

Requirement Management

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1. Introduction

Green Groceries, a small-scale company that specializes in locally sourced organic food goods, intends to create an online platform in the next three months. The items offered by Green Groceries are organic and obtained from nearby regions. The firm has selected System Concepts (SC) to construct the platform utilizing SCRUM and Agile methodologies since the company lacks an in-house software development department. The DSDM Atern structure will be adhered to by SC, and dedicated teams will be allocated to each project. This will provide more adaptability in the execution of strategies. The report presents a thorough analysis of the hierarchies and levels of importance involved in constructing a system based on user requirements in section B. It also discusses the pros and cons of the most suitable model for this project in section A. Additionally, it provides pertinent documentation on legal issues that may arise, along with detailed hypotheses based on the cited laws in section C.

1. Executive Overview

According to Elena Mircea, while the term "agile" is commonly used in the information technology industry to describe project management techniques, it is sometimes misinterpreted to mean that this approach is limited to the IT sector. Agile methodologies may be used to several areas of the business, such as human resources, finance, and even everyday life. The team is able to enhance the model via continuous input by following their own set of criteria, using agile approaches. Each team member is given the opportunity to actively engage and contribute their thoughts.

Scrum is an agile methodology that outlines how a team in a demanding development environment produces significant outcomes, often known as products, for stakeholders. Scrum is fundamentally uncomplicated, characterised by few norms and definitions.

**Reason**

* The Agile model is designed to provide fast improvements and adjustments to the system to the specific needs and preferences of Green Groceries' clients, including local people, suppliers, and consumers. It encourages regular interaction between clients and developers to cultivate a thorough understanding of project needs and goals. Implementing the Agile approach effectively in the project enables the organization to get favorable feedback from clients and achieve high levels of customer satisfaction. Customers will consistently get timely and expeditious responses.
* Implementing the Agile methodology in the project enables specialized teams to collaborate and integrate their efforts constructively and rationally. Green Groceries, although not having an internal team for software development, attracted enthusiastic involvement from other specialized areas. Subsequently, the project will exhibit consistency and function in alignment with the shared culture of the whole organization.
* To meet the CEO's need for a seamless implementation of the system within a 3-month timeframe, using the Scrum Agile methodology may provide cohesion, transparency, and coherence across all aspects of the project. The workload will be finished per the specified timelines. An in-depth analysis of client requirements will be conducted, followed by the development of a well-designed project aimed at maximizing customer satisfaction.

**Advantage**

* The speed at which development happens is ideal for a new online business. System Concepts' software development team and the expert teams that work on system development make sure that the project can be quickly changed to meet the needs of new customers or the needs of the business environment. The method will also help them quickly set up an online presence and fight well in their field.
* All parties involved will always be completely satisfied. GG's customers, which includes local farms, co-suppliers, and buyers, will always be in touch and able to talk to each other directly. This will make it possible for organizing companies to run team-building activities to learn more about their goals and needs.

**Disadvantage:**

Requires unwavering dedication: The Agile process mandates a significant degree of commitment from all stakeholders, including customers and engineers. Any deficiencies in this devotion might hinder the project's advancement and prompt conclusion.

**Example**

* Example for reason 1:

Requirement: Organize a virtual celebration on the website for the CEO's birthday to showcase the company's fun and friendly culture.

Scenario: The Green Groceries team has made the decision to include a functionality that allows customers to participate in a virtual party on the company's website in honor of the CEO's birthday.

Agile Implementation: The feature is assigned a high priority in the product backlog and divided into smaller user stories. The team convenes periodic sprint planning sessions to deliberate on progress and make necessary adjustments to priorities. By using the Agile methodology, they are able to swiftly adjust to any alterations or input from stakeholders, guaranteeing that the product fulfils expectations within the constrained timeframe.

* Example for reason 2:

Requirement: Ensure the site is Data Protection Act safe to avoid fines.

Scenario: In response to growing apprehensions about data privacy, Green Groceries is committed to strengthening the security protocols of their online platform to adhere to rules and safeguard consumer data.

Agile Implementation: The development team works along with the Chief Accountant and Operations Director to determine precise security needs. By using iterative development and constant feedback loops, the team successfully incorporates encryption measures to safeguard all user data and payment information, therefore guaranteeing the utmost degree of security. Systematic security audits and testing are performed at regular intervals throughout the development process to immediately detect and resolve any potential vulnerabilities.

