1. Requirements are the specifications of desirable features of a software system to be developed. Functional and non-functional, as defined below:

2.

Functional (Relating to a feature or behaviour of the system)

* The PBS shall allow for customers to upload, view, edit, or cancel their orders.
* The PBS shall give managers ways to view, edit, track the orders, as well as relevant payment.

Non-functional (Quality attributes such as performance, usability, security)

* System should load quickly. Each page must load under 2 seconds, including rendering all text and media on-screen.
* Page should be convenient to use. Most-used features shall be accessible within 2 clicks.
* Users shall have a maximum photo capacity of 5GB within current orders

3.

Non-interactive:

* Analysing quantitative and qualitative documents
* Observation
* Text analytics
* Data capture forms

Interactive

* Conducting Interviews
* Joint Application Design
* Using questionnaires

4. Interviews can feature open-ended and closed questions for the interviewee.

Open-ended:

* Puts interviewee at ease
* Can be used to pick up interviewee’s vocabulary
* Richness of detail
* More interest for the interviewee
* More spontaneity
* Can be useful if the interviewer is unprepared
* Can lead to irrelevant detail
* Less control over interview
* Take up more time than necessary

Closed:

* Save time
* Easy to quantify and collate
* Quickly getting to the point
* Maintaining control
* Covering a large area quickly via script
* Ensuring data obtained is relevant
* Less engagement between interviewer and interviewee
* Can fail to get rich details
* May miss some main ideas

Try to use closed questions for larger groups as to keep data relevant and able to be analysed.

3 Main structures for interviews:

Pyramid

* Begin with detailed, closed questions and lead to open-ended ones
* Warm up the interviewee to the topic, and attempt to induce a response.

Funnel

* Begin with general, open-ended questions, then proceed by narrowing possible responses with closed questions
* Easy and non-threatening way to start an interview, useful if the interviewee feels emotional about a topic, and is a deductive approach

Diamond

* Begin specifically, then move towards general issues, conclude with specific questions.
* Combines the strength of pyramid and funnel, but takes longer to complete.

6. Context diagrams are UML diagrams that show the relationship/data flow between the various entities/components of the system.

NO ACTION WORDS

Not to be confused with a use-case diagram.