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**UNIVERSITY OF GREENWICH**  
COMP1787 – Requirement Management

CourseWork

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# Section A – Management Summary

## Introduction the case study

### About Green Groceries

Green Groceries is a small and medium-sized business that specializes in trading organic grocery products originating from neighboring local areas. Thanks to establishing partnerships with nearby farms and environmentally conscious suppliers, the company has built a solid position. Their main business objective is to produce, promote, and diversify the range of organic products in order to provide consumers with more opportunities to access the company's products.

### Introducing Green Groceries’ project goals

Over the next three months, our goal is to develop a full-featured e-commerce platform for our company, showcasing and selling organic, locally sourced groceries. We'll prioritize an optimal user experience with easy ordering, secure payment, and order tracking. Simultaneously, a digital marketing strategy will be crafted to attract new customers and boost brand awareness. Eco-friendly initiatives, like sustainable packaging and efficient shipping, will be integrated. Additionally, partnerships with new farms and suppliers will expand our product range, while stringent food safety measures ensure reliability and quality standards.

### Introduction to Online Platform Development

Green Groceries, lacking an internal software development department, has outsourced the online platform development project to System Concepts (SC), leveraging the specialized expertise of external software development professionals. According to (Hron and Obwegeser, 2018) the project utilizes the Scrum methodology, with development divided into 4-week sprints and a Scrum Master ensuring adherence and facilitating daily standups. Additionally, according to (Craddock, 2014) the DSDM framework is employed, enhancing Scrum's simplicity and making it more accessible and effective for stakeholders. The project team from SC consists of five skilled members, led by Cheryl, whose leadership and Agile experience are crucial for communication and client conflict resolution. The CEO, Financial Controller, Operations Director, and Marketing Director, among other key stakeholders, bring diverse perspectives and responsibilities, ensuring the project's potential for success.

## Introduction to Agile

### Agile information

#### Definition

According to (Senarath, 2021) Agile development is an iterative approach to software engineering that emphasizes collaboration, flexibility, and rapid delivery. It involves cross-functional teams working in short cycles to build software that aligns with evolving business needs. According to (Gumiński et al., 2023) The advantages of Agile include continuous quality improvement, a customer-focused approach, adaptability to changing requirements, early identification of bugs, quicker time-to-market, and a collaborative team environment. However, Agile also has some drawbacks, such as being resource-intensive, challenging to manage in large projects, relying heavily on customer availability, and potentially leading to scope creep and insufficient testing (Gumiński et al., 2023). Overall, Agile development offers a balanced approach to software quality engineering, but organizations must carefully consider the trade-offs to ensure its successful implementation.

#### Methodology applied for project.

For Green Groceries' online platform development project, which aims to launch the platform within a tight three-month timeline, the adoption of the Agile framework, specifically the Dynamic Systems Development Method (DSDM), is a suitable choice. DSDM will enable Green Groceries to rapidly deploy the online platform by breaking down the project into manageable increments, allowing for early value realization and the flexibility to accommodate evolving customer requirements. Additionally, the use of Rapid Application Development (RAD) tools will further streamline the deployment process and enhance the overall quality of the platform, as suggested by (Daud et al., 2010). Moreover, the Agile approach will foster close collaboration among all stakeholders, ensuring a shared understanding of project goals and facilitating effective communication. The iterative nature of DSDM will provide a natural mechanism for mitigating risks, enabling the prompt identification and resolution of potential issues, ultimately increasing the likelihood of successful project deployment. The advantages of the Agile framework, such as its flexibility, reusability, increased customer engagement, and iterative deliveries, further strengthen the case for DSDM as the appropriate methodology for Green Groceries' online platform development project.

## Conclusion

The project team demonstrates consistent high-level skills in web development, particularly in Agile methodologies. Cheryl's leadership experience makes her a standout choice for team lead, ensuring smooth communication and resolution of client issues. The team's proficiency, coupled with strategic oversight from stakeholders, sets a solid foundation for Green Groceries' online platform development. With the Agile DSDM framework, they're poised to efficiently deliver a successful project, enhancing market presence and customer experience.

