**UNIVERSIľY OÏ GREENWICH**

**Module code – Module name**

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# Section A: Management Summarize

## Introduce:

### Case study Introduce

The company has a good reputation for five years. They are primarily based on the collaboration of local farmers and Environmentally conscious providers. With a good foundation, they decided to expand their domain of reach in the market. They are providing more accessibility to their sustainable products. Because technology is gradually entering human life, the company has decided to develop and launch an online platform in the following months.

The main aim of the project is to expand the ability of accessible to access their product to customers and get profit from the expanded customer base. For example, more accessibility for their product means more people should know about their product and purchase. Furthermore, they can develop the business market, which helps them grow company profit and size.

Due to the abstraction of the software development department, they prefer to hire outsourcing to develop the software project. They have faced several challenges with the Waterfall methodology, which is the traditional approach. They carefully consider choosing the system concepts that lead to the project development following the SCRUM and Agile Concepts methodology.

The reason for choosing outsourcing might be its advantages. According to (Shagufta, 2024) an expert in Digital specialist with expertise for Shopify web development said that outsourcing gives company advatnages of cost saving and efficientcy. It is allowing companies to focus on core competencies. Able to scale up the project or down based on demand. It also provides flexibility and adaptability, which is offered by outsourcing. The project adapts Agile methodology. Agile methodology refers to a group of familiar methodologies that adapt, Adaptability, Iterative development, user involvement, and simplicity. The critical concept of Agile is developing software in a short time with tools that call timeboxes iteratively. Each iteration is like a minimal project size, showing the end-user how to gather information and iterate again. To work well with the Agile SCRUM framework is used. SCRUM is defined as an agile framework that emphasises flexible user involvement. The project will mainly use Agile project management and SCRUM. I’ll discuss the advantages and disadvantages as well as other considerations. Another vital resource in the project is human resources. With a careful plan and appropriate approach, the project can go smoothly, but it will fail if human resources are not valuable. This project requires outstanding people to succeed; the human resource department requires a skilled programmer, web developers, and a team leader experienced with agile development projects. A web designer to provide an extraordinary user interface with well-in difference devices.

### Discuss Agile in the project:

Agile stands for similar methodologies that adapt to adaptability, iterative development, user involvement, and simplicity. Agile is an appropriate approach for the project due to requirements. For example, the project's requirements are developed quickly, and the technology is simple enough. I see it nearly the same as a website that can be used on different devices. The Agile framework will be used for the project. Due to its advantages, such as fast development, would be the DSDM Framework(Dynamic Systems Development Methodology). For example, the DSDM framework emphasises quick, interactive development, which boots for more rapid delivery of functional software. Another benefit of the DSDM framework is user involvement. To illustrate, throughout the development process, users play a severe role in the success of the software by giving comments and feedback right away after a function is developed. It provides a complete product that will match the customer's prediction compared to another framework. Furthermore, the DSDM framework offers an advantage in communicating with the DSDM framework. It encourages non-formal communication, such as face-to-face discussions of the product and function; the user interface is better than communicating indirectly through the screen. In addition, based on the properties of Agile, the framework is inherently flexible and adaptable in many software development contexts. Despite the advantages, the DSDM framework also has some crucial discomforts, such as the process of an Agile project requiring good communication between many stakeholders and developing a team. The final product will depend on how stakeholders react to the functions. The project depends much on the role of the stakeholders, which is one of the most significant advantages of Agile but also a crucial disadvantage. For example, if the project is cared for by stakeholders and communication between stakeholders and develop team is good enough, the project has a much more significant chance to be successful due to the importance of the stakeholders; otherwise, if the stakeholder and end- user are not much care about the project and being superficial to the project which could lead to bad communicate and decrease less success change of the project also make the end product is far difference from the first idea of the stakeholders. In addition, the DSDM framework is the best with SCRUM methodologies. For example, SCRUM methodologies and the DSDM framework have similar interactions. Both of them also provide flexibility and adaption. DSM provides a realistic, practical way to implement SCRUM methodologies. In addition, both DSDM and Scrum methodologies support each other; for example, DSDM includes engineering work, such as determining the requirements and investigating.

Otherwise, SCRUM methodologies have a significant effect on development. In conclusion, the project will adapt to the DSDM framework, agile approach, and Scrum methodologies due to the properties that suit the project best. While minimal, the Risks and disadvantages.

