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## Phase II - Project Elicitation

### **Elicitation Questions and Answers**

* What software product does the organization, Reader’s Nook, need?

They need a software product that helps manage their product inventory in real time after every change in the company’s product stock.

* What kind of user interface would the software product utilize?

The user interface should be easy-to-use and easy-to-understand. The user interface should not have an extensive or advanced graphic interface as the software prioritizes function.

* Who will the users be for the software product?

While the software would be used primarily by employees, not customers, the employees have varying levels of technical experience of software in general. For instance, the IT manager, business owner, and the store manager should all be able to utilize and use the software.

* How will the software store the information?

The software will store and later access the information in a database.

* What kind of database would the software product use?

Focusing on the technical aspect, the database would either utilize SQL or EXCEL to add, modify, or delete information in the database.

* What does the database do?

The database has to both store accurate company information and automatically update the system information every time a sale or delivery is made.

* What information MUST be included in the database?

The database must include information that is essential for a transaction like the Book’s 9-digit ISBN, the quantity, an indicator of whether an item is in stock (at the store), and an indicator of whether an item is in store and/or at the warehouse. The database must also contain key information regarding the book, specifically the title, author, and publisher.

* How will the user interface connect with the database? Essentially, how is the system supposed to work?

The user interface must be able to access the store inventory information in the database. The user interface could scan the barcode for the book information and compare that information to the database, then the update would occur once the transaction is complete. For instance, the user interface would be able to scan the item barcode, allow the employee to input all the information necessary for the transaction to occur, and then *submit*/complete the transaction. Once the transaction is done, the system should take the book’s ISBN and either add or subtract the ISBN number to accurately reflect the item stock in general.

* Is front-end development needed? If yes, how extensive must the front-end development have to be for the final software product?

Yes, the software product does need front-end development in order for the employee to look up and view general inventory stock levels for the store and warehouse.

* What was used to create the current website and software for the organization, Reader’s Nook?

The website and relating software was created using the programming languages HTML, CSS, and JavaScript. Additionally the React JavaScript library was utilized as well.

* Can the software product be accessed in store and warehouse?

Yes, the software product should be accessible in the store and warehouse as well as have access to information stored in the store and warehouse.

* What are some constraints/restrictions that the software product must abide by?

The software product must be accessible by employees only. The software product must also be compatible with the current store website and software.

* What are other minimum requirements that the software product should fulfill?
  + Number of Concurrent Users:

The software product should be able to handle *at max* all the company employees accessing the system at once. However, it should be noted that the company size is approximately 10 - 50 people.

* + Security:

The software must be password protected. It should only be accessible with an employee login. The data must be encrypted since it has to be accessible to the store and warehouse.

* + Performance:

The software should immediately update with every change in the system. Essentially, the software should update in real time, the system should not wait as long as a one business day for the system to update.

* Will the software product need training and documentation?

The software product will need training and documentation so the employees can understand how the user interface and database work as well as have reference for certain situations that may occur.

* What is the best form of communication to your organization?

Microsoft Teams is the best way to contact Reader’s Nook along with *pinging* key organization members for the message to be read.

* What is the priority level of the software product, and when should it be ready?

The software product has a high priority level and should be ready as soon as possible.

### **Detailed-Summary of the required project (~ 1 page)**

**The Software:**

The purpose of the software is to manage the product inventory of the books at a bookstore. The software will need to update the inventory of each book after a sale is made. The software will need to be compatible with the hardware at the current store so it must be implemented using JavaScript, React JS, HTML, and CSS. Each employee (10 - 50 employees) must be able to log into the system so the system will need to be able to handle that many employees. The system must also be secured via a password login. Each employee must be able to login to the system. Additionally, each employee’s login information must be encrypted. The system must also be responsive.

**The Database:**

The database can be created using either SQL or Excel. It will hold information about the books that are sold by the company. This information includes the International Standard Book Number (ISBN) of each book, an indicator for whether each book is in stock, the quantity of each book that is in stock, each book’s author and publisher, the title of each book, and the price of each book. This information will be used for transactions at the store. The stock of each book will be automatically updated in the database each time a sale is made.

**User Interface:**

The user interface will act as a link between the employees that work at the store and the information on the database. The user interface will allow each employee to scan items that are sold at the store with a scanner. When an employee scans a book or item that is sold at the store, the user interface will check if the book is in stock. If the book is in stock, it will add it to a list of the customer’s items. After the purchase is completed, the user interface will update the stock of the items in the database; subtracting the items that the customer purchased from the stock in the database. The user interface will need to be easy enough for the employees at the company to use.