# Section B – High level requirements analysis and MoSCoW prioritization

Table 1 presents functional and non-functional requirements for the company's online platform development project, covering features such as order processing and security, helping the team focus on core priorities and manage constraints effectively.

Table 1: High level requirements analysis

| **No.** | **Requirements** | **Function/non-function** |
| --- | --- | --- |
| GG-1 | As an Order Handling Clerk, my objective is to transition telephone purchases from a paper-based system to online processing through the website. | FR |
| GG-2 | Maintain a minimum of 20 office plants to support the company's commitment to a green and healthy workspace. | NFR |
| GG-3 | As a customer, I aim to update my account details easily to ensure the accuracy of my information. | FR |
| GG-4 | Plan a virtual celebration on the website for the CEO's birthday to highlight the company's vibrant and welcoming culture | FR |
| GG-5 | As the Managing Director, I prioritize ensuring the website's compliance with the Data Protection Act to avoid potential fines. | NRF |
| GG-6 | Register for an account as a customer. | FR |
| GG-7 | Provide customers with a choice of delivery slots to accommodate their schedules. | FR |
| GG-8 | Allow customers to modify their shopping cart to accommodate changes in their preferences. | FR |
| GG-9 | Implement pet-friendly policies to promote a positive and inclusive workplace environment. | NRF |
| GG-10 | Design the system to handle a 30% increase in traffic during peak periods without compromising performance. | NFR |
| GG-11 | Enable customers to enter separate delivery and invoice addresses for flexibility in receiving orders. | FR |
| GG-12 | Allow customers to update their account details for maintaining current information. | FR |
| GG-13 | Transition telephone purchases to the website to eliminate the paper-based system. | FR |
| GG-14 | Give customers the option to opt-in or opt-out of receiving marketing information to prevent excessive communication. | NF |
| GG-15 | Ensure all user data, including personal and payment details, is encrypted for maximum security. | NFR |
| GG-16 | Maintain consistent branding and design elements across the website to reinforce the company's identity. | NFR |
| GG-17 | Encourage team-building events for the development team quarterly to foster collaboration and a positive work environment. | NFR |
| GG-18 | As the Marketing Director, establish an offers or discount page to communicate promotions to customers. | NFR |
| GG-19 | Ensure the website adheres to VAT legislation as the Chief Accountant to avoid penalties. | FR |
| GG-20 | Accept all forms of payment as the Operations Director to maximize market reach. | FR |

## Review the base line requirements’ list.

### Present nonconforming requirements at a high-level requirement level

The table 2, delineates various non-compliant requisites deemed unsuitable for an online platform development endeavor. Predominantly non-functional, these requirements lack direct alignment with the platform's business objectives. Each entry in the table elucidates the inappropriateness of these requirements for the ongoing project, underscoring the imperative to prioritize the development of core functionalities and performance metrics.

Table 2: Nonconforming requirements at high level requirement level.

| **No.** | **Reason** |
| --- | --- |
| GG-2 | Requiring at least 20 office plants is unsuitable as it's a non-functional requirement unrelated to the platform's business goals. Resources should prioritize enhancing platform features and performance. |
| GG-4 | The request for a CEO's birthday celebration doesn't align with the platform's business goals. It's more suitable for sharing organizational culture and could be added later. |
| GG-9 | Allowing pets in the workplace is not suitable as it's similar to organizational policies covered elsewhere. It's not directly related to business or project goals. |
| GG-17 | Requiring participation in quarterly team building events is unsuitable as it doesn't directly support the project's business goals. Resources should prioritize developing the platform's features and performance. |
| GG-10 | Handling 30% traffic growth without performance degradation is unsuitable for the initial phase. Prioritize building and testing basic functionality first. |
| GG-15 | Requiring encryption for user data isn't necessary in the initial phase. Focus on essential features, addressing technical aspects later |
| GG-16 | Maintaining consistent design for brand reputation isn't suitable initially. Prioritize developing basic features and user experiences before enhancing branding. |
| GG-5 | Compliance with data protection laws is unnecessary in the initial phase. Focus on developing functional features before addressing complex security requirements. |
| GG-7 | Requiring delivery time options for customers isn't suitable for the initial phase. Focus on basic platform features before tackling complex requirements. |

### Present the high-level functional requirements necessary to build the system.

Table 3 outlines the key functional requirements for constructing an online system, including customer account management, order processing, provision of offer and discount information, compliance with legal regulations, and the development of a comprehensive and customer-centric online platform.