* Example for reason 3

Requirement: Accept all forms of payment to capture the largest market possible.

Scenario: Green Groceries intends to incorporate several payment options onto its web platform in order to enhance market reach and cater to a heterogeneous consumer base.

Agile Implementation: In order to give the integration of different payment gateways top priority in the product backlog, the operations director collaborates closely with the development team. The team uses Agile principles and regularly shows stakeholders the payment functionality in order to get their input and make any necessary changes. By using an iterative process, they make sure the payment system is dependable, strong, and easy to use, satisfying a range of client needs and staying on schedule.

1. High-level requirements and MoSCoW prioritising
2. Function or non-function

|  |  |  |  |
| --- | --- | --- | --- |
| ID | Requirements | Priority | Explaining |
| 1 | As an Order Handling Clerk, I want to use the website to process telephone purchases, replacing the paper-based system. | Function | This is considered a functional requirement as it outlines the way users interaction. It describes a sought-after functionality that users expect from an e-commerce platform: the option to modify the items in their shopping cart before finalizing their purchase. |
| 2 | Maintain at least 20 office plants as part of the company’s commitment to a green and healthy workspace. | Non-function | It is a non-functional requirement for the scale of the project. If you need 20 office branches, you need a system scale where each office branch has a subsite that is part of the main system. |
| 3 | As a customer, I want to be able to change my account details to ensure my most up-to-date information is recorded. | Function | It is a function requirement because it explains a part of the business process that users expect from a service provider's platform: the ability to keep personal information up to date so that it stays useful and correct. |
| 4 | Organize a virtual celebration on the website for the CEO’s birthday to showcase the Company’s fun and friendly culture. | Non- Function | It is a non-functional performance requirement. The only point of the online CEO birthday party showcase is to show office culture, make the workplace friendlier, and build trust between customers and the company and its workers. |
| 5 | As the Managing Director I want to be ensured that the site is Data Protection Act safe so that we do not get fined hundreds of thousands of pounds. | Non-function | It is a non-functional requirement because it describes the safety information. To meet this condition, the system must work in a way that protects users' data and follows the rules set by the Data Protection Act. |
| 6 | As a customer register an account. | Function | It is mainly related to a requirement for a business procedure. Several actions or steps that are normal for the business are part of the account registration process. |
| 7 | As a Customer I want a choice of delivery slots so that I can arrange my diary appropriately. | Function | It is a functional requirement because it involves user interaction. Users want to pick a time that works for them and their schedule. This requirement says that the user wants to be able to choose from different delivery times that work with their schedule. |
| 8 | As a customer, I want to be able to modify my shopping cart so that I can change my mind about what I want to buy. | Function | It is a functional requirement for user interaction. It talks about a certain need from the point of view of a customer who uses an online shopping site. Users expect to be able to change the items in their shopping basket and connect directly with the website or app. |
| 9 | The company should adopt pet-friendly policies to create a positive and inclusive work environment. | Non-function | It is a functional requirement because it has to do with the rules that workers must follow to make the workplace reliable and comfortable. These standards are more about qualities like being welcoming, positive, and pet-friendly at work than they are about defining specific functions or features. |
| 10 | The system must be designed to handle a 30% increase in traffic during peak periods without degradation in performance. | Non-functional | The rule stresses how important it is for system designers to make sure that performance does not change during peak hours, even if traffic goes up by 30%. |
| 11 | As a customer, I want to enter separate delivery and invoice addresses so that I can receive bags when staying at a friend’s house. | Function | Users should be able to enter more than one shipping and billing address during checkout. This will give customers more options and make their e-commerce experience better. |
| 12 | As a Customer I want to be able to change my account details so that my most up to date details are recorded. | Function | The user wants to change their account information by talking directly to the system, making sure that the changes are correct and useful for keeping their account management screen up to date. |
| 13 | As an Order Handling Clerk I want to use the Web site to process telephone purchases so that I can stop using the paper-based system. | Function | It is a functional requirement because it describes the user interaction. It talks about a feature that people want from an online store: the chance to change the things they have in their cart before they check out. |
| 14 | As a customer, I want to choose whether or not I am sent marketing information to avoid receiving excessive junk mail. | Function | It is a functional requirement because it describes the user interaction. The requirement describes how users should work with the system's marketing preference management interface, with a focus on giving customers control over what marketing materials they receive. |
| 15 | All user data, including personal information and payment details, must be encrypted to ensure the highest level of security. | Non-function | It is a non-functional requirement that focuses on the security of how the system works, especially encrypting user data to protect against security risks like unauthorised access or data breaches, rather than the system's specific features or functions. |
| 16 | Maintain consistent branding elements and design across the website to reinforce their brand identity. | Non-function | This is a non-functional the requirement that focuses on how well the website's branding and design meet standards. |
| 17 | The development team should participate in a team-building event every quarter to foster collaboration and a positive work environment. | Non-function | This is a non-functional requirement that has to do with building trust, which is what people look for in a great place to work. Team-building events have nothing to do with how the system works. |
| 18 | As the Marketing Director I would like an offers or discount page so that we can inform our customers of the aforementioned. | Function | This is a functional requirement that lists a business process that the system should be able to support. In this case, it is the Marketing Director's need for a website where buyers can find out about sales and deals. |
| 19 | As the Chief Accountant I want to the Web site to adhere to legislation regarding VAT so we are not hit with a hefty fine. | Non-function | It is non-functional requirement; it just explains how to follow the rules for Value Added Tax (VAT). In order to follow VAT laws, make it clear what features or functions the website must have. |
| 20 | As the Operations Director, I want to accept all forms of payment to capture the largest market possible. | Function | It is a functional requirement that spells out a business process that helps the CEO reach his operational goals, like making sure that the company can process payments using all available payment methods so that the company can possibly get a bigger share of the market. |

