Requirements Management

Greenwich University of Vietnam

Coursework Term 2

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# **Section B – High level requirements analysis and MoSCoW prioritization**

In this section B, I will first document the high-level requirement and its importance. Besides, based on the given scenario about Movie Ville (MV), I will give an analysis of the given requirements and identify them according to two concepts: high-level requirements and non-requirements. high level demand.

A set of capabilities that a project under consideration must achieve are called HLMRs (High Level Mandatory Requirements). Essentially, it is conceivable that they clearly outline the outcomes, effects or services they are expected to deliver in the project. These high-level requirements are the premise for a successful project and play an extremely important role in the whole project. Project failure often goes hand in hand with failure to satisfy high-level requirements. These high-level requirements must match the current situation of the product owner such as budget, human resources, feasibility, ...

Well-defined requirements are essential signs on the road to a successful project. They establish a formal agreement between the customer and the supplier that both are working to achieve the same goal. High-quality, detailed requirements also help reduce financial risks and keep projects on schedule. Solution requirements describe the specific characteristics that a product must meet the needs of stakeholders and the business itself. They fall into two large groups, Functional Requirements and Non-Functional Requirements. Typically, high-level requirements should be functional requirements.

**Functional requirements** define what a product is supposed to do, what its features and functions are.

**Non-functional requirements** describe the general properties of a system. They are also known as quality attributes.

In the project of the MV in the scenario given in the article, in my opinion, the assumption that I make is an online ticketing system to replace the traditional ticketing. This project under my assumption will be completed **within 3 months** so it can be released to market using Scrum methodology.

## B1 **User stories that are not appropriate high-level requirements.**

In the given scenario, I will list the requirements including high level and not high level below.

In the given scenario, I will list the requirements including high level and not high level below. Then, based on the above theories that I have given, organize the requirements and analyze them into two categories: high-level requirements and non-high-level requirements. These are the requirements recorded by Mr.Gunner Satumo during a meeting with employees and product owners. First I'll go into the non-high-level requirements section.

|  |  |  |
| --- | --- | --- |
| **ID** | **User stories** | **Reason** |
| 1 | As a product owner, I want the user interface to be as sleek as possible. It doesn't have to be flashy, but it should be exquisite to demonstrate that we have flair. | This isn't a high-level demand because it has no bearing on the difficulty that the company is experiencing. A modest interface, designed fast to react to the present business environment, will be more appropriate. Furthermore, the Interface may be enhanced and reproduced many times in the future. |
| 2 | As the owner of a product, I want to know where my customers are coming from. | This is also not a high requirement because the focus is only on increasing ticket sales and using an online ticket sales approach. Furthermore, because we have just recently launched an online ticketing system, we cannot forecast how many individuals will become our patrons. |
| 3 | As a customer, I'd want to provide comments on facility enhancements. | This is also not a high-end requirement as under the scenario what we are focusing on is improving ticket sales by replacing traditional ticketing with online ticketing. Giving a feedback function to customers is not necessary for the product to be published. |
| 4 | As Concessions, I want this app to permit consumers to take notes on films they've seen so they may enjoy them sometime in the future. | This is also not a high-level request as it is superfluous to me and has nothing to do with raising ticket sales. Besides, not everyone watches the same movie many times so in this situation this function is not important. |
| 5 | As Ticket Sales, I think it's a good idea to conduct ticket sales at the counter. | This is also not a high request because the amount of time is not allowed to do it. We cannot build 2 applications at the same time in a short period of time, specifically 3 months. |
| 6 | As Concession, I want consumers to be able to keep their favorite snacks on the system so that they may get them automatically when they purchase a ticket. | The digital ticketing function still works smoothly without this function. Besides, for some customers who do not have the need to buy food and drink for the next viewing, this is a compulsion that causes the user experience to go down. Therefore, this is not a high requirement. |
| 7 | As a customer, I want to be able to order my snacks on the system and be served on my own seat in the theatre. | We are focusing on improving ticketing efficiency and continuing to sell food and drinks over the counter is a stable method that doesn't need much improvement. However, this requirement can be added to the list of requests for further development later. This is also not a high requirement because as the main purpose stated in the script. |
| 8 | As an Accountant, I want to have the monthly reports on this system to see the number of bookings for each showing so I can draw statistics from this. | Accountant may take several time for the calculation manually if the system does not contain a report function. However, it doesn't matter with professional account with lots of experiences years in their major. Therefore, it’s not a high-level requirement. |
| 9 | As a customer, I want a copy of my digital ticket in PDF form. | Digital tickets are able to be replacing the printed PDF from the system. By the way, it's not necessary to have a PDF form for a ticket. User could take the screenshot instead of downloading a PDF file. Therefore, it’s not a high-level requirement. |
| 10 | As a customer, I want to be informed about the earliest movies when they are published. | The latest movies are advertised in the outside of the theatre with lots of posters. Therefore, it's not a suitable function for beginning time in the company issue. It's not a high-level requirement for me. |
| 11 | As an Interior Designer, I want the system to contain the user interface which has the look like the color schemes of the theatre's interior. | Because we must release the product as soon as possible, so the simpler the interface has, the less time we finish the system. Focusing on a complex interface is the reason for delay the deadline. Therefore, it's not a high-level requirement. |
| 12 | As a Ticket Sales, creating a website is not necessary at this time, we just need focus on developing application because of the high number of user of the application. | This requirement should be canceled because of the violation with the main goal of company. The final goal for this project is the system can be run on both of foundation: application and website. Therefore, it's not a high-level requirement. |