Table 3: The high-level functional requirements nescessary to build the system.

| **No.** | **Stakeholder** | **Reason** |
| --- | --- | --- |
| GG-3 | Users | This requirement is crucial for the online platform, allowing customers to update their account information easily for accuracy and security. Flexible account profiles are vital in e-commerce, offering convenience and enhancing user experience, aligning with the project goals. |
| GG-6 | Users | This requirement supports the project by enabling customer self-registration, offering multiple conveniences such as personalized ordering, payment, and order tracking features. It enhances user experience and aligns with project goals in online platform development. |
| GG-1 | Sale Staff | The project aims to create a modern and convenient online platform to replace phone-based transaction processing and shopping. It caters to users, including those unfamiliar with technology, and facilitates communication while expanding product markets. |
| GG-8 | Users | The project includes a shopping cart editing feature in the online platform, offering users flexibility and convenience. This allows them to modify their purchases and buy multiple products at once, meeting their need for flexibility in online shopping and supporting the project goal. |
| GG-18 | Marketing Director | The inclusion of an offers and discounts page in the online platform project attracts new customers, boosts sales, and enhances customer satisfaction. Additionally, it increases competitiveness, optimizes inventory, and fosters a dynamic online business environment. |
| GG-11 | Users | The project involves developing an online platform enabling users to input separate shipping and billing addresses, offering flexibility in receiving goods at desired locations. This feature meets diverse user needs in online shopping, aligning with the project's business goals and facilitating third-party deliveries or gift purchases. |
| GG-14 | Users | The project creates an online platform where users can opt-in to receive marketing information, minimizing spam and ensuring legal compliance. This feature enhances customer satisfaction by empowering them to control their personal information. Additionally, it improves marketing strategies and fosters favorable conditions for online market development. |
| GG-19 | Accountant | This requirement in online platform development ensures VAT compliance, mitigating legal risks and fines. It facilitates invoicing, meets government regulations, and ensures tax compliance, crucial for business operations. |
| GG-20 | CEO | This requirement ensures the online platform accepts all forms of payment, attracting a wide customer base, expanding the market, supporting international outreach, and building confidence in the financial sector. Overall, it contributes to the project goal of creating a diverse and flexible platform for customers. |

## MoSCoW/Timebox rules to prioritize the requirements’ high-level requirement list.

The System Concepts company plans to complete the Online Platform project within a 3-month timeframe, necessitating the adoption of the SCRUM methodology due to the urgency of the project. This approach involves dividing the project into Sprints, each spanning a duration of 2 weeks.

The development team consists of 5 members, comprising 4 full-time developers and 1 part-time developer. The total effort required for the project can be calculated based on the working hours of each team member:

Total effort: (4 full-time developers \* 8 hours per day + 1 part-time developer \* 4 hours per day) \* 5 days per week \* 4 weeks per month \* 3 months

=> 2160 man-hours

Consequently, it can be inferred that each Sprint will necessitate approximately 360 hours of work.

Table 4 outlines key requirements and tasks for developing a comprehensive e-commerce platform for Green Groceries, covering essential functionalities and providing a clear roadmap for efficient development and quality assurance.

Table 4: Estimation for each requirement (WBS - Work breakdown structure).

