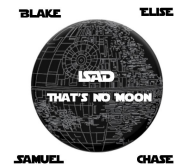Textbook Case Study

Who are the stakeholders for On the Spot? How involved should On the Spot's customers be in the system definition? As the business grows, who else might be potential stakeholders and interested in system functions?
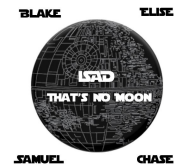
- Stakeholders:

  - The commissioner is the owner of the system. (Blake, Samuel)

  - The warehouse coordinator manages the warehouse and makes sure that parcels go where they need to go. (Blake, Elise)

  - Delivery drivers will make sure the parcels arrive to the clients on time. (Blake, Samuel, Chase)

  - Customers make delivery requests to the company. (Samuel, Chase)

  - IT Technicians make sure the system is running correctly. (Samuel, Elise)

- How involved should On the Spot's customers be in the system definition?

  - The customer should be included when building the system for them because they will be one type of stakeholder using it often. We should ask the customers what they would like to see on the website; such as what all the systems should do well, what extra features they would like to use, etc. Their input could potentially change how the system is designed as the customer may suggest something other stakeholders haven't considered. (Blake, Samuel, Chase, Elise)

- Potential Stakeholders:

  - Potential Investors will invest in the company. (Blake, Samuel, Chase)

  - Customer service representatives will handle any complaints made about the system. (Blake)

  - Managers will oversee employees, company operations, and company goals. (Blake)

  - Future employees will work in various delivery and office jobs. (Elise)

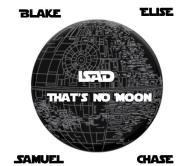 - Potential customers will be using the system. (Chase, Elise)

If you were commissioned to build a system for Bill, how would you determine the requirements? Be specific in your answer. Make a list of the questions you need answered.

First, we would talk to the commissioner, employees, clients, and other courier businesses to research what people who interact with the system would want. We would ask open-ended and closed-ended questions. We would interview internal stakeholders and use questionnaires to gain insights from external stakeholders. After we receive all the responses, we would compile them, draw up some initial designs, and present them to the commissioner. After discussing the system with the commissioner, we would use the responses and the commissioner comments to these questions to build the system as the responses have described. If needed, throughout the project we may ask more questions to clarify certain things. (Elise, Chase, Samuel, Blake)

Questions:

- Who will be interacting with this system? (Blake)

- Who will the system affect? (Blake)

- To the commissioner:

  - What exactly should the system do? (Blake)

  - What exactly should the system not do? (Blake)

  - How reliable must the system be? (Blake)

  - How fast must the system be? (Samuel)

  - Will the system need to be extra robust? (Chase)

  - Would you like the system to look nice? (Chase)

  - What platforms would you like the systems to be compatible with? (Blake)

- Employees:

  - What would you like to see in this system? (Elise)

  - What would you not like to see in this system? (Elise)

  - What platforms would you want the system to work on? (Elise, Chase, Samuel)

  - What is absolutely necessary for you in this system? (Elise, Chase)

  - What in the system do you feel would benefit the business? (Elise, Samuel)

  - What in the system do you feel would not benefit the business? (Elise, Samuel)

- Clients:

  - What would you like to see in this system? (Elise)

- ○ What would you not like to see in this system? (Elise)

- ○ What platforms would you want the system to work on? (Elise)

- Other courier businesses:

  - ○ What works best in your system? (Elise, Blake)

  - ○ What is annoying in your system? (Elise)

  - ○ What features do you wish your system had? (Elise)

What technology and communication requirements do you see? What are the hardware requirements, and what kind of equipment will provide viable options to the system? What would you recommend to Bill?

1. Customers can place delivery requests. (Elise)

2. Customers can contact different areas of the company in order to… (Blake)

   a. Provide feedback, such as complaints. (Blake)

   b. Request assistance with the website. (Blake)

3. System technology requirements would be any devices capable of accessing the website. (Chase)

4. System could use cloud computing to host the system. (Chase)

What are the primary functional requirements for the system as described so far in the case?

1. The system will have the ability to place orders through an online website. (Blake, Samuel, Chase, Elise)

2. The system will have the ability to store the information collected. (Elise, Chase)

3. The system will allow the user to track their package and see an estimated time of arrival. (Samuel, Chase, Elise)

4. The system will allow the user to get an estimate on how much it will cost to ship their package without having to place an order. (Elise)

5. The system will allow drivers to access relevant information. (Chase)

6. The system will allow the user to pay online. (Blake)

7. The system will notify the user when their parcel has been delivered. (Blake)