### DSDM Role:

DSDM Framework requires many roles and involvement in the development project. We will apply the role for each person. For the CEO, the Founder will be used for the project as a business visionary and project manager; the Chief account will apply as a business sponsor; the Operations Manager will apply as a Technical Coordinator. The Financial Controller will be applied as a Business Ambassador and business advisor, Marketing manager will be

applied as workshop facilator. Logistic Manager will apply as DSDM Coach. In our team Millie who is a skilled programmer with great communicate will take role as business analyst. Peter will take role as solution developer cause the role is less interact with customer. Anita will take roles as Technical advisor due to the volunteer attitude. Cheryl will take part as team leader cause the experience before. Pat will take the role of solution tester because he has a good understanding of web tests.

# Section B – High-level requirements analysis and MoSCoW prioritisation

## Table of Requirements that the Customer gave

|  |  |
| --- | --- |
| **ID** | **Requirements** |
| **1** | As an Order Handling Clerk, I want to use the website to process telephone purchases,  replacing the paper-based system. |
| **2** | Maintain at least 20 office plants as part of the company's commitment to a green and  healthy workspace. |
| **3** | As a customer, I want to be able to change my account details to ensure that my most up-  to-date information is recorded. |
| **4** | Organise a virtual celebration for the CEO's birthday on the website to showcase the  company's fun and friendly culture. |
| **5** | As the managing director, I want to ensure that the site is safe under the Data Protection  Act so we do not get fined hundreds of thousands of pounds. |
| **6** | As a customer, register an account. |
| **7** | As a Customer, I want a choice of delivery slots to arrange my diary appropriately. |
| **8** | As a customer, I want to be able to modify my shopping cart so that I can change my mind about what I want to buy. |
| **9** | The company should adopt pet-friendly policies to create a positive and inclusive work  environment. |
| **10** | The system must be designed to handle a 30% increase in traffic during peak periods  without degradation in performance. |
| **11** | As a customer, I want to enter separate delivery and invoice addresses to receive bags  when staying at a friend’s house. |
| **12** | As a Customer, I want to change my account details so that my most up-to-date information  is recorded. |
| **13** | As an Order Handling Clerk, I want to use the Website to process telephone purchases and  stop using the paper-based system. |
| **14** | As a customer, I want to choose whether or not I am sent marketing information to avoid receiving excessive junk mail. |
| **15** | All user data, including personal information and payment details, must be encrypted to  ensure the highest level of security. |

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| **16** | Maintain consistent branding elements and design across the website to reinforce their  brand identity. |
| **17** | The development team should participate in a quarterly team-building event to foster  collaboration and a positive work environment. |
| **18** | As the Marketing Director, I would like an offer or discount page to inform our customers  of those above. |
| **19** | As the Chief Accountant, I want the Website to adhere to legislation regarding VAT so we  are not hit with a hefty fine. |
| **20** | As the Operations Director, I want to accept all forms of payment to capture the most significant market possible. |

## High-level requirement Standard:

After the high-level requirement is filled, we will analyse the requirement, define which is a high-level requirement, truncate the requirement unrelated to the website, and compare it against the standard of high-level requirement.

According to (xebrio, n.d.) high-level requirements have clear clear aims expect good outcome, and in general functions not being specific by providing a requirement that providing answer of what not a how question. It also provides a reasonable feature and a real- life situation that needs to be solved using the end-user system. For the most high-level requirement, one must provide a suitable context request and have a reasonable reason.

## Table of Function requirement and Function requirement classify:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Id | Requirement | Stakeholder information(position, DSDM role, name) | Function requirement/ Non- Function requirement | Reason |
| RE- 01 | Employees would like to have a healthy workspace and 20 office plants | Staff | NFR | It's a non-functional requirement (NFR) No related to biz goal  No related to the aim of the online platform It is related to office management and organisational culture. |
| RE- 02 | I want to use the website to process telephone purchases, replacing the | Order Handling Clerk, | FR | it is Functional because it is a behaviour of the system  Relate to the aim of the online platform. More convinient and trustable |

