Stakeholder Personal Interview

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| Project Name | Online Computer Shopping System |
| Product Category | Online Retailer website |
| Name of Business Analyst | Wali Muhammad |
| Number of Interviewee | 1 |
| Date of Capturing Requirement | 25-12-2022 |

# Stakeholder Information

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| **Stakeholder Position/Role** | Shop Owner, IT Manager |
| **Stakeholder Name** | Abdul Samad |
| **Stakeholder Brief Introduction** | Abdul Samad is the owner of AS Tech & Games located at 46a, 2nd Floor Hafeez Center, Gulberg III, Lahore. |

# Questions

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| Business Introduction | Deals in Computer Builds and Computer accessories. |
| How the business is working  Without system? | Manual work. |
| How the System will work? | System will work online, accepts orders, Generate and Store Invoices and helps user to buy PC according to their budget. |
| What is the major purpose of the system? | Accepts online orders and fulfill users need. Increase business. |
| Why a new system? | Biased my old manual work, walk along with new technology and Increase business and profit. |
| Any sort of potential pitfalls exists in manual system? | Time is wastage in Manual work, Hard to store older order histories and proper customer guidance issues. |
| How the system will help work? | Generate automatic Invoices of order placed and store order history. |
| Who are the end users of the system? Who are Target customers? | Target customers are computer user (who need to purchase computer (Gamers, Graphic Designers etc.). |
| Which type of users can use website? | Any lay person having basic knowledge about retailer website and computers can use website (Interface must be simple and comprehensive) |
| How the system facilitates the users or how system solves user problems? | Provide custom selection feature according to requirement, guidance & knowledge about computer info. And online delivery services. |
| Which users can visit website? | Anyone can visit website for checking the product attributes, and using custom selection feature. |
| Which users can order online? | Only registered users can order online. |
| What are the inputs required to register a user? | User credentials. |
| Which rules should be followed by user to visit and place order? | All terms and conditions. |
| Can website protect user from logical injuries including financial losses? | Website should help and guide user to select right computer according to their requirement and it should save customers time and money and if something happened unexpected then it should inform the user. |
| Security feature? | System should be resistive against external attacks and user sensitive information must not be exposed to anyone even admin. |
| What are the expectations of the availability of the system? | 24/7 available. |
| Is your system fault tolerant? | Yes (if user enter wrong credentials, the system will not respond to crash). |
| What should the the system will do if user do unintentional errors? | Display a message that you have enter incorrect information or show error message and details. |
| What is required to visit website or placing an order? | Any device that can open browser (Mobile phones, computers or laptops etc.) and an active internet connection is must to access website and place order online. |
| What should be the response time of your system? | Quick response from webpage. It depends on user’s internet speed. |
| Can different environment and circumstances cause effect on the system? | It should not but if necessary. |
| User interface? | User interface should be easy and comprehensive. |
| Why the users use your system? Which functionality can cause users use your system? | The custom selection feature can provide user facility to select the computer according to their requirement and online delivery service. |
| What are the Expectations from the System? | Increase the sale, low work loaf from IT manager. Automatically respond to user queries |
| What are you Future Goals related to this system? | Use latest tech, Expand business, User Friendliness and Update features. |
| Who can manage the online system and respond to end user? | IT manager. |
| What an IT manager can do? | Can add, delete products and marks the products as out of stock or note available right now. Check order details, invoices and customer feedbacks. In case the issue is not handles by the system the IT Manger can interact with user. |
| Can IT Manager responds to user? | If the issue is not solved by the system or the user wants more detail. |
| How can IT Manager responds to user? | My emailing users provided email address. |
| What are the benefits for IT Manager? | Burdenless, promotion, see order history and check invoices, save time |
| How the System will help in business? | Increase sales. |
| Can the system increase the business Profit? | Yes (by increasing in online orders) |
| What defines the success of this project? | Increase sales, Increase in Profit |

# Final Statement

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