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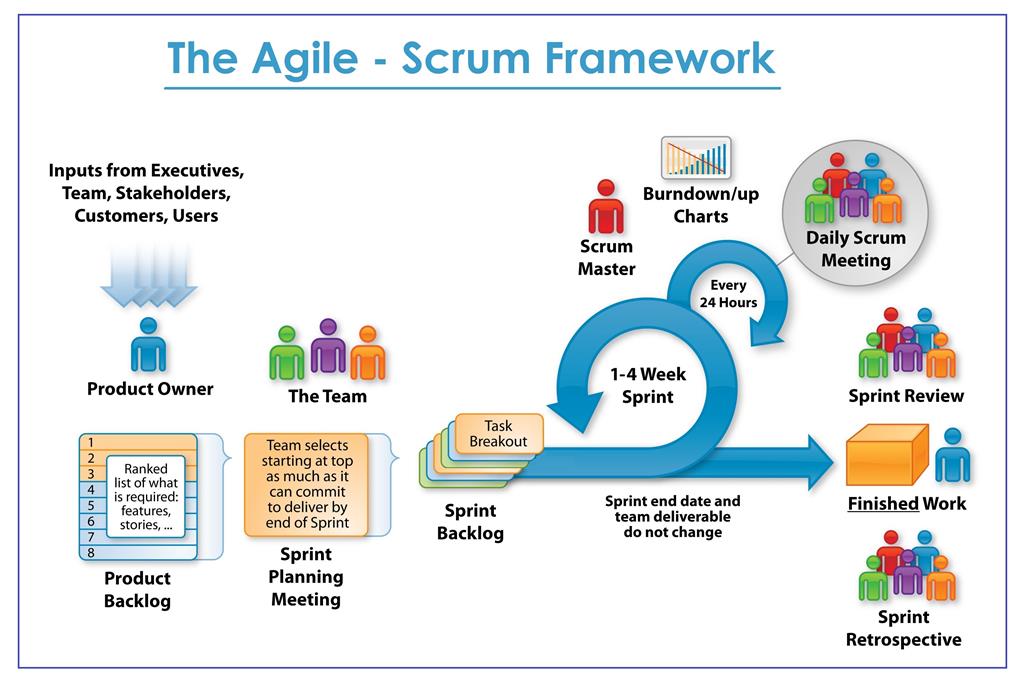
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# Section A – Management Summary

On this project we decided to make sales through popular peer-to-peer eCommerce websites that allow users to market and sell their products. The company now sells decorations and sculptures, including custom-made pieces, as well as functional items such as cups and vases. The existing platform allows customers to search and browse for items, add them to their shopping cart and make payments using systems enabled by the peer-to-peer eCommerce website, such as PayPal. So the team at TOG decided to develop the system using the SCRUM method using DSDM. However, to make sure this approach is right for their project or not. And to help them believe in the solutions the team at TOG proposed, we will first explain to them how the benefits of SCRUM and why the system of choosing methods developed TOG order processing system.

## Scrum

Scrum is a Agile method used for product development, especially software development. Scrum is an the framework management project is apply is very wide wide, from the same project as a simple group with a group development it to the following project that request is very complex with the row, the people involved, and even the participants. that judgment. Projector fixed time frame questioning. In Scrum, work is done by the Scrum Team through a continuous iteration called a Sprint. To understand Scrum, you need to understand the principles of Scrum, the Games, Artifacts, Events and the functioning of a living Scrum. **Scrum has simple roles, artifacts and activities**

**Advantages of Scrum**

Satisfy the customer and in Scrum the results are delivered and ready to be tested within 1-3 weeks. Scrum's function is to deliver new features, fix regularly, and gather customer feedback as quickly as possible to keep customers happy.

Applying Scrum in project development can reduce production costs. Product cost is determined by time and effort spent in development. It is difficult for companies to estimate the total production cost in the project.

The complexity of feature development is closely correlated with the cost of production. Offering solutions for each task gives us the opportunity to better estimate the cost of developing new features and prioritize tasks based on their complexity.

Promote cooperation and daily communication between team members. Scrum shows the tasks for everyone on the team to track progress and better allocate resources to help the team operate more efficiently.