##### Table 1: Functional and non-functional requirement

1. The importance of high-level requirements in system development

|  |  |  |  |
| --- | --- | --- | --- |
| ID | Requirement | Priority | Explaining |
| 1 | As a customer register an account. | Function | This requirement must include a description of behavior management. Ensuring efficient processing of purchase transactions over the phone, while transitioning from paper-based systems to digital, is crucial for a company aiming to broaden its market reach and embrace the online model. |
| 2 | As an Order Handling Clerk, I want to use the website to process telephone purchases, replacing the paper-based system. | Function | This requirement must include a description of information management. Customers can help create the most secure and user-friendly system for themselves by allowing the system to keep and manage their information when they modify their account details. |
| 3 | As a customer, I want to be able to change my account details to ensure my most up-to-date information is recorded. | Function | This requirement must include a describe the behavior and information management. It enables retailers to tailor their customers' shopping experiences, save time during checkout by keeping their information, send out updates via email, keep track of account information, and run loyalty and reward programmer. |
| 4 | As a Customer I want a choice of delivery slots so that I can arrange my diary appropriately. | Function | The behavior management of the system that can update shopping cart data on Green Grocery's online platform, enabling customers to pleasantly shop and change their minds before completing the payment step, must be described in this need. |
| 5 | As a customer, I want to be able to modify my shopping cart so that I can change my mind about what I want to buy. | Function | This requirement must include explaining the information management that customer can manage. One best practice that can enhance consumer happiness with a sales site, safeguard customers' privacy, and help businesses manage resources more efficiently is to implement a system that gives customers the option to refuse receiving marketing emails. |
| 6 | As a customer, I want to enter separate delivery and invoice addresses so that I can receive bags when staying at a friend’s house. | Function | This requirement must explain and describe the information management of the system. For GG to manage information, improve the security, integrity, and confidentiality of sensitive information, and maintain compliance with legal and regulatory standards, all user information must be encrypted. |
| 7 | As the Marketing Director I would like an offers or discount page so that we can inform our customers of the aforementioned. | Function | This requirement must include describing the information management of the system. For GG to be able to manage funds, the website must conform to VAT requirements. By doing this, the business can reduce financial risks, get a competitive edge, and ensure audit issues. |
| 8 | As the Operations Director, I want to accept all forms of payment to capture the largest market possible. | Function | This requirement must include a describe the behavior management of the system. Accepting all forms of payment in an online sales system is a very important feature of a sales website. It makes things easier for customers, lets you reach customers all over the world, and keeps people from leaving. shopping bag, get a leg up on the competition and keep up with changes in technology. |