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|  | paper-based system. |  |  |  |
| RE- 03 | As the Operations Director, I want to accept all forms of payment to capture the largest market possible. | Operations Director | FR | it is a Functional requirement because it is a behaviour of the system  Relate to Online platform. |
| RE- 04 | As a customer, I want to be able to change my account details to ensure that my most up-to- date information is  recorded. | Customer | FR | It is a function requirement because it is a behaviour of the system  Aim for an online platform. Relate to personal information. |
| RE- 05 | Organise a virtual celebration for the CEO's birthday on the website to showcase the company's fun and friendly  culture. | Staff | FR | it is a functional requirement  Aim to show the culture of the company. but shouldn't be used for the CEO's birthday but for end-users themself |
| RE- 06 | As the Managing Director, I want to ensure the site is Data Protection Act- safe so we do not get fined hundreds.  Of thousands of pounds. | Managing director | NFR | it is a nonfunction requirement that relates to Quality attributes rather than the behaviour of the system, such as adapting contains for protection  Aim to protect end-users' personal information.  The website will adapt to the HTTP protocol. All personal information of the end-user will be end-encrypted |
| RE- 07 | As a customer, register an account. | Customer | FR | It is a functional requirement because it is a system behaviour  It is the primary authority on online platforms.  Aim to recognise and protect end-users |
| RE- 08 | As a Customer, I want a choice of delivery | Customer | FR | it is a functional requirement because it is a system behaviour  Belong to third-party service cause of |

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| --- | --- | --- | --- | --- |
|  | slots to arrange my diary appropriately. |  |  | delivery depends on it.  The website's market will be significant and could be global. It is distinctly challenging to arrange a large amount of schedules -> not possible. |
| RE- 09 | As a customer, I want to be able to modify my shopping cart so that I can change my mind about what I want to  buy. | Customer | FR | It is a function requirement because it is a system behaviour  It helps users consider the product.  Also, it gives a space to store products which customers like. |
| RE- 10 | The company should adopt pet-friendly policies to create a positive and inclusive work environment. | Staff | NFR | It is a non-function requirement. It does not relate to behaviour. It refers more to company policies and how they treat their employee.  It depends on company policy.  Not aim to develop an online platform. |
| RE- 11 | The system must be designed to handle a 30% increase in traffic during peak periods without degradation in  performance. | Staff | NFR | it is a non-function requirement because it has a quality aspect, and it is likely to aim for system performance rather than specific features or behaviour  Aim to develop an online platform.  The product aims to expand market reach -> globally -> more enormous amount of  Data need to be processed simultaneously -> increase traffic -> increase.  User experience. |
| RE- 12 | As a customer, I want to enter separate delivery and invoice addresses to receive bags when staying  at a friend’s house. | Customer | FR | it is a functional requirement related to a specific function, such as editing the address. And more likely to system behaviour  Aim to develop convenient for end-users Aim to develop an online platform and increase user experience. |
| RE- 13 | As a Customer, I want to change my account details so that my most up-to- date | Customer | FR | it is a functional requirement As same as Re-4 |

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| --- | --- | --- | --- | --- |
|  | information is recorded. |  |  |  |
| RE- 14 | As an Order Handling Clerk, I want to use the Web site to process telephone purchases.  So that I can stop using the paper-based system. | Order Handling Clerk | FR | it is a functional requirement, the same as No1  Aim to develop convenience.  Aim to increase trust in end-users of an online platform. |
| RE- 15 | As a customer, I want to choose whether or not I am sent marketing information to avoid receiving excessive junk mail. | Customer | FR | it is a functional requirement because it involves the user and is a system behaviour with a specific feature.  Aim for the comfort of the end user.  The website will automatically send emails to the user, giving the user the choice of whether to send an update about the product. |
| RE- 16 | All user data, including personal information and payment details, must be encrypted to ensure the highest level of  security. | Staff | NFR | It is a non-functional requirement due to its focus on quality. It is more likely to be how the system performs than the behaviour.  This feature is commonly not involved in the use case.  Aim to protect end-users |
| RE- 17 | Maintain consistent branding elements and design across the website to reinforce their  brand identity. | staff | NFR | It is a non-functional requirement  It depends on the company's marketing department.  It also involves the characteristics of the system rather than the functional ones. |
| RE- 18 | The development team should participate in a quarterly team- building event to foster collaboration and a positive | Staff | NFR | it is a non-functional requirement  It depends on the policy of the company to their employee.  I was not involved in developing an online platform. |

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|  | work environment. |  |  |  |
| RE- 19 | As the Marketing Director, I would like an offer or discount page to inform our customers of those above. | Marketing Director | FR | it is a functional requirement because it is a specific feature in the system. It requires a particular feature to offer discounts on goods. It enhances the user experience.  It requires a specific function to archive |
| RE- 20 | As the Chief Accountant, I want the Website to adhere to legislation regarding VAT so we are not hit with a hefty  fine. | Chief Accountant | NFR | it is a non-functional requirement emphasising legal adherence and financial accuracy  It depends on the website's legitimacy, which involves the design of the web and policy.  Legally, it does not require a specific function to archive. |