## The main benefits of Agile Scrum are cost savings due to increased efficiency and faster response to market demand.

## Disadvantages of Scrum

But like every other framework, scrum has a few drawbacks. Nothing is perfect and the Scrum methodology is no exception. In some cases, Scrum combined with other project management techniques can help address some of the following drawbacks:

Scrum often leads to a scope change, due to a lack of a defined end date. Therefore, if the project has a change in scope, it will be difficult to determine the end date and the project will last long affecting the time and cost of the project. The likelihood of project failure is high if individuals do not commit or cooperate. Therefore, personnel in the project must agree on ideas and must resolve personal conflicts in the most reasonable way so as not to affect the project.

Adopting the Scrum framework in large teams is a challenge. The framework can only succeed with experienced team members. Daily meetings are sometimes frustrating for team members. If any of the team members leave in the middle, it could have a major negative impact on the project. Quality is unlikely to work until the team goes through a positive testing process.

## Why we chose SCRUM for TOG Order Handling System

The sprint is shorter and the user stories have priority included in each sprint planning. It ensures that at each sprint delivery, the features requested by the customer are immediately included. The organization can focus on the effort required to develop priority user stories and thus reduce costs and re-work. Due to the specific benefits of scrum on the client, the development team increases efficiency. Because Scrum facilitates quick response, prioritization of work, and adoption of change, a product manager can easily ensure that work is in line with the needs of the customer.

Due to the time-boxed nature of the sprint and the incremental delivery of the product at the end of each sprint, the development team became enthusiastic about seeing that their work was used immediately. Team collaboration is built to delight the team with the work they do. There are several members in the development team who are very knowledgeable about SCRUM, so they have a lot of experience to use SCRUM quickly and effectively. One of the problems with prototyping is that it can get out of hand. Good project control must be performed. So, if an accident does occur, he will easily siege successfully. The SCRUM team must be empowered to make day-to-day design decisions without consulting superiors.

# Section B – High level requirements analysis and MoSCoW prioritisation

## B1. High level requirement analysis

Project management requires a lot of planning and documentation in advance. Often found in the project charter, senior project management requirements reflect the need for an overarching view of work and features that must be completed throughout the project's life cycle judgment.

### B1.1 Not appropriate high level requirements

This project has a number of requirements and those requirements are not necessary for this moment. This type of feature can increase development time and costs. Here are some of the requirements that are not that high for this project at the moment:

* People should be able to sign up for glassblowing classes-This function is not suitable for the project because this project was developed for marketing and selling products, not to teach people how to blow glass.
* As a Customer I want a choice of delivery slots so that I can arrange my diary appropriately-This is not necessary for the project yet and it may be needed in the future.
* As the Operations Manager there needs to an ability to track an item’s lifecycle, from where the order is placed, up to the point where customers sign for the item they receive. Alerts should be sent to people in different phases of the lifecycle, like notifications for a job - With a project in progress this is not necessary as it can delay development of other essential features and this can be done in the future.
* As a Customer I want to choose whether or not I am sent marketing information so that I do not get loads of junk mail-This is not strictly necessary and should not be done because it will increase costs and time.
* As a Warehouse Operative I want to check delivery addresses so that I can place orders with similar postcodes in the same delivery batch-This is not necessary at present as it can be costly and time consuming.
* As the Glassblower Artist I like the idea of having an e-commerce website, but I don’t want tours of the facility and I don’t want to teach people how to do it. Do not put that part in the system – tell them it cannot be done in time-This is unreasonable for development in the project as it is not necessary for implementation as it will be time consuming and costly.
* As a Customer I want to have product wrapped and sent to an address other that than my own so that I don’t have to bother wrapping and delivering presents-This is not required at this time and this can be solved decided by adding a shipping address and will be developed in the future.
* As a Customer I would like to personalise and create my own designs-This is not an essential function in the project because customers can order their own opinion by communicating via text message or phone with the glassblower, rather than through a function feature of the site.
* As a Customer I want daily emails to let me know the status of my order because I get nervous when I don’t know what is going on-This is not necessary at present as it can develop in the future.
* As a customer I want to be able to process returns via the Web site so that I do not have to phone up and answer all of those stupid questions before being put through to a human being-This is not necessary because the return of the goods should go through the person in charge of this matter so that it can be resolved quickly and reasonably.