| **Num** | **Requirement ID** | **Break tasks** | **Estimation (man. hour)** |
| --- | --- | --- | --- |
| 1 | GG-6 | 1. Create table in DB (20)  2. UI design for registration form (30)  3. Implement authencation logic (50)  4. API testing for user registration (100)  5. Create registration endpoint (40)  6. Quality assurance and bug fixing (20) | 260 |
| 2 | GG-3 | 1. Design account management UI (40)   2. Implement account update functionality (60)   3. API testing for account updates (55)  4. Create account update endpoint (40)  5. Quality assurance and bug fixing (30) | 225 |
| 3 | GG-1 | 1. Design order processing UI (50)  2. Implement order processing functionality (65)  3. API testing for order processing (60)  4. Create order processing endpoint (40)  5. Integration with phone system (55)  6. Quality assurance and bug fixing (20) | 290 |
| 4 | GG-8 | 1. Design shopping cart UI (40)  2. Implement cart management functionality (130)  3. API testing for cart updates (110)  4. Create cart management endpoints (100)  6. Quality assurance and bug fixing (60) | 440 |
| 5 | GG-11 | 1. Design address management UI (20)  2. Implement address management functionality (40)  3. API testing for address updates (30)  4. Create address management endpoints (25)  5. Quality assurance and bug fixing (20) | 135 |
| 6 | GG-19 | 1. Implement VAT calculation logic (30)  2. API testing for VAT handling (45)  3. Create VAT handling endpoints (20)  4. Integration with accounting system (30)  5. Quality assurance and bug fixing (20) | 145 |
| 7 | GG-20 | 1. Integrate with payment gateways (40)  2. Implement payment processing functionality (60)  3. API testing for payments (40)  4. Create payment processing endpoints (30)  5. Quality assurance and bug fixing (30) | 200 |
| 8 | GG-18 | 1. Design offers/discounts UI (30)  2. Implement offers/discounts management (50)  3. API testing for offers/discounts (45)  4. Create offers/discounts endpoints (35)  5. Integration with marketing system (40)  6. Quality assurance and bug fixing (25) | 225 |
| 9 | GG-14 | 1. Design marketing preferences UI (35)  2. Implement marketing preferences management (50)  3. API testing for marketing preferences (40)  4. Create marketing preferences endpoints (30)  5. Quality assurance and bug fixing (20) | 175 |

Table 5 provides a strategic roadmap for the e-commerce platform development, prioritizing key functionalities using MoSCoW. The plan covers essential features and crucial elements to ensure a seamless user experience, while categorizing requirements to enable efficient development and future flexibility.

Table 5: MoSCoW/Timebox rules to prioritise the requirements ‘high level requirements list

| **Requirement ID** | **MoSCoW** | **Reason for prioritization** | **Effort** | **SUMMARY (man.hour)** | **Scale** |
| --- | --- | --- | --- | --- | --- |
| GG-6 | **M** | This is a basic requirement that needs to be prioritized to allow customers to create accounts and use the platform. | 260 | 1215 | 58.00% |
| GG-3 | **M** | Ensuring the quality of customer data is essential to provide a good user experience. | 225 |
| GG-1 | **M** | This core functionality replaces the paper-based ordering method, improving the user experience and expanding the market. | 290 |
| GG-8 | **M** | The ability to customize the shopping cart is a necessary feature that helps customers be flexible and personalize their shopping experience. | 440 |
| GG-11 | **S** | Although not one of the most fundamental features, this is still an important requirement to provide more flexibility for customers when receiving orders. | 135 | 480 | 22.91% |
| GG-19 | **S** | This is an important requirement to ensure compliance with financial regulations and avoid penalties that could impact the company. | 145 |
| GG-20 | **S** | Allowing customers to choose their preferred payment method will enhance the user experience and expand the platform's reach, making this an important requirement. | 200 |
| GG-18 | **C** | While beneficial for marketing and customer interaction, this requirement is not as critical as the core functionalities, so it can be added later. | 225 | 400 | 19.09% |
| GG-14 | **C** | Although not essential for the initial platform success, this feature will improve the user experience, so it can be added in a later phase. | 175 |

Table 5, provided showcases the prioritized high-level requirements, following the MoSCoW rule of 60:20:20. This prioritization closely mirrors MoSCoW principles, with the critical requirements consuming about 58.00% of the project's implementation time, totaling 1215 man-hours out of 2095. Similarly, the desirable requirements require 480 man-hours (equivalent to 22.91% of the total), while the optional ones demand 400 man-hours (comprising 19.09% of the total).

