

Factors	Changeability and flexibility	Impact
End device storage	It might get higher than 30MB	Low impact
High load	The user number might increase to more than 5000	High impact
Third-party extensions	Very high change(purpose/implementation - algorithm change and get better)	High impact
Middleware between the user input and the application server	CTI might change to VoIP	Medium impact
Personalized information	the user info might change depending on the country	Low impact
Wrong input	The input is different, depending on the person's connection/area	Low impact
The system works without human intervention	-	No impact
Many sources of content	Various web sources/local sources may change/improve over time	High impact
Disitinguish between user input and system output	-	Low impact