### B1.2 Appropriate high level requirements

Here are some high level requirements with some briefly and justification of new project:

* Customers must be able to register and log in. However, it would be great if we could already create accounts for customers we know about and e-mail them their usernames and passwords-This functionality is essential because with it, your website can work.
* Customers must be able to search and browse different products, whether they are logged in or not-This functionality is essential because with it, your website can work.
* The look and feel of the website should be well designed and showcase the products well. I also want there to be rotating 3D views of the products-This function is essential because it helps customers to enjoy and easily attract attention for products and websites.
* People should be able to contact us for bespoke items and the system should facilitate communication with them, including messages and sending pictures-This function is essential because people can contact to buy products as well as order their own products in the best way.
* The site must load quickly – This non-function is very necessary because if the website performs poorly then the customer will feel annoyed and may not visit the website again.
* As the Operations Director I want to gather statistics on item popularity-This function is necessary because it helps the statistics necessary to give the right direction for the website to increase sales.
* As a Customer I want to be able to change my account details so that my most up to date details are recorded-This functionality is essential because with it, your website can work.
* The site must be safe and secure-This non-function is essential because it helps to protect customer information as well as to protect the website from illegal access for the purpose of information theft and vandalism.
* As the Marketing Director I would like promotions page so that we can inform our customers of current discounts on offer-This function is necessary because it helps the statistics necessary to give the right direction for the website to increase sales.
* As the Managing Director I want to be ensured that the site is Data Protection Act safe so that we do not get fined hundreds of thousands of pounds-This is essential because it helps the website to function without having to encounter anything legal.

## B2. MoSCoW Prioritisation

The most important thing in the project is to have a clear understanding of customer requirements and priorities. Many projects that collect sketchy list of requirements are prone to failure and do not understand or respond to customer requirements.

### B2.1. Time Boxing for Project

**Time Boxing for TOG handling system**

We will plan time boxing for the project. Time boxing is required so that the project can give feedback on each time box for iterative development and the end product will fit the business needs. Since the time box is an increment, we will ship the product after each time box has been completed. Since the project management has set a goal that the prototype system will be up and running within 36 days, we set a deadline for the project to be completed within 36 days.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Requirements** | **Priority** | **Days** |
| **1** | Customers must be able to register and log in. However, it would be great if we could already create accounts for customers we know about and e-mail them their usernames and passwords. | **Must have** | **3** |
| **2** | Customers must be able to search and browse different products, whether they are logged in or not | **Must have** | **5** |
| **3** | As the Operations Director I want to gather statistics on item popularity | **Must have** | **5** |
| **4** | As a Customer I want to be able to change my account details so that my most up to date details are recorded. | **Must have** | **3** |
| **5** | As the Marketing Director I would like promotions page so that we can inform our customers of current discounts on offer. | **Must have** | **3** |
| **6** | As the Managing Director I want to be ensured that the site is Data Protection Act safe so that we do not get fined hundreds of thousands of pounds. | **Must have** | **2** |
| **7** | People should be able to contact us for bespoke items and the system should facilitate communication with them, including messages and sending pictures. | **Should** | **6** |
| **8** | The look and feel of the website should be well designed and showcase the products well. I also want there to be rotating 3D views of the products. | **Should** | **3** |
| **9** | The site must load quickly. | **Could** | **3** |
| **10** | The site must be safe and secure | **Could** | **3** |