Figure 1 depicts the Gantt chart for the online platform development project, organized into sprints over a 12-week period. Each two-week sprint focuses on specific tasks based on requirement prioritization. Essential 'Must-Have' features like account management and order processing are scheduled for initial sprints to establish core functionality. Subsequent sprints address 'Should-Have' requirements such as separate address entry and VAT compliance, with 'Could-Have' features like marketing preferences and discount management planned for later sprints. This structured approach allows efficient task prioritization, ensuring timely delivery of key features while accommodating potential enhancements as the project progresses.

A close-up of a calendar

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Figure 1: Gantt chart of the online platform development project.

# Section C – Legal, Social, Ethical, and Professional issues

## Data Controller

### Discuss about data protection (DPA - Data Protection Act)

Data protection has become crucial with increasing digitalization, and regulations like the Data Protection Act (DPA) mandate online platforms to comply with requirements such as lawful, fair and transparent data collection and processing, minimizing data collection, maintaining data accuracy, and appropriately protecting data. (Participation, 2018). A depiction of data flow in data protection is shown below:

* Data Collecting: The process of accumulating and gathering information, including personal data, from various sources, to serve business purposes, analysis, decision-making, and improving products/services.
* Data Storage: The act of preserving and safeguarding data using different methods and technologies such as on-premise, cloud, or hybrid storage, to ensure data is organized, easily accessible, and secure.
* Data Sharing: The process of exchanging and sharing data between stakeholders, such as departments within an organization or between different organizations, for the purposes of collaboration, analysis, decision-making, and achieving other goals.
* Data Transfer: The movement of data from one location to another, within the same system or between systems, for purposes such as sharing, backup, and data synchronization.
* Data Processing: The operation and transformation of raw data into meaningful information and valuable knowledge, through actions like filtering, aggregating, analyzing, and modeling.
* Data Access: The ability of authorized users or systems to retrieve, manipulate, and interact with the stored data, including user authentication, authorization, security, and compliance with privacy regulations.
* Data Retention or Deletion: Establishing policies and procedures regarding data retention periods, as well as the secure deletion of data when it is no longer needed or upon request by the data owner.
* Data Breach Response: The efforts of an organization after a security incident, such as unauthorized access to sensitive information, to minimize damage, protect affected individuals, and restore trust in the organization's data security.

### Role of Data controller in Green Groceries

The Data Controller is an important player in the development of Green Groceries' online platform. The organization in charge of gathering, storing, processing, and safeguarding consumer personal data is known as the data controller. They are required to make certain that this data processing conforms with laws pertaining to data protection, like the Data Protection Act (DPA).

Within the online platform of Green Groceries, the Data Controller's responsibilities include:

* Data Collection: When a consumer registers or makes a purchase, the Data Controller gathers personal information about them, including names, addresses, phone numbers, emails, and payment information.
* Data Storage: The Data Controller is in charge of securely keeping this data, which may entail data backups, access controls, and encryption.
* Data handling: Information is processed by the data controller for a number of reasons, including order fulfillment, marketing correspondence, and account verification. This procedure needs to be fair, transparent, and legal.
* Data Transmission: In order to ensure compliance with data protection rules, the data controller may occasionally need to exchange data with other parties, such as delivery providers or payment processors.
* Data Utilization Objectives: The data controller lays out exactly how this data will be used, including service delivery, outreach marketing, and data analysis for improved goods and services.

Essentially, the Data Controller's job on the Green Groceries online platform is to make sure that customers' personal data is managed lawfully, securely, and for a purpose while respecting their right to privacy and following all applicable regulations.

## Legal, Social, Ethical, and Professional Issues

### Legal

#### Data privacy

Green Groceries is required to adhere to data protection laws like the Data Protection Act (DPA) when gathering, storing, and managing customer personal data (such as names, addresses, and payment details) on its online platform. It is essential to inform customers about the usage of their data and provide them with the ability to access, amend, or remove their personal information.

#### Security and Fraud detection

The online platform needs to deploy strong security protocols to safeguard customer data and transactions against unauthorized access, data breaches, and fraudulent activities. Green Groceries should establish procedures aimed at identifying and thwarting fraudulent behaviors, including credit card fraud, identity theft, and phishing attempts.