##### Table 2: The importance of high-level requirements in system development

1. Rewrite user story

|  |  |  |
| --- | --- | --- |
| ID | Requirements | Rewrite user story |
| 1 | Maintain at least 20 office plants as part of the company’s commitment to a green and healthy workspace. | As a staff, I want to be able that the organization maintain a minimum of 20 office plants in order to demonstrate our dedication to creating an environmentally friendly and conducive atmosphere. |
| 2 | Organize a virtual celebration on the website for the CEO’s birthday to showcase the Company’s fun and friendly culture. | As a staff, I want to be able to throw the CEO a birthday party on the website to show how fun and friendly our company is. |
| 3 | The company should adopt pet-friendly policies to create a positive and inclusive work environment. | As a staff, I want the company to make pet-friendly rules to make the workplace more upbeat and welcoming |
| 4 | The system must be designed to handle a 30% increase in traffic during peak periods without degradation in performance. | As a user, I want the system to be able to handle 30% more traffic during busy times without slowing down. |
| 5 | All user data, including personal information and payment details, must be encrypted to ensure the highest level of security. | As a user, I want all of my personal and payment information to be protected. |
| 6 | Maintain consistent branding elements and design across the website to reinforce their brand identity. | As a user, I want the website to have the same style and branding features all over that strengthen the company's brand name, |
| 7 | The development team should participate in a team-building event every quarter to foster collaboration and a positive work environment. | As a developer, I want to take part in a team-building activity every three months to encourage people to work together and make the workplace a better place to be. |

##### Table 3: Rewrite user story

1. The "high-level requirements list" under the MoSCoW rules lists the most important requirements.

|  |  |  |  |
| --- | --- | --- | --- |
| ID | Requirements | Priority | Explain |
| 1 | As an Order Handling Clerk, I want to use the website to process telephone purchases, replacing the paper-based system. | Must  have | This requirement is crucial for the project's success. This feature is essential for achieving the project's primary objective of transitioning to an electronic system. It is a necessary need for enhancing productivity and streamlining the order processing method. |
| 2 | As a customer, I want to be able to change my account details to ensure my most up-to-date information is recorded. | Must  have | In order to facilitate the delivery process, it is essential to regularly update client information in a sales system. This may also be seen as a fundamental functional need for an e-commerce website. |
| 3 | As a customer register an account. | Must have | Creating an account enables users to consistently engage with and customise the system according to their preferences and actions. This feature is crucial for fostering a connection between users and the platform. |
| 4 | As a customer, I want to be able to modify my shopping cart so that I can change my mind about what I want to buy. | Must have | Customising shopping carts is essential for ensuring a seamless e-commerce experience, enabling consumers to efficiently manage their purchases and meet their expectations. This feature improves consumer happiness and ease, and is crucial for acquiring and maintaining customers in today's highly competitive industry. |
| 5 | As a customer, I want to choose whether or not I am sent marketing information to avoid receiving excessive junk mail. | Should have | This criterion must explicitly outline the system's information management. Encrypting all user information is crucial for GG to effectively handle data, bolster security measures, ensure the accuracy and secrecy of sensitive information, and adhere to legal and regulatory obligations. |
| 6 | All user data, including personal information and payment details, must be encrypted to ensure the highest level of security. | Must have | Encrypting client information is crucial, particularly for e-commerce platforms. Failing to encrypt information properly might result in the exposure of user data, which can pose significant hazards. Regarding personal and financial information. |
| 7 | As the Chief Accountant I want to the Web site to adhere to legislation regarding VAT so we are not hit with a hefty fine. | Must have | Compliance with VAT legislation is an essential requirement for an e-commerce business. Prioritising tax compliance is crucial for safeguarding the company's reputation and fostering confidence among stakeholders, partners, and consumers. |
| 8 | As the Operations Director, I want to accept all forms of payment to capture the largest market possible. | Must have | Maximising the use of all available payment methods enhances the possibility for higher revenues by minimising obstacles to participation and facilitating transactions across diverse channels and geographical locations. This facilitates firms in establishing a compelling impact on clients about a novel shopping platform in the market, hence minimising the likelihood of sales loss resulting from insufficient payment alternatives. |

##### Table 4: The MoSCoW rules' "high-level requirements list" outlines crucial.

1. Legal, Social, Ethical and Professional Issues (LSEPI)
2. Data Controllers

According to (Brook, 2023), A data controller has authority over the methods and objectives of data use. Under GDPR and other privacy regulations, the data controller has the primary duty for safeguarding the privacy and rights of the data subject, such as a website user. Essentially, the data controller has the authority to choose the methods and purposes for which data will be used by the organisation. A data controller has the authority to use its own procedures to handle the obtained data. Occasionally, a data controller may need to collaborate with a third-party or an external service to handle the collected data. Despite the circumstances, the entity responsible for managing the data will not give up control of the data to the third-party provider. The data controller will retain control by stating the intended use and processing of the data by the external service.

