**Change Request 3: Expansion of system to electronics-related hardware.**

**Change ID:** CR-003

**Change Description:**

Customer requests to expand the product catalog to include tools, manufacturing products and raw materials (wires, nuts, bolts, etc.) related to electronic products.

**System Impact:**

* Database update to support new product types with their respective attributes.
* Changes in user interfaces and product catalogs to add and manage this new product category.
* Possible integration of new business rules for the sale, invoicing and distribution of this type of items.
* Update categories and search filters so that customers can easily locate these new products.

**Acceptance criteria:**

1. The new product category must be correctly registered in the system, with its corresponding attributes.
2. Hardware products must be visible and manageable in the administrator and customer interface.
3. The new category must be integrated with the sales, inventory and billing modules.

**CCB Acceptance Criteria:**

* Human Resources: Implement a training plan for the team to understand the new products, categories and their correct management in the system.
* Finance Department: Approve the budget related to catalog expansion and logistics costs.
* CEO: Approve the product catalog diversification strategy and ensure that the brand remains aligned with growth objectives.
* Acquisition Departament: Establish new agreements with hardware suppliers and manage the necessary lead times and stock.

**SWOT Matrix:**

- Strengths:

* Diversification of the product portfolio, which can generate higher revenues.
* Attract new customers interested in related hardware products.

- Weaknesses:

* Additional complexity in inventory management, as new categories and product types must be added.
* Possible system overload if not properly adapted to the expansion.
* Need for staff training on new products.

- Opportunities:

* Access to new markets related to the manufacturing and do-it-yourself industry.
* Possibility of creating strategic alliances with hardware and tool suppliers.
* Position the store as a one-stop platform for electronics and related products.

- Threats:

* Competitors already offering these types of products with consolidated systems.
* Inefficient inventory management or logistical difficulties that could lead to delivery errors.
* Related products could have lower profit margins, affecting overall profitability.

**Final decision:**

Approved by configuration committee board