**FAQ - SOFTWARE ENGINEERING**

1. *Introduce your proposed system, including a purpose statement, overview of the problem, goals and objectives for the project and solution, prerequisites, scope, and environment, as outlined in the attached “Design Template.”*

Please make a copy of the provided design template and start filling out all the sections. Please take a look at the hints below for help.

*Introduction:* What is a Customer Relations Management System?

Please provide a general definition for CRMS.

How does the CRM relate to this particular scenario?

*Purpose:* What does this document contain and what does it describe? How does this document relate to the requirements document provided?

Hint: Mention software development cycle and test plans when you describe what this document contains.

*Overview of the problem:*

Mention the functions of this system including managing customer contacts, perform sales tracking, maintain activity management, manage to report, and control access to the features of the system.

*Goals and Objectives:*

What all are the goals and objectives of the software? What all does it describe? It is a good idea to provide bullet points.

*Prerequisite:*

Please include technical aspects that need to be in place before the project can start.

*Scope:*

Describe the functionalities/specifications of the software system that will be developed. This section needs to look at what aspects will be covered in the project and what aspects will not be covered.

*Environment:*

Elaborate on server environment and client environment including software, browsers, and databases and programming languages.

*B. Explain how your software solution addresses* ***five*** *distinct requirements from the attached “CRM Requirements.”*

In section 2, discuss the overall requirements briefly.

In sections 2.1 to 2.4, elaborate on business, user, functional and nonfunctional requirements.

For each requirement, have a separate paragraph that explains the software solution for that requirement.

Hint: Nonfunctional requirements include security and backup measures and the like.

*C. Discuss the waterfall method by doing the following:*

*1.  Compare the advantages and disadvantages of the waterfall method to those of another development method of your choice.*

*2.  Evaluate whether the waterfall method or the development method you chose in C1 is better suited to the solution for American Video Game Company, including specific examples to justify your claims.*

Clearly state another development method with which you will compare the waterfall method.

1. Provide a table containing the advantages and disadvantages of the waterfall method.

2. Provide a table containing the advantages and disadvantages of the other method. Also, compare and contrast the other method with the waterfall method and provide specific examples.

*D.  Create* ***two*** *visual representations of your software solution (e.g., storyboard, flowchart, UML diagram, ERD) that illustrate how the system process or workflow aligns with and supports the business process for American Video Game Company.*

Make sure the diagrams are customized for the American Video Game Company.

*E.  Create a test plan with test cases for* ***three*** *different functional aspects of your software solution, including the following:*

*•   preconditions for each test case*

*•   steps for each test case*

*•   expected results for each test case*

Include a few test cases. Please make sure the test cases cover different aspects of the software.

F.  Acknowledge sources, using in-text citations and references, for content that is quoted, paraphrased, or summarized

Include citations.