A data controller is responsible for ensuring that all data processed inside their organisation adheres to the General Data Protection Regulation (GDPR). They have the authority to determine whether or not to collect the personal information of customers, site users, and other individuals. They must possess the requisite legal authorization to do such actions.

* What items should be gathered.
* To alter or adjust the data that has been obtained.
* The specific location and manner in which to use the data and for what objective.
* Determining whether to retain the data internally or disclose it to other entities. They also select with whom to share the data.
* The duration for which the data is kept and the appropriate time for its disposal.

1. Legal, Social, Ethical and Professional Issues

According to (Williams, 2020), The legal system is undergoing a significant and fundamental change due to the emergence of new technology and different business models. The use of new technology in legal innovation may save expenses, enhance the efficiency of legal service delivery, and improve people' access to justice. As artificial intelligence (AI) and digital technology grow more prevalent in our lives, they are rapidly becoming the cause of legally important occurrences. Consequently, those who engage in the study and/or application of law must have a comprehensive understanding of the digital environment. Simultaneously, those who engage in computer science studies or software development are increasingly required to comprehend the possible legal ramifications of their design decisions.

According to (SOLIX, 2020), Social issues in information technology include any factors that hinder the physical or mental health and overall welfare of a person, a collective, or society at large about the use and advancement of technology. Examples of digital risks include instances of online abuse and cyberbullying, unauthorized access to personal data, the absence of safety laws for data processing, and the detection and exploitation of digital disparities. It is crucial to expose these social challenges to highlight their significance in society and, more significantly, to facilitate the implementation of effective remedies. By implementing effective regulations, legislation, and education in the field of information technology, we may not only enhance the current condition of societal concerns but also prevent any potential future advancements.

Ethics include a framework of principles and behaviors that shape individuals' conduct and choices in life. While it is not mandatory to adhere to these principles, it is fundamentally advantageous for the well-being of all individuals that we do so. Ethics differ from laws in that they do not impose legal obligations on what is morally good or bad. Ethics illustrate the collective perspective of society on moral correctness and incorrectness. Computer ethics refer to a collection of ethical principles that regulate the use of computers. It pertains to the societal perspectives on the use of computers, including both the physical components and the programmed. Computer ethics often include problems related to privacy, intellectual property rights, and societal impacts. (Computer Ethics 2020)

The term "professional issues in computing" refers to the ethical, legal, and moral questions that are encountered by professionals working in the field of computers in the course of their employment. Within the realm of information technology, these challenges include a wide variety of concerns that are associated with professional behaviour, duty, and accountability. It is expected of those who work in the field of computing that they will observe ethical principles and standards in their performance. The maintenance of integrity, honesty, and justice in their dealings with customers, coworkers, and members of the general public is something that falls under this category. A further component of ethical behaviour is the avoidance of conflicts of interest and the protection of the privacy and confidentiality of specific information.

**Scenario 1:** After introducing it, Green Groceries found System Concepts' online platform's payment gateway was not PCI DSS-compliant. This allowed a data breach that took consumers' credit card information. This finding presents severe legal difficulties and affects consumers' faith in Green Groceries' online data security. Non-compliance with the PCI DSS standard may violate data protection and consumer privacy regulations in many nations that value personal data. and punish offending organizations severely. Affected consumers, regulatory agencies, and attorneys may sue. Both parties may face enormous settlements, penalties, and legal bills, which may damage their reputations and wallets.

Explain:

Legal: The CEO and Founder of Green Groceries emphasised the importance of adhering to the law, nevertheless, System Concepts failed to implement adequate security measures, resulting in a breach of the Payment Card Industry Data Security Standard (PCI DSS). As a consequence of this error, both Green Groceries and System Concepts bear responsibility for the occurrence of the data breach. Companies are obligated to adhere to the laws and regulations regarding the safeguarding of consumers' personal information. One method used is the implementation of robust security protocols to thwart unauthorized access by hackers and prevent the pilferage of sensitive personal data.

Ethics: The disregard of System Concepts for protecting confidential client data is morally wrong. This behavior not only damages the reputation of Green Groceries and erodes confidence in both the company and its consumers, but it also violates fundamental ethical principles in the software development industry. Violation of these ethical principles may result in significant financial losses and reputational harm for all parties involved, therefore impeding their ability to attract new consumers and retain existing ones. Additionally, it might impede collaboration with other enterprises in subsequent endeavors.