## B2. User stories that are appropriate high level requirements.

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| --- | --- | --- |
| **Id** | **User story** | **Reason** |
| 1 | As a product owner, I don’t want any bugs in my application. | This a high-level requirement and also a nonfunctional requirement because of the important of this requirement. Nobody wants to experience with the numerous bugs system. If the application has unfixed bug, the performance user will be reduced imminently. |
| 2 | As a customer, when make the booking on the application, I can choose the seats for myself | This is a high-level requirement and also a functional requirement with the indispensability of it. When user start making the booking, this function must be completed to have user choose their seats. Without it, this system is going to be meaningless. |
| 3 | As a customer, I want to have an account for purchasing the ticket I bought. | This is a functional requirement and also a high-level requirement because we have to know who the user is when they purchase, so an account is necessary to do this. Besides, creating account is a chance for user become a member and they can accumulate points for their account member. This directly influence the increasing of ticket sales. |
| 4 | As a product owner, I want my user can rate their watched film and discuss the movie with other customer using application. | Leaving some reviews of the film is necessary for other users because it bring the experience of the previous user to current user and help them have a good view of this system. Therefore, this is a high-level requirement and a functional requirement which increase the number user. |
| 5 | As a customer, I want a maps of theatre seating area which I can pick up my favorite seats. | This is a high-level requirement and functional requirement because customer must know about the area contain their seats in order to not sitting the seats of other customer. |
| 6 | As a product owner, I want the customer are able to specify the number of seats when make the booking. | To increase the ticket sales which is the main goal of the company, we have to have customer buy the tickets online by this function. Without it, customer cannot buy the ticket and it reduces the income from ticket sales. |
| 7 | As a ticket sale, I think we need to have a backup plan for single seats being left open to eliminate cases where customers buying tickets at the last minute cannot sit close to each other. | This is a high-level and functional requirement because of the income of the single seats will be loss. The reason come from this function is not completed and user can cancel their ticket purchases because they can't sit close to their partners. |
| 8 | As a customer, I don’t want to wait in line for purchasing ticket that why I need a paperless ticket. | The digital ticket is the main goal for this project in the given scenario. That is the reason why this is a high-level and functional requirement because it can replace the traditional ticket and improve the user experience at the theatre. |
| 9 | As a customer, I want to purchase all my ticket by using PayPal or my credit card. | As mentioned above, we need to let customers buy tickets online instead of buying tickets at the counter. Therefore, online payment is also necessary to accompany the paperless ticketing function. This is a high-level and functional requirement |
| 10 | As a product owner, I want this system is security. | This is a high-level and nonfunctional requirement and I believe that the influence of this security decides the project is successful or not. We must ensure that customer's information cannot be published or stolen. Unless the company want to face to the complex legal proceedings or financial harm, the system must not have a poor-security function. |
| 11 | As a customer, I want to have rewards when I completed the referring friends and purchasing ticket. | This is a high-level and functional requirement because it will increase the number of users and ticket sales. Customer retention is an important highlight of this function to help businesses get a stable and long-lasting customer base. |
| 12 | As a customer, I want to have a quickly loading website. | This is a high-level and nonfunctional requirement. This requirement increases the user experience because of the smoothy loading website. Nobody wants to spend lots of time for waiting the loading of website while interacting. Customers tend to impatient when waiting for slowly loading and they would stop purchasing their ticket. |