## Table of High-level requirement

|  |  |  |
| --- | --- | --- |
| ID | Requirement | Reason |
| Re-2 | I want to use the website to process telephone purchases, replacing the paper- based system. | It is a critical feature that helps to store and manage the system more efficiently. The phone base also provides better trust in the users than just text. |
| Re-3 | As the Operations Director, I want to accept all forms of payment to capture the most significant market possible. | Many payments mean a lot of work must be done to archive all the payments. It requires far more time and might not be possible, and the practical could be higher. We need to identify 80% used mainly by a large amount of people, 20% of  Per cent of existing pay gate |
| Re-4 | As a customer, I want to be able to change my account details to ensure that my most up-to-date information is recorded. | It is an essential requirement due to  Relate to personal information, which is essential to the system and could lead to the system's failure due to wrong delivery, management failure and effect on third- party company services such as delivery company. |
| Re-6 | As the Managing Director, I want to ensure the site is Data Protection Act- safe so we do not get fined hundreds. Of thousands of pounds. | It is a vital attribute of the Systems relate to Legal of the  a website without correct Security could lead to much trouble with  Legal and Risk for company information. It is also a must-have aspect.  Of software development. |

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| Re-7 | As a customer, register an account. | Registration plays a crucial role in security.  The authority of the user allows the website to be created.  To decide which feature belongs to a specific end user: for example, customer and admin  By authority users, it also provides information. About the customer which is needed for delivery And further service. |
| Re-9 | As a customer, I want to be able to modify my shopping cart so that I can change my mind about what I want to buy. | This feature allows customers to Confident to push anything they like To a place that they know they have  Rights to do anything with it. It provides Comfort experience website. Although the  The website can perform smoothly, but this feature needs to be added.  is one of the basic features of an online e-commerce platform  The project could fail if this feature is missing due to The advantages of it. |
| Re-10 | The company should adopt pet-friendly policies to create a positive and inclusive work environment. | As the same number, it is not a specific feature. Or attribute that could be delivery  It depends on the mother company. And employ contract there nothing. to do about it |
| Re-11 | The system must be designed to handle a 30% increase in traffic during peak periods without degradation in performance. | Many people think that it is not.  too crucial of speed for loading a website  Many sources tell us that 1 in 4 customers will leave. If a website loads more than 3 seconds. Which  This means that the customer needs to be patient while waiting.  Websites to load are primarily commercial websites. Which leads to the loss of many customers. furthermore it  Decrease point in the Google search system, which means  It is less likely that the website will appear on the first page.  Of Google search engine, which might lead to a fail To reach customers. However, if the website has good speed and incredible bandwidth, it might be easy to handle in peak periods. |
| Re-12 | As a customer, I want to enter separate delivery and invoice addresses to receive bags when staying at a friend’s house. | It does not involve crucial benefits. Most end-users will take the deliver At home. Or they just pay-forward If they don't have time to get it |

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|  |  | They could also contact the delivery service to discuss the situation by changing the delivery address, which could lead to delivery failure or loss of packing.  However, the feature seems valid for customers staying in different places. Giving them a chance to exchange the location could provide a good impression on the website; for example, it gives crucial convenience, mostly websites that don't offer it. But it provides a horrible experience for third parties, mainly. |
| Re-13 | As a Customer, I want to change my account details so that my most up-to- date information is recorded. | Same RE-4 |
| Re-14 | As an Order Handling Clerk, I want to use the Web site to process telephone purchases.  So that I can stop using the paper-based system. | Same No.2 |
| No.15 | As a customer, I want to choose whether or not I am sent marketing information to avoid receiving excessive junk mail. | For this, they could modify.  With their email, I believe there is a filter. That provides to hide the junk email.  This is a minor feature. It not provide  There are many advantages to user experience. Besides that, the feature could give users an impression by providing users with the right to authenticate and decide whether to receive notifications. |
| Re-16 | All user data, including personal information and payment details, must be encrypted to ensure the highest level of security. | This feature must be an archive.  By providing protective end-user information It gives users a more comfortable experience. The website. It is also crucial for legal.  Most of the country now requires protection.  For personal information. If the function is not archive The website could fail or, worse, be acceptable.  Thousand of dollars by the government. |
| Re-17 | Maintain consistent branding elements and design across the website to reinforce their brand identity. | Although this attribute is not crucial  in developing an online platform commercial And not provide advanced user experiments. But it is crucial for business purposes.  Establishing trust and loyalty through consistent branding is paramount for success in today's competitive landscape. When customers encounter familiar design elements across your website, it fosters confidence and security in your brand, leading to long-term loyalty and advocacy. |
| Re-19 | As the Marketing Director, I would like an offer or discount page to inform our customers of those above. | A discount page that could take the intended of the customer by giving discount could be  Give crucial advantages for marketing promotion. |