#### Compliance with financial regulation

The online platform must adhere to financial regulations governing payment processing, invoicing, and tax calculations, including compliance with VAT regulations as specified in requirement GG-19. It is imperative for Green Groceries to ensure that all financial transactions and record-keeping procedures are conducted in strict accordance with applicable laws and regulations to maintain compliance and uphold financial integrity.

#### Guideline clearly, easy accessing

The online platform is expected to offer customers clear and easily understandable guidelines and terms of service, encompassing various aspects such as order processing, delivery procedures, return policies, and refund processes. This information should be readily accessible on the website to ensure transparency and build trust with customers. By providing comprehensive and easily accessible terms, Green Groceries can enhance customer satisfaction and confidence in their online shopping experience.

#### Intellectual property and license

Green Groceries is obligated to verify that any third-party intellectual property, including images, content, and software utilized on the online platform, is duly licensed and does not violate copyrights or trademarks. Additionally, the company must safeguard its own intellectual property, including its brand, logo, and any distinctive features or content created for the platform. This ensures compliance with intellectual property laws and preserves the integrity of the company's brand assets.

#### Terms of Service and User Agreements

The online platform is required to establish clear and comprehensive terms of service and user agreements delineating the rights, responsibilities, and obligations of both Green Groceries and its customers. These agreements should encompass key areas such as privacy protection, data usage policies, customer expectations, and dispute resolution mechanisms. By outlining these terms explicitly, the platform ensures transparency, promotes fair practices, and facilitates effective resolution of any potential disputes or issues.

#### Consumer Protection

Green Groceries is obligated to ensure that its online platform adheres to consumer protection laws, which entail providing accurate product details, fair pricing, and transparent policies regarding refunds, returns, and product warranties. It is imperative that customers can effortlessly exercise their consumer rights when utilizing the online platform. By upholding these standards, Green Groceries promotes trust, fairness, and satisfaction among its customers while also maintaining legal compliance.

### Social

#### Impact to all citizen

When developing Green Groceries' online platform, it's essential to prioritize inclusivity for all potential customers, regardless of their backgrounds. This involves designing the platform to be user-friendly and accessible to a diverse range of users, including those with disabilities or varying levels of technological proficiency. Implementing features like multiple language options, accessibility features, and intuitive navigation ensures a positive user experience for everyone, catering to a broad customer base.

#### Accessibility

Green Groceries' online platform design must prioritize accessibility for users with disabilities, including visual, hearing, or cognitive impairments. Features like screen reader compatibility, closed captions, and intuitive navigation aids enhance accessibility for all users. By ensuring inclusivity, Green Groceries provides an equitable user experience for everyone.

#### Technical education of consumer

Green Groceries must provide clear and user-friendly guidance for customers, especially those less tech-savvy, to navigate the online platform effectively. This includes step-by-step instructions, video tutorials, and dedicated customer support channels. Accessible guidance ensures all customers can confidently engage with the platform, enhancing their shopping experience.

#### Web app 🡪 collection info 🡪 privacy

Green Groceries must inform customers about the personal data collected by the online platform and its usage, storage, and protection. This includes transparent privacy policies, obtaining consent for data processing, robust security measures, and options for managing privacy preferences. Prioritizing transparency and customer control builds trust and fosters a positive relationship with Green Groceries' customer base.

#### Security awareness

Green Groceries must educate customers on online security best practices, empowering them to create strong passwords, recognize phishing attempts, and report suspicious activities. This proactive approach enhances customer trust and confidence in the platform's security. By prioritizing customer safety, Green Groceries strengthens its reputation as a trustworthy provider.

#### Transparent and trust

Green Groceries must prioritize transparency in its operations, policies, and communication with customers to build trust and foster a positive relationship. Openly sharing information about practices and decisions demonstrates integrity and accountability, instilling confidence in customers. Transparent communication cultivates partnership and mutual respect, laying the foundation for long-term loyalty and satisfaction.

### Ethical

#### Fairness

Green Groceries' online platform must prioritize fairness and equality, ensuring all customers are treated regardless of personal characteristics. Pricing, product offerings, and customer service practices should be equitable and discrimination-free. This commitment promotes inclusivity, respects diverse needs, and enhances customer satisfaction and trust, bolstering the platform's success and reputation.