## **B3. Moscow/Timeboxing priority.**

The MoSCoW methodology consists of four steps to prioritize which project requirements will provide the best return on investment (ROI). MoSCoW stands for Must Have, Should Have, May Have and Won't Have. Sometimes some businesses give a different concept of W (Want to have).

The MoSCoW methodology is used across many different business sectors. It allows everyone involved in a project to know what work needs to be done first and how that work will help increase revenue, reduce operating costs, improve productivity or increase productivity. customer satisfaction.In the information technology (IT) major, the MoSCoW methodology plays an important role in Agile project management by helping project teams prioritize story points.

Prioritize requests

Once requirements have been collected and agreement has been reached between the business and its stakeholders, teams can begin to assign requirements to each of the following four categories:

**M - Must have.** This first category includes all the requirements needed to successfully complete the project. These should be non-negotiables providing the minimum usable subset (MUST) of the requirements. Without the functions in this requirement, the system cannot work.

**S - Should have.** This second type of requirement is a step below must-have. Requests can be implemented in the future without affecting the current project. If the required requirements are not included in the final product, the product will still work. However, if the elements should be included, then they will significantly increase the value of the product. Small bug fixes, performance improvements, and new functionality are all examples of claims that might fall into this category.

**C – Can have**. This category includes requirements that have a much smaller impact when excluded from the project. As a result, possible requests are often the first to get lost – must-haves and should-haves will always take precedence.

**W – Will not have or Want to have.** This final category includes all non-priority requirements for the project time frame. Specifying elements for the catalog will not help increase focus on requirements in the remaining three categories while also setting realistic expectations for what will not be included in the final product. Furthermore, this category is beneficial in preventing scope escalation or the tendency of product or project requirements to increase during development beyond what was anticipated.

The theories of the MoSCoW method that I have given above will help me analyze the high-level requirements that I have identified in part B2. In the following I will give a master table that applies the MoSCoW method and my evaluation estimates to the high-level requirements.

### **B3.1. Prioritizing the requirements by using MoSCoW/timeboxing rules.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **ID requirement** | **Requirement** | **Priority** | **Business priority (1-10)** | **EST(day)** | **Assign** |
| 1 | As a product owner, I don’t want any bugs in my application. | **Must have** | 10 | 14 | **Manfred Smith** |
| 3 | As a customer, I want to have an account for purchasing the ticket I bought. | 10 | 7 |
| 2 | As a customer, when make the booking on the application, I can choose the seats for myself | 10 | 4 |
| 5 | As a customer, I want a maps of theatre seating area which I can pick up my favorite seats. | 10 | 2 |
| 9 | As a customer, I want to purchase all my ticket by using PayPal or my credit card. | 10 | 4 |
| 8 | As a customer, I don’t want to wait in line for purchasing ticket that why I need a paperless ticket. | 10 | 2 |
| 10 | As a product owner, I want this system is security. | 10 | 7 |
| 6 | As a product owner, I want the customer are able to specify the number of seats when make the booking. | 10 | 1 |
| 7 | As a ticket sale, I think we need to have a backup plan for single seats being left open to eliminate cases where customers buying tickets at the last minute cannot sit close to each other. | **Should have** | 7 | 6 |
| 4 | As a product owner, I want my user can rate their watched film and discuss the movie with other customer using application. | 7 | 2 |
| 11 | As a customer, I want to have rewards when I completed the referring friends and purchasing ticket. | **Could have** | 5 | 5 |
| 12 | As a customer, I want to have a quickly loading website. | **Want to have** | 2 | 1 |
| **TOTAL** | | | | **55(Days)** | |

References

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