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|  |  | Instead, the website might not need an additional page. This could be archived by providing a filter or making the product with a discount on top of the page, giving the same effort with less performance. |
| Re-20 | As the Chief Accountant, I want the Website to adhere to legislation regarding VAT so we are not hit with a hefty fine. | It's critical to ensure our website. adheres to VAT legislation to Prevent legal ramifications and Potential system failures.  Non-compliance could result in significant fines and legal troubles With the government.  By diligently following VAT regulations, accurately calculating and displaying VAT where required, and collaborating closely with  Legal experts, we mitigate the risk. Of fines and safeguarding the integrity of our financial systems |
| Requirements that do not meet the criteria of high-level requirement | | |
| No.1 | Employees would like to have a healthy workspace and 20 office plants | it is not a feature or anything The system is not deliverable. |
| No.10 | The company should adopt pet-friendly policies to create a positive and inclusive work environment. | As the same number, it is not a specific feature. Or attribute that could be delivery  It depends on the mother company.  And employ contract there nothing. to do about it |
| No.18 | The development team should participate in a quarterly team-building event to foster collaboration and a positive work environment. | For reasons such as No1, it does not take advantage of the website.  Or take a role in user experience, not improve anything related to policy.  And employ contract. It does not even relate to software. |
| No.8 | As a Customer, I want a choice of delivery slots to arrange my diary appropriately. | The reason for implementing the project Which is an online platform for expanded  Root customers and reach the further side of the market. This means this could be global or an entire country.  It also depends on the third-party service, which is the delivery.  Singly the system cannot handle the arrange with Correctly, it could lead to slower delivery to arrange Or fail to deliver. |
| No.5 | Organise a virtual celebration for the CEO's birthday on the website to showcase the company's fun and friendly culture. | It is not a vital feature due to  With a lack of improvement related to online e- commercial platforms, the system can still perform without this feature. Unless this requirement is modified and has some critical role or gives advantages for end- users, it will not be a good idea to develop. |

## Moscow priority table:

I’ve applied the 80:20 rule that 20% of the requirements must be completed due to the criticality of it. The other 80 per cent should have and could have some of them, which is worth developing but not critical, although they give such advantages in user experience.

|  |  |  |  |
| --- | --- | --- | --- |
| Id | Requirement | Moscow priority | Effort |
| Re-2 | I want to use the website to process telephone purchases, replacing the paper- based system. | should have | 180 |
| Re-3 | As the Operations Director, I want to  accept all forms of payment to capture the most significant market possible. | could have | 90 |
| Re-4 | As a customer, I want to be able to change my account details to ensure that my most up-to-date information is recorded. | Must have | 65 |
| Re-6 | As the Managing Director, I want to ensure the site is Data Protection Act-safe so we do not get fined hundreds.  Of thousands of pounds. | Must have | 220 |
| Re-7 | As a customer, register an account. | Should have | 70 |
| Re-9 | As a customer, I want to be able to modify my shopping cart so that I can change my  mind about what I want to buy. | Must have | 60 |
| Re-11 | The system must be designed to handle a 30% increase in traffic during peak periods without degradation in performance. | should have | 120 |
| Re-12 | As a customer, I want to enter separate delivery and invoice addresses to receive bags when staying at a friend’s house. | could have | 110 |
| No.15 | As a customer, I want to choose whether or not I am sent marketing information to avoid receiving excessive junk mail. | could have, | 30 |
| Re-16 | All user data, including personal information and payment details, must be encrypted to ensure the highest level of  security. | Should have | 70 |
| Re-17 | Maintain consistent branding elements and design across the website to reinforce their brand identity. | Should have | 160 |
| Re-19 | As the Marketing Director, I would like an offer or discount page to inform our customers of those above. | could have | 80 |