**Scenario 2:** System Concept’s online platform doesn't have any tools that make it easy for people with disabilities to use, like screen reading or computer control. This makes it hard for them to find their way around and buy things. Additionally, people with disabilities have more trouble using Green Groceries' online tool since it is only accessible through the web and does not yet have an app.

Explain:

Social: Green Groceries cares about the environment and making sure everyone can use their services. However, System Concepts' design of their online platform doesn't include features that make it accessible for people with disabilities. This has caused a social gap. It's hard for disabled people to use online shopping services as easily as it is for everyone else. This is a big problem for fairness and inclusion in society. Not only does this make them feel left out, but it also leads to protests from groups and towns that care about the rights of people with disabilities. It's important for both groups to defend the rights and include everyone in society, so this could hurt their public image.

Professional: System Concepts' lack of care also shows that they are not professional and follow the rules of their business. They don't have enough experience because they didn't think about accessibility, especially since society is increasingly demanding and expecting fairness and inclusion. This flaw can not only cost them business with socially aware customers like Green Groceries, but it can also hurt their trustworthiness and image in the business world and with other partners.

**Scenario 3:** With the new online site, Green Groceries hopes to reach more customers and make it easy for them to find eco-friendly goods. But after the platform was put in place, they learned that not following the rules for online ads put them at potential risk. Not following the rules about selling organic food and working with local farmers can hurt your image and your relationships with customers and communities.

Explain:

Legal: Failure to comply with legal restrictions governing internet advertising endangers not only Green Groceries' reputation and company operations but may also result in significant legal implications. Regulators sometimes impose severe penalties for advertising infractions, such as large fines and quick compliance with regulatory requirements. Furthermore, Green Groceries may face litigation from persons or organizations harmed by unlawful advertising, which might result in financial losses and other negative consequences. This has a significant impact on the company's public image.

Social: One of the most significant components of Green Groceries' marketing approach is community support and trust, particularly from those who support the ecological movement and responsible consumerism. Violations of advertising standards may erode this client group's confidence in the firm, leading them to lose faith in Green Groceries' dedication to environmentally friendly goods and ethical consumption. This may result in lower revenue, which harms the company's future and capacity to recruit new consumers.

**Scenario 4:** During the critical phase of implementation, where every decision is pivotal, the choice to employ sub-staff over seasoned experts might have seemed like a practical way to reduce expenses. However, this short-term approach has led to long-term consequences, particularly in the realm of quality and efficiency. The compromise in expertise during such a crucial process has tarnished the reputation of the product and raised questions about the commitment of Green Groceries and System Concepts to professionalism and excellence.

Ethics: If Green Groceries and System Concepts hires workers instead of experienced pros, they may have to choose between making money and doing the right thing as a company. Making sure that business actions are ethical and socially responsible is becoming more and more important in today's business world. When money is the most important thing, quality of the product or service may suffer, which can make customers unhappy and lead to complaints. People are becoming more aware of ethics and social responsibility problems. If a business doesn't follow ethical rules, it can lose customers and damage its reputation for a long time. two businesses.

Professional: Not only does using extra staff instead of experienced pros lower the quality of services and goods, but it also puts Green Groceries and System Concepts' trustworthiness and image at risk. In a very competitive market, keeping a good image is important for getting new customers and keeping old ones. Customers and business partners may lose trust and business chances if you don't make sure the quality of your products and services. Losing a name can hurt both companies' credibility and their ability to do business in the future.

1. Overview of BCS Code of Conduct

The Chartered Institute for IT (BCS) (previously the British Computer Society) has produced a set of ethical norms and principles called the BCS Code of Conduct. It describes the obligations and professional standards that those in the information technology industry are obliged to uphold. The BCS Code of Conduct is intended to set guidelines for IT workers and encourage competence, honesty, and moral behavior at work.

* **Public Interest:** Individuals employed in the field of information technology must priorities the public interest in their professional endeavors, carefully considering the societal, human, and organizational impacts of their decisions and actions.
* **Professional Competence and Integrity:** The professionals who work in information technology should always make it a priority to maintain high levels of competency in their respective areas of expertise and to conduct themselves in a manner that is honest, has integrity, and is professional.
* **Duty to Relevant Authority:** While information technology professionals need to follow and comply with the laws, rules, and policies that govern their work, they should also respect and support the authority and decisions of relevant governing authorities and organizations.
* **Duty to the Profession:** Knowledge sharing, the promotion of best practices, and assisting in the professional development of colleagues and peers are all ways in which information technology professionals may contribute to the improvement of the whole IT profession.