**Total days –** 36 days

**Must have –** 21 days (58%/ 100%)

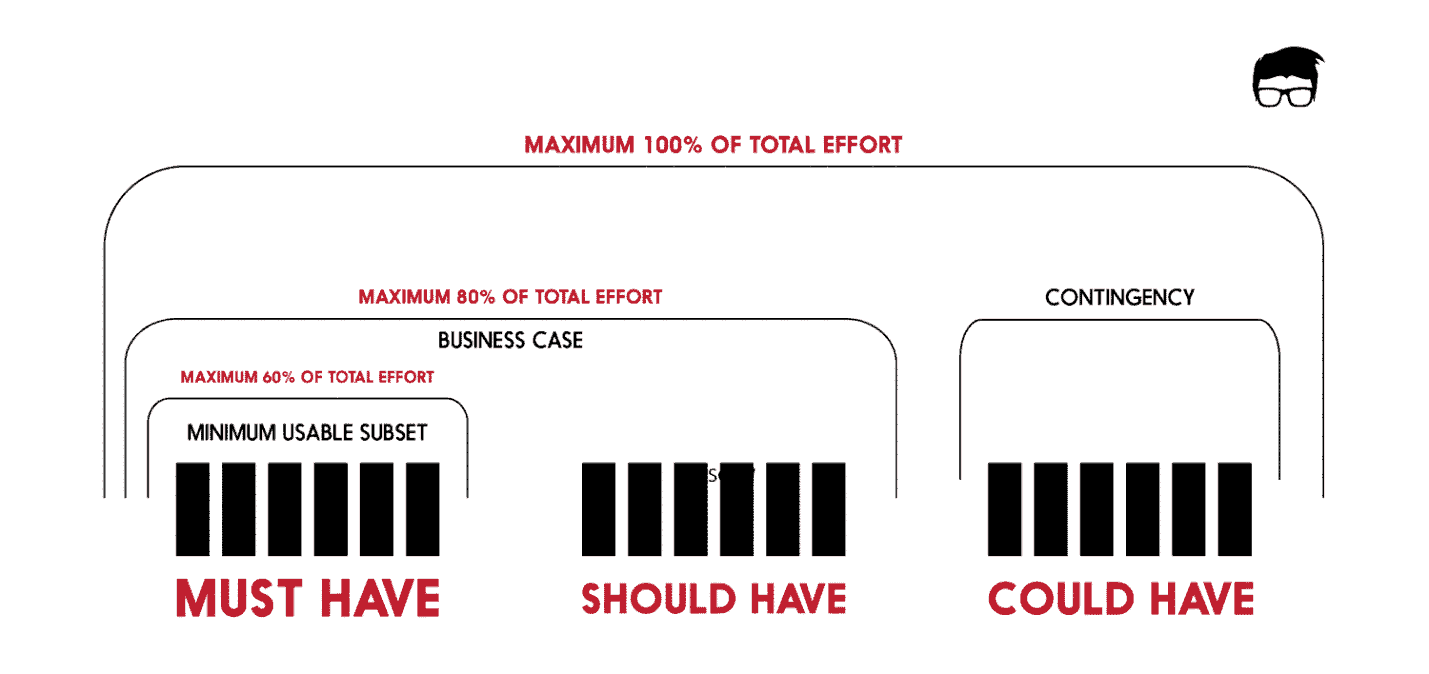
**Should have –** 9 days (25%/ 100%)

**Could have –** 6 days (17% / 100%)

Correct application and compliance with the MoSCoW Method will help you to manage your projects more clearly. Every member of the project will know what needs to be done first, why is it important, and when it needs to be done for the project. After prioritizing the requirements, a project becomes easier to manage and keep pace with.

Project support or development will also be made easier by removing less important requirements. By focusing on the key requirements, you will complete the project with a product that can meet the minimum requirements. Therefore, the "Must Have" is the most important and should be the point of sale that is unique and beneficial to the buyer.

### B2.2 List of requirements and reasons selected.

Prioritizing is always a difficult problem when implementing new ideas or technologies. Every member of the business always wants everything to be done immediately, but that is unrealistic and impossible to do. However, there are a number of tools that can help you make it easier to prioritize. The MoSCoW method is one of them.

**Reasons is Setting Priorities**

**Requirement 1:** Customers must be able to register and log in. However, it would be great if we could already create accounts for customers we know about and e-mail them their usernames and passwords.

**Priority:** Must have

**Reason:** This functionality is required for the website to work. This is web marketing and sales so this function is required in order to make a purchase.

**Requirement 2:** Customers must be able to search and browse different products, whether they are logged in or not.

**Priority:** Must have

**Reason:** This is necessary for the website to function because it allows users to view the product before making a purchase or placing an order.

**Requirement 3:** As the Operations Director I want to gather statistics on item popularity.

**Priority:** Must have

**Reason:** This is essential because in order to help the operations manager clearly analyze the popularity of products and come up with appropriate measures in the future to increase sales.

**Requirement 4:** As a Customer I want to be able to change my account details so that my most up to date details are recorded.

**Priority:** Must have

**Reason:**  To be able to function this function must be available for the user to be able to change their account information.

**Requirement 5:** As the Marketing Director I would like promotions page so that we can inform our customers of current discounts on offer.

**Priority:** Must have

**Reason:**  This is very important as it helps the website increase sales.

**Requirement 6:** As the Managing Director I want to be ensured that the site is Data Protection Act safe so that we do not get fined hundreds of thousands of pounds.

**Priority:** Must have

**Reason:**  This is extremely important as it relates to the law. so the site must have this.

**Requirement 7:** The look and feel of the website should be well designed and showcase the products well. I also want there to be rotating 3D views of the products.

**Priority:** Should have

**Reason:** This is a rather necessary function because it helps people have a better view of the product as well as better understand the product.

