**Section B – High level requirements analysis and MoSCoW prioritisation**

**B1 High level requirements analysis**

High Level Requirements are very general Requirements and represent the goals from the customer. High Level Requirement helps us visualize the development framework and understand customer expectations.

**B1.1 Identify inappropriate High Level Requirement**

Based on the "List of base queued requests for the Web site" table, we can see that the number of requests made is too much and there should be no priority between requests. In order to meet product development on time and to meet the criteria for 'high requirements', we need to identify inapproriate high level requirements. Therefore, there are some requirements that are not suitable for high-level requirements:

* **Requirement number four, online transactions to be secure so that our customers feel safe by Finance Director.**

This is not a high level requirement because it does not describe what the system can do, it only describes online transactions should ensure safety criteria. Without this requirement, the online transactions still work, this requirement is added to ensure this functionality is improved more safely.

* **Requirement number five, ensured that the site is Data Protection Act safe by Managing Director**

This is not a high-level requirement. This requirement does not describe the behavior or what the system can do, it only requires the site to comply with the Data Protection Act to avoid a penalty of hundreds of thousands of pounds. This requirement is to ensure the system is compliant with the law and must be secure. Without this requirement, the website can work without any functional issues.

* **Requirement number fourteen, belts gift wrapped and sent to an address other that than the customer’s address.**

Adding this feature will make purchasing and ordering functions more cumbersome at the present time. We can use this requirement to improve service quality and system development in the future.

* **Requirement number fifteen, Discount belts for students.**

The discount on belts is common to all types of customers. Discounting belts for students may be a good idea but not necessary right now because it is just an extension of the product discount, we can develop it at a later stage.

* **Requirement number seventeen, daily emails to let customers know the status of their order.**

Receiving an email with the same content can make customers feel uncomfortable and feel this function is not friendly. This requirement can be helpful if the customer needs to