## Calculate development times:

The developed team has five people: each works 8 hours a day, five days a week and four weeks a month. The development times are three months, except for managing risk and giving other actions more time, such as meetings. The DSDM framework requires many meetings, so giving some time to the agenda would be clever. Give it about three weeks. So it would take 1800 hours to complete the product.

|  |  |  |  |
| --- | --- | --- | --- |
| Requirement ID | Effort (hours) | Total effort (hours) | Scale(%) |
| Re-4 (must have) | 486 | 1438 | 79.89% |
| Re-6 (must have) | 486 |
| Re-9 (must have) | 466 |
| Re-2 (should have) | 70 | 252 | 14% |
| Re-7 (should have) | 45 |
| Re-11 (should have) | 37 |
| Re-16 (should have) | 55 |
| Re-17 (should have) | 45 |
| Re-3 (could have) | 28 | 110 | 6% |
| Re-12 (could have) | 26 |
| Re-15 (could have) | 28 |
| Re-19 (could have) | 28 |
| Total | 1800 ( 9 weeks) | | |

## Assign requirements to the agenda in the sprint method.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | Sprint 1 | | | Sprint 2 | | Sprint 3 | | Sprint 4 | | Sprint 5 | | |
| 200  man.hours/ week | Require ment | We ek 1 | We ek 2 | We ek 3 | We ek 4 | We ek 5 | We ek 6 | We ek 7 | We ek 8 | We ek 9 | We ek 10 | We ek1 1 | We ek 12 |
| Must have | Re-4 | 200 | 200 | 86 | Do ne |  |  |  |  |  |  |  |  |
| Re-6 |  |  | 114 | 200 | 172 | Do ne |  |  |  |  |  |  |
| Re-9 |  |  |  |  | 28 | 200 | 200 | 38 | Do ne |  |  |  |
| Should have | Re-2 |  |  |  |  |  |  |  | 70 | Do ne |  |  |  |
| Re-7 |  |  |  |  |  |  |  | 45 | Do ne |  |  |  |
| Re-11 |  |  |  |  |  |  |  | 37 | Do ne |  |  |  |
| Re-16 |  |  |  |  |  |  |  | 10 | 45 | Do ne |  |  |
| Re-17 |  |  |  |  |  |  |  |  | 45 | Do ne |  |  |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Could have | Re-3 |  |  |  |  |  |  |  |  | 28 | Do ne |  |  |
| Re-12 |  |  |  |  |  |  |  |  | 26 | Do ne |  |  |
| Re-15 |  |  |  |  |  |  |  |  | 28 | Do ne |  |  |
| Re-19 |  |  |  |  |  |  |  |  | 28 | Do ne |  |  |

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

## Data controller

### Discuss about data protection(DPA- data protection act):

Data Protection Act (DPA) is a UK law that ensures people's personal information is not being collected unwanted by collectors. Keeping people's private information ensures their rights. For example, DPA prevents some collectors from implementing techniques that allow users' personal information to be collected without notice.

Data privacy is the right of any person to authorise their information. They must have the right to control the action of their information. For example, they have the right not to allow collectors to collect personal information. Data privacy also includes fair and lawful processing, which I was an example of. Limited purpose, for example: By allowing data collection, the data must be used only for specific purposes such as annual reporting.

Accuracy is also a part of data privacy, meaning all data must be accurate and up-to-date. For example, giving an old medical condition could lead to false medicine, and providing up-to- date information could prevent any harm or loss in the future. For example, when an end-user allows collectors to collect their information, the collector must give high-quality security to the collected information. Lastly, there are Rights to data subjects; for example, individuals have rights to access, correct the information or erase it. (gov.uk, 2018)

### What is a data controller:

A data controller is a person who takes responsibility for data protection within an organisation or company. The role of the data controller is to ensure the data process is pretty and lawful. The data controller must provide precise details on how to contact and gather information. The data controller must consent before collecting, using, or processing information. For example, Green Grocery's data controller must provide a security database to store user data. Before gathering the information, they must announce that data is being

collected for specific purposes. It also allows users to access, edit, and delete user information.

### Role of data controller in green groceries

Data controllers play a crucial role in green groceries. They will legally take responsibility for the system's data flow by providing data protection based on laws and regulations. The data controller must ensure the data process satisfies data privacy. For example, firstly, the data controller must provide a right to the end-user to accept to collect data or not by providing a notification and feature to accept or reject recording behaviour while using the website; furthermore, when the user accepts to being collected their data, the data controller must provide a safe place to store the data for example database which is protected by high technology and complex algorithms by prevent an attacker from accessing to user information. Moreover, the Data controller must provide access to user data to that user, for example, private such as name, birth date, and email.…. The user that provides that formation must have access to that information to edit or delete that by the property or rights to the data subject of private data while processing with data. The data controllers must use data only for the purpose that was explained to the end-users before they are accepted to be collected.