#### Protect consumers.

Green Groceries has an ethical duty to safeguard its customers' interests, including their personal and financial data, and ensure satisfaction with the online platform. This involves prioritizing customer welfare through robust data protection measures, transparent privacy practices, fair pricing policies, and responsive customer support. By prioritizing customer well-being, Green Groceries upholds ethical standards, fosters trust, loyalty, and long-term relationships with its customer base.

#### Protect business data and information.

Green Groceries must prioritize the ethical and secure management of its proprietary business data and intellectual property, ensuring the confidentiality of sensitive information such as supplier contracts and financial records. Robust security measures, access controls, and data encryption protocols should be implemented to prevent unauthorized access or disclosure. Upholding ethical standards in data handling fosters trust with stakeholders and mitigates the risk of harm or exploitation.

### Professional

#### Compliance with Standards and Regulations

Green Groceries' online platform development and operation must comply with industry standards, covering web accessibility, data protection, and financial transactions. This involves incorporating accessibility features, robust data protection measures, and secure protocols. Adherence to these standards ensures legal compliance and enhances the reliability, security, and usability of the platform for customers.

#### Test for QA

Green Groceries must conduct thorough quality assurance (QA) testing throughout the online platform's development and deployment to detect and resolve technical issues, bugs, and user experience problems. Establishing a comprehensive testing strategy and adhering to best practices in software testing is essential. This may involve various testing methodologies like functional, usability, performance, and security testing. Prioritizing QA testing allows early identification and resolution of issues, enhancing the platform's reliability, functionality, and user satisfaction.

#### Security and data protection

Green Groceries' online platform design and implementation must prioritize robust security measures to protect customer data, financial transactions, and system integrity. Collaboration with the development team to implement industry-standard security practices is crucial. This may involve encryption of sensitive data, strict access controls, and regular vulnerability management. Prioritizing security throughout the development lifecycle builds customer confidence and mitigates the risk of data breaches or unauthorized access.

#### The BCS code of conduct

* Public Interest: Green Grocery staff members are responsible for making sure that the online platform is designed and run with the intention of serving the public interest. Examples of this include giving consumers a first-rate shopping experience and fostering the growth of the neighborhood. Customers' and the community's interests must come before their own or their company's earnings.
* Duty to Relevant Authority: When creating and running the online platform, Green Grocery staff members are required to abide by all applicable laws and regulations, including the Data Protection Act. They have to work together and give the appropriate government authorities precise information.
* Duty to the Profession: By sharing their knowledge and expertise, Green Grocery employees may help the IT sector grow. They have to follow industry best practices and standards for software development.
* Professional competency and Integrity: In order to effectively serve consumers, Green Grocery staff members must continuously work to improve their professional competency. Throughout the creation and implementation of the web platform, they must conduct themselves with the utmost honesty and refrain from deceit or fraud.

# Section D – Conclusion

The successful implementation of Green Groceries' online platform demonstrates the company's strategic vision and commitment to leveraging technology. Choosing the Agile approach, specifically the combination of DSDM and Scrum frameworks, has helped Green Groceries position itself successfully amidst rapid digitalization.

The decision to apply iterative and collaborative methods through DSDM Atern and Scrum has enabled overcoming challenges and ensured timely delivery of the platform. This method allows the project team to address urgent requirements while maintaining flexibility to adapt to changes. The iterative nature of Agile also facilitates incremental value delivery, enabling Green Groceries to leverage platform benefits early on.

Furthermore, emphasizing teamwork, transparency, and continuous improvement within Agile has fostered a collaborative environment, allowing the development team and stakeholders to work smoothly, ensuring the platform meets customer needs.

As Green Groceries continues to compete, the successful implementation of the online platform, with Agile support, will position the company for long-term growth and market leadership. The flexibility, responsiveness, and customer focus of Agile will help Green Groceries maintain a competitive advantage and solidify its position as a trusted provider.

In summary, the decision to adopt Agile, particularly DSDM Atern and Scrum, is a strategic and successful step for Green Groceries, positioning the company for a bright and prosperous future.

# Section E – References

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