**Scenario 5:** In the process of developing the online platform, Green Groceries not only focuses on collecting customer information to optimize the online shopping experience, but also uses this data without explicit consent. clearly from their side. They leveraged personal information such as email addresses, phone numbers and purchase history to create marketing strategies based on consumer behavior, without fully disclosing the intended use of this information. This not only raises issues about customer privacy and security, but also violates their legal rights, making them the subject of customer dissatisfaction and protest.

Violation of Regulations:

* Use of Personal Information without Consent: Green Groceries used customers' personal information for marketing without their express consent or notice, violating our legal rights. third-party.
* Violations of Privacy and Security: Using personal information without consent from a third party may result in a violation of customer privacy and security.

Solution and recommendation:

Green Groceries requires a clear privacy policy that covers data collecting, usage, and third-party permission to strengthen their privacy policy. To use personal data responsibly and with consumer agreement, this policy must be upfront and unambiguous. Employees should also be educated on third-party legal rights and personal data security. Employees must learn privacy laws and how to execute them properly. Responding to third-party demands about personal data usage is crucial. Green Groceries must allow third parties to remove or rectify personal data at their request to guarantee data accuracy and fairness. Finally, privacy policy compliance and third-party legal rights must be audited and reviewed regularly to maintain protections. Green Groceries may change procedures and take extra precautions as needed to comply with BCS standards and develop a trustworthy, sustainable business environment.

**Scenario 6:** In the process of rolling out the new online platform, Green Groceries violated the principles of Professional Competence and Ethics. They chose System Concepts (SC), a renowned software development consulting company, to develop their online platform. However, after the project began implementation, it was discovered that some members of SC's software development team did not have enough capacity and knowledge to perform the work professionally.

Violation of Regulations:

* Green Groceries failed to comply with product and service quality laws by choosing an incompetent software developer to implement the project. This undermines the company's reputation and public image, and can cause legal issues related to contracts and product standards.
* This action also violates the principle of not claiming any level of competence that they do not possess. By choosing a software developer that is not experienced or competent, Green Groceries may encounter problems related to its ability to complete the project efficiently and on time.
* This also cannot refute the principle of continuous development of knowledge, skills and professional competencies. By choosing an incompetent software developer, Green Groceries cannot guarantee that they will continue to update and develop their knowledge, skills and competencies in the field of information technology.

Solution and recommendation:

In order to rectify the breach, Green Groceries must establish a system to constantly monitor and evaluate the proficiency of its software development team members from SC. In order to ensure that each member is qualified and competent to perform their duties effectively, it is advisable to request the Supreme Court (SC) for their credentials, titles, and details on their work experience. Green Grocery should recommend that the software development staff from the SC undergo further training. The team's expertise and proficiency in software development may be enhanced via the use of lectures, seminars, or educational resources as part of this training programmed. Regularly updating and expanding team members' skills and knowledge enhances the quality and performance of the project. Green Groceries is responsible for ensuring that the project is executed in accordance with the BCS regulations and standards of Professional Competence and Ethics. It is essential to ensure that all acts and decisions made during the planning and implementation of the project are conducted in a professional and honest manner, without violating any of BCS's ethical guidelines.

**Scenario 7:** Green Groceries breached responsibility towards competent authorities by failing to comply with System Concepts' rules and regulations throughout the web platform's construction. Project progress has been hampered by SC requirements misinterpretation and implementation. SC supplied precise specifications and instructions on the working procedure, however Green Groceries did not apply them effectively and fully, causing problems and disagreements throughout project execution. This has hampered project development and quality for all parties.

Violation of Regulations:

* Green Groceries violated its commitments to the collaboration partner by not complying with their rules and regulations. SC established Green Groceries' specifications and working practices throughout project execution to guarantee efficiency and quality. However, Green Groceries failed to completely execute these needs, causing project development disputes and inefficiencies.
* Green Groceries breaches its commitments to partners by not following the proposed working method. SC offers thorough project implementation methodologies, including SCRUM and Agile approaches. Green Groceries did not completely follow these practices, resulting in project development inconsistencies and inefficiencies.