User data, including basic personal information, will be collected in green groceries. For example, this data is collected while the user registers an account. The terms and policies will also be provided on the page to announce the policy and the data collected on the page. The personal information will only be used for delivery service and sales reports. Further, we collect the search queries and history of purchases and view products to recommend suitable products for each customer. We also need end-users to provide location based on GPS to make the delivery process more accurate.

The data on our website will be stored in a safe database with complex algorithms to protect it from attackers. Each end user's data will be hash as baryte. Even when the data is being attacked and leaked, the user's data will be saved because the data stored with the hash couldn’t be decoded. The mother company has no database, so the website must remove the source database, which means a third-party service will be responsible for protecting and storing the data.

The Processing data will take user data from the database and then be used. While processing the data, we will ensure the principles of DPIAs. For example, we will take minimal data being collected and use the minimal amount just enough to satisfy the process. Further, we also use the data for a specific purpose, such as recommending products that suit them. We also process sensitive data, such as account payments, which will be encrypted and erased for end-user safety after the purchase.

On the grocery website, data must be sent to other third-party services such as Devilery. For example, it requires transferring store and user location data to get packed and delivered.

While processing the transfer data, we ensure the transfer is safe so that user information is not leaking. The user information will be encrypted in a specific code, which can only be unlocked with the correct key that the third party will provide. We also only contact

trustworthy third-party service, which has many years of experience in the field and has high security in protecting user data.

## Legal, Social, Ethical, Processional

### Legal:

* + - **Data privacy:**

Data protection law: Green groceries must complement the data protection laws and regulations,

such as California’s Consumer Privacy Act (CCPA) and the Data Protection Act 2018 (DPA 2018). While processing data in the process of collecting, storing, processing, transferring, and all the procedures that relate to data must follow the principle of data protection laws. For example, Green Groceries must inform end-users before collecting their information, provide a safe place to store the data from any leaking information and attack while processing critical information such as payment accounts must be protected with encoding and before transferring data, the data must have some way to prevent the attack and make sure the company, organisation that get the data must commit data protection as well.

* + - **Intellectual property(copy rights):**

The Copyrights help people from being thieves. Ideas and intellectual property,… such as the names of products, brands, inventions, and designs.… for example, in groceries, the website will not take any ideas or information, copy the design, invention or any coping idea. All the information that is pushed to the website must go over the filter about the copy. Right now, the manager will ensure the unique properties of a product before publishing it on the marketplace.

* + - **Security awareness:**

On our website, to increase security awareness, we only allow users to create strong passwords. For example, the input field only accepts the password, which is complicated. Except for bird date, and name, it must include at least one uppercase word, 1 number and one unique character at least long in 8 characters

* + - **Transparent and trust:**

In green groceries, all the information is trustworthy able for example, all the ingredient to make the product all expose on the website, and the product only uses the ingredients that are told on the website to create it.

### Ethical issues:

* + - **Ethical standard:**

Green Groceries must commit to fully implementing ethical standards. It is not clever to ignore ethical problems due to social issues; following ethical standards gives the advantage of

accepting many people. Ethical standards help a product not be offensive to a single person. In many situations, for example, Ethical standards provide societal acceptance and sympathy.

In other words, an example of an unethical company would be giving critical personal information such as credit card numbers to an untrustable third-party service, which could lead to the loss of property of the end-user.

* + - **Protect Data and Fairness:**

Green Groceries will ensure customer data protection. The website will not allow sensitive information to be shown to third parties. The website also provides a protected database to store the information in a hash to ensure that no harm is caused to the end user, even if it leaks out.

Furthermore not only protect the information of end-user we also protect the information of businesses, such as reports and plans,… for example, the leak of information about a business, such as annual reports, sales reports, and plans, will provide many people who have information to take advantages on the market such as stock market, by providing high technology protection in data it will ensure the fairness and safety of not only the company but also any person take involve in the company such as third party and end-user. In addition, we will ensure the fairyness within users. By providing a commits that all the user accounts are the same. The discount that the website offers for each customer is the same as each other.

