in.
- **Design:** During the design phase, the business analyst collaborates with the design team to ensure that the proposed solution aligns with the client's requirements. This includes reviewing design mock-ups and wireframes to ensure they meet the functional and non-functional requirements outlined in the quotation.
- **Building/Development:** The business analyst provides ongoing support to the development team, clarifying requirements, and addressing any issues that arise during the development process. They also ensure that the developed solution meets the specified requirements and quality standards.
- **Testing:** The business analyst collaborates with the testing team to define test cases and validate that the developed solution meets the acceptance criteria outlined in the quotation. They may also be involved in user acceptance testing (UAT) to ensure that the solution meets the client's expectations.
- **Implementation:** The business analyst assists in the implementation of the solution, ensuring a smooth transition from development to production. They may also be involved in training end-users and providing documentation to support the new system.
- **Post-implementation Support:** After the solution is deployed, the business analyst continues to support the client, addressing any issues that arise and ensuring that the solution continues to meet the client's needs. They may also provide recommendations for future enhancements or improvements based on feedback from users.

Scenario 4

Answers:

| | | | |
|--|---------------|-----------|-----------|
| Entity name: | Customer | | |
| Attribute | Key (PK / FK) | Data type | Data size |
| Customer ID | PK | int | 4 bytes |
| Create date (when the 'Customer' record was created) | | datetime | 8 bytes |
| Status (e.g. Good, Blacklisted) | | varchar | 50 bytes |
| First name | | varchar | 50 bytes |
| Last name | | varchar | 50 bytes |
| Email | | varchar | 255 bytes |
| Cell phone | | varchar | 15 bytes |
| Date of birth | | date | 3 bytes |
| Address line 1 | | varchar | 255 bytes |
| Zip code | | varchar | 20 bytes |
| Gender (e.g. Female, Unknown) | | varchar | 20 bytes |

| | | | |
|--|---------------|-----------|-----------|
| Entity name: | ORDER | | |
| Attribute | Key (PK / FK) | Data type | Data size |
| Order ID | PK | int | 4 bytes |
| Create date (when the cart record was created) | | datetime | 8 bytes |
| Status (e.g. Paid, Abandoned, Dispatched) | | varchar | 50 bytes |
| Order date (when the cart was | | datetime | 8 bytes |

| | | | |
|----------------------------|------|---------|-----------|
| checked out and paid) | | | |
| Customer ID | FK 4 | int | bytes |
| Total pre-tax value | | decimal | 9,2 bytes |
| Total tax value | | decimal | 9,2 bytes |
| Total order value | | decimal | 9,2 bytes |
| Total quantity of products | | int | 4 bytes |