Solution and suggestion:

A particular technique is needed to ensure that all SC regulations and standards are learned and obeyed. The project team should learn about these standards and commit to following them throughout development. Green Groceries must ensure that the project team follows the SC's instructions. This may need greater training, tight supervision, and frequent evaluations to ensure they follow work practices properly and consistently. Green Groceries must improve communication between internal departments and partners. This will ensure that information is provided promptly and clearly and that project issues are resolved cooperatively. Green Grocery Stores should invest in staff training, notably in software development and Agile project management. Increasing professional abilities will ensure the development team has the skills and knowledge to follow standards and practices. Green Groceries has to establish performance evaluations and follow the development team's workflow. This can assist identify issues fast so they may be addressed to improve project quality and speed.

**Scenario 8:** Under deadlines and corporate objectives, Green Groceries' CEO made excessive expectations and lacked negotiating and problem-solving skills. The friction and dispute hampered productivity and dissatisfied both parties, notably Green Groceries and System Concepts' development staff. This hinders project execution and undermines the two organization’s cooperation. Dissatisfaction and stress at work might prevent Green Groceries members from working and communicating properly, costing both parties.

Violation of Regulations:

* Lack of compliance with professional reputational duties: Green Groceries personnel miscommunicated and behaved poorly with System Concepts. Some reckless and inconsiderate behaviours have damaged the company's image among partners. Some workers were frank in meetings and didn't define project requirements, causing confusion and work process loss. This hurts job performance and the relationship.
* Lack of professional development support: Green Groceries does not actively contribute to industry standards and regulations. They concentrate on project implementation rather than industry quality and standards. The company's capacity to collaborate with professional partners and maintain growth has suffered.

Solution and suggestion:

For Green Groceries to address moral responsibility violations and lack of support for professional development, training courses and seminars on professional communication and regulation are recommended. These trainings will improve communication and teach individuals the value of professional reputations. Green Groceries must foster great collaboration amongst its personnel and external partners. Regular meetings to discuss service quality and image issues might help. Professional associations like the Association of Consumer Goods Manufacturers and Distributors should include green grocery stores. This helps stay up with the newest knowledge and maintain high standards in the sector. Green Groceries must demonstrate professionalism and legal compliance to create a long-term partnership with System Concepts and other partners. This will boost the company's image and make future collaboration simpler.

1. Assumption

* Sustainability and customer happiness are important to Green Groceries, as shown by their dedication to organic goods and wish to make their online platform easier to use.
* Even though System Concepts is a well-known Agile software development company, they may not always follow industry rules and standards, as shown in Scenario 1 with PCI DSS compliance.
* Green Groceries and System Concepts both want to provide a good online platform, but they might have trouble because they don't fully understand and follow the rules set by regulators, as shown in Scenarios 3 and 7.
* The fact that Green Grocery Stores is ready to include people from different areas in decision-making shows that they value teamwork and openness. For example, the Financial Controller, Operations Manager, and Marketing Manager are all involved.
* System Concepts may have differences or conflicts within its team, which could affect the completion of projects and the happiness of its clients. For example, Peter's rare arguments with customers in Scenario 2 show that this could happen.
* As shown in Scenario 4, Green Groceries may put cost-cutting measures ahead of making sure the development team has the right skills. This could lead to problems with quality and unhappy partners.
* As shown in Scenarios 6 and 8, Green Groceries and System Concepts may not be talking to each other clearly or may not understand each other's needs when it comes to project requirements and safety standards.
* Green Grocery Stores might put short-term goals ahead of long-term effects, which could lead to legal and public relations problems, like in Scenario 5 when customer data privacy is breached.

1. Conclusion

Overall, the report offers a comprehensive examination of essential information about the planning required to develop an online platform for eco-friendly foods. Examine the benefits that an agile strategy might provide in managing the incremental development of the system. Identify the urgent actions required to meet the CEO's goal of completing and releasing the product within three months. In addition, the article referenced rules such as copyright, DPA (2018), BCS, and... Thoroughly examine the relevant practical legal considerations. There are eight proposed ideas on possible challenges that may develop when the company utilises the technology. However, the proposed remedies are subjective viewpoints derived from a limited examination of the understanding and mechanisms of the system. To formally execute the system, it is necessary for all key stakeholders to cooperate efficiently, engage in open and honest conversations, and devise appropriate solutions for any legal issues that may arise.

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