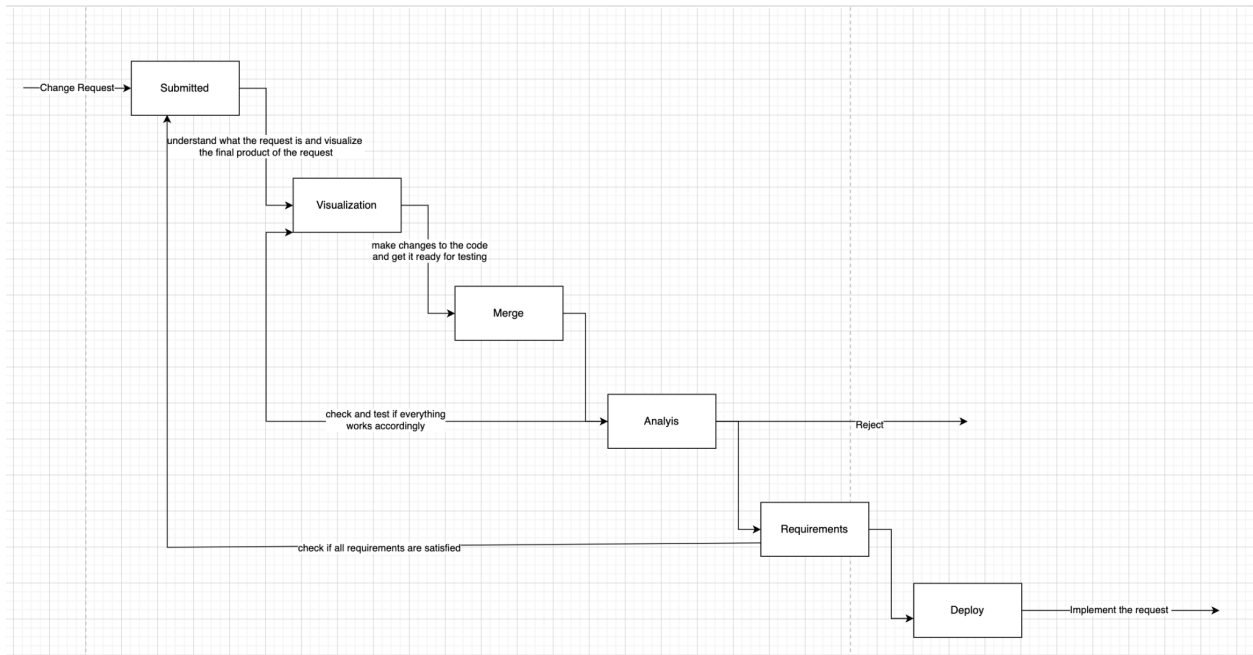


1. change control process design



2. IDEF0 diagram

3. The two NFRs that I would choose are reliability and Usability.