### Social issues:

#### Impact on all citizens:

Green groceries have an excellent impact. For example, the website provides a green consumer product service to end-users so they can access green products. It would benefit end-user health and also partly support the farmer.

#### Accessibility:

The website is also able to be accessed on many devices. For example, the website is responsible for Windows or mobile phones; the size can be used on any device.

#### Technical in the education of consumers:

For technical education, our client will use the website to take part in the role of admin; for end-users who are regulated users, we will guide them by designing font-end and provide a place that answers common questions.

#### Webapp:

The web app will take user information if only when they are aware of it,. We provide terms and policies in the registration so that users are able to read them. We will say all the information that relates to the user, including announcing that we are collecting their information by accepting the terms and policies they allow us to collect.

#### Secutiry aweness:

In our website

### Profesional:

* + - **Compliment with standards and regulations:**

At Green Grocery, we commit to holding the highest standards for our website. The website will be implemented with the highest quality in the required amount of time. The development process always follows the rules of web development, such as W3C.

* + - **Test for QA:**

In Green Groceries, quality assurance is a commitment to an excellent website; our team will test and quality all aspects of the website, including user interface, database, protection, user experiences, and many more factors related to quality. we will maintain a significant amount of performance on the web.

* + - **Security and Data protection:**

Green groceries will complement the fact that users' data will always be protected. We ensure protection by high technology and hash encrypting the information. The data of the user, when even being leaked out that information, will be useless because the data is hashed in Bcryte, which cannot be decrypted. The database is being used as a third service. Still, the data stored in a database will always be encrypted to take care of user information for most sensitive information.

* + - **BSC code of conduct:**

BSc code (British Computer Society code): In the IT field, the BSC code is considered an ethical professional code for professionals, adapted to every member of the British Computer Society. Basically, it could be viewed as a code of conduct. These state that the IT work is for human benefit and also ask for shared knowledge and questions to show a person's knowledge. also to stay up date with fresh knowledge.

For example, in groceries, we make sure the It team and whoever relates to the IT field maintain BCS code while working. For example, the first thing in the BCS code is to make IT available to everyone(public interest). Our website is for the benefit of our company and also provides the customer with a place to access green products which are suitable for their health. Furthermore more, the second code of bcs is duty to relevant authority in our company the it team will not use their position as advantages to clients they will work as responsibility to their professional. Avoid any situation that conflict of interest. BCS code of conduct also relates to other members of it team to each other such as helping other when they are get intro trouble that they cannot handling alone which is duty to the profesion, lastly the code state that individuals person who are professional in coding must keep their knowledge up to day and expertise as well.

## Conclution

In conclusion, this project emphasizes the importance of Agile methodologies, particularly Dynamic Systems Development Method (DSDM), in meeting customer requirements efficiently. Through rigorous requirements analysis and MoSCoW prioritization, the project ensures alignment with customer needs while adhering to legal, social, ethical, and professional standards.

The role of the data controller, governed by regulations such as the Data Protection Act (DPA), is crucial in safeguarding customer data integrity, especially in a context like Green Groceries. By addressing legal, social, ethical, and professional considerations, the project aims to deliver value while upholding integrity and responsibility.

In summary, the project's adoption of Agile principles, coupled with a thorough understanding of legal and ethical frameworks, positions it to succeed in meeting customer expectations while contributing positively to society.

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Index of comments

* 1. Cover page:
     + You need to fill in all the information here
     + There is no list of figures and tables yet

Section A

* + - Content presentation must justify text.
    - Haven't seen specific case study examples of the advantages and disadvantages of the project
    - Outsourcing and stakeholders have not been presented
    - Conclusions have not been presented

Section B

* + - The tables are not captioned
    - Before presenting the table, you need to write 1-2 sentences about the content of the table.
    - For inconsistent requirements, there is no need to classify FR/NFR
    - For high-level requirements, it must be classified as FR/NFR
    - The way you present it is unclear which requirements are appropriate or inappropriate.
    - Reasons for MoSCoW prioritization have not been presented
    - The total effort must be presented before dividing it into each requirement.
    - The table on page 15 is wrong. Must-have must be less than 60%, could and should must not be less than 10%
    - After the MoSCoW prioritization table, there needs to be a conclusion
    - Effort for each requirement in the two tables on pages 14 and 15 must be the same. For example: Re-4 on page 14 is 65, and on page 15 it becomes 486.

Section C

* + - The BCS code section must ensure enough examples for 4 sections