**Requirement 8:** People should be able to contact us for bespoke items and the system should facilitate communication with them, including messages and sending pictures.

**Priority:** Should have

**Reason:** This is a pretty essential function because people can either order their own product or want more information about the product.

**Requirement 9:** The site must load quickly.

**Priority:** Could have

**Reason:** This is quite necessary because if the website loads slowly, it can be annoying as well as reduce the website's revenue.

**Requirement 10:** The site must be safe and secure.

**Priority:** Could have

**Reason:**  This is essential because it keeps the website running securely and avoids the risk of losing customer information and their data from unauthorized access.

# Section C – Legal, Ethical, Professional issues and Social

## C1. TOG staff should initiate consideration of Ethical, Legal, Social and Professional Issues (LSEPI) relevant to the organization's operations.

To maintain an organization requires legal, social, ethical and professional issues. These issues are set by law and everyone must abide by it. In this section, the TOG handling system organizational staff discusses these issues.

**Legal issue:**

Legal risks should be minimized to overcome legal problems. All paperwork and legal information must be correctly copied. When developing a project, do not violate the software license and misuse company information. Legal ownership of privacy ratio must apply. Do not abuse other systems as well as hacking or perform virus attacks under the law of computer crime. Be clear for all types of work that the CSA does and data privacy must be taken seriously.

**Example 1:** Software bug assists in bank heist

This story comes in two parts: one software bug related, one not. The first part to hit the news in mid-March detailed how a group of hacker-thieves hijacked the Bangladesh Bank system to steal funds. The group successfully transferred $81 million in four transactions, before making a spelling error that tipped off the bank, causing another $870 million in transfers to be canceled.

The software bug comes in with the $81 million the thieves did successfully steal. According to Bangladesh Bank authorities, a printer is set up to automatically print read-outs of transactions made. The glitch in the system (whether coincidental or created by the thieves), interrupted the automatic printing process, so that is was only several days later that the transfer receipts were even discovered – giving the thieves plenty of time to cover their tracks.

**Example 2:** The Equifax social security hack

Equifax, one of the United States’ largest credit reporting agencies, announced that up to 143 million of their consumer records were stolen by hackers. Names, Social Security numbers, birth dates, and credit card numbers were all amongst the data stolen. Given that the population of the United States clocks in at 321 million, that means that approximately 50% of Americans could now find themselves in danger of identity theft or worse. Though the hack took place in May 2017, Equifax hid the story until early September, further outraging the public. As details of the hack have emerged, it quickly became clear that much of the damage done was a result of vast negligence on Equifax’s part.

**Fair**

For example:

The TOG handling system wants to collect user data so that people can know what people normally need and want without notifying them. User personal data must be collected and processed fairly and lawfully under the DPA. It is against the law to gather information without notifying them. Thus the data controller for the TOG handling system must notify the user before collecting their data.

**Specific**

For example:

If the TOG handling system has data of users and which government agencies or third-party organizations need the data, they must share them but only for specific legitimate purposes and Need to examine why a government agency or a third party is asking for the data and what they will do with them. The company must also inform the users of the data sharing as well as the reasons why their data is being shared.

**Adequate**

Example:

While collecting customer personal data, TOG Order Handling System may request some unrelated data such as race and religion. The data controller in the TOG Order Handling System is only keeping relevant data, not too much for a specific purpose. Excess personal data that is not requested for a specific purpose must be deleted. While sharing personal data with third parties, it is important not to go beyond what they really ask for.

**Accurate**

For example:

The TOG handling system when collecting personal data such as name, age, address and gender must be accurate, and the data controller must make every effort to ensure the accuracy of the data. Otherwise, they will face consequences due to inaccurate data so data managers must ensure the accuracy of personal data before sharing it to third parties.

**Retention**

For example:

The TOG handling system retains personal data of users when they leave the system. User data, if still stored after leaving the system, must have a specific purpose. If there is no specific purpose, it must be removed.

**Right**

For example:

When the TOG handling system has customer data needed by government agencies or third parties, when sharing such data, it is necessary to respect the rights of data subjects such as if customers do not want to share their data. data controller should not be sharing. In some cases, however, they have to disclose customers' personal data to the government. As a result, there is a conflict of interest between the Data Protection Act (DPA) and the Freedom of Information Act (FIA). In this situation, the TOG handling system's Data Controller is responsible for making a decision whether to disclose it or not.

**Security**

For example:

The TOG handling system must protect personal data from unauthorized access or destruction in a variety of ways. They must ensure the confidentiality of customer data. They must put in place technical measures against the data to avoid loss or damage and use illegal to protect their customers and users otherwise the customer has the right to sue the controller. data and company TOG handling system. So it is important to keep data safe or else they will suffer a lot of harm.

**Social issues:**

Individuals within the TOG handling organization using corporate individuals must be within the correct level of authorization and ensure that global information is certified. Always demonstrating or acting in good behavior and having a good attitude and morality is very important. We always help everyone around to provide a good and positive working environment.

**Ethical issues:**

Individuals in the TOG handling system must be all trained to understand which behavior is unethical or illegal to avoid causing harm to the company or to each individual member. Let them understand that if they do wrong, there is a certain chance that they will get kicked out of the company or worse they will be arrested. We reviews positive on computer use.

**Example 1:** Enron

An especially infamous example of unethical behavior comes from Enron. For years, the energy company was submitting inaccurate financial statements. Collusion with the accounting firm Arthur Andersen LLP meant that Enron’s auditor kept signing off on the falsified statements.

When the truth finally came out, both companies went out of business. This led to the dissolution of thousands of jobs and significant losses for Enron shareholders.

**Example 2**: Fox News

Sexual harassment and abuse allegations against figures high up in Fox News started in 2016 — just over a year before the #MeToo movement took off. Multiple women at the television network said that sexual harassment from superiors led to them being fired, demoted, or denied jobs entirely.

It was later revealed that Fox News had settled several lawsuits (some of them years earlier), but the network was more concerned with covering up the allegations than resolving the underlying issue.

**Professional issues:**

Individuals within the TOG handling system of organizations must ensure privacy in the user data and information as well as improve the security of the company and must always exercise caution in maintaining and modifying information or data to avoid the risks as possible and to maintain the best technicality.

## C2. BCS Code of Conduct

**This Code of Conduct:**

**1. Public Interest**

It is public interest to take into account privacy and public health, interests of people, security and their surroundings, and legal rights of third parties. Do not discriminate based on sex, nationality, marital status, color, sexual orientation, race, religion, national origin, age or disability or love any other bridge or any condition in professional activity. The inclusion of all different sectors of society should be promoted when given the opportunity for the benefits of IT.

**Example:**

You are developing software for a TOG order processing system. When you want to collect data right through the customer is what data will be collected. Avoid violating the privacy and security of our customers.

**2. Professional Competence and Integrity**

When you take on a job you must commit to only doing it within your professional capacity and not requiring any competencies you don't have in order to avoid interfering with the job. You must continuously develop knowledge of your skills, expertise, and competencies and continually learn about new technologies and the procedures and standards relevant to your field. You must have an understanding of the law as well as comply with it at work and respect the views and solutions of others and give honest work criticism. Avoid harming others by wrongdoing as well as malicious intentions, negligence or failure to help them. Do not bribe or incite others to contravene professional ethics.

**Example:**

In order for the project to be successful, both you and everyone in the TOG Order handling system project need to improve your technology knowledge as well as expertise and encourage and help each other to get things done.

**3. Duty to Relevant Authority**

Must exercise your professional responsibility with due diligence and due diligence in accordance with the requirements of the Agency concerned while performing your professional assessment at all times. All situations that give rise to a conflict of interest must be avoided. Accept professional responsibility for your job and for the work of colleagues identified in certain contexts as working under your supervision. Do not disclose or allow disclosure of confidential information except as permitted by Laws. Do not hide information and misrepresent about the performance of systems, products or services, or take advantage of their inexperience.

**Example:**

TOG Order handling system data about customers. Its sensitive information, you must not use them for your own personal gain. When developing a system, if it is error or stolen, it is to be blamed for not hiding or disparaging the organization.

**4. Duty to the Profession**

Duty to the Profession is about taking personal obligations to stabilize your professional reputation and don't take any action that will make it worse. Participate in the development process as well as make good use and implementation of these standards to improve professional standards and maintain the reputation and good standing of BCS, Institute of Information Technology. Respect all members of BCS with other professions and notify BCS if convicted of a criminal offense or bankrupt or disqualified as Company Director and, in each case, provide information. detailed information on relevant authority. Should encourage people and support them in their careers.

**Example:**

When the TOG Order handling system is successfully developed, people should exchange experiences with each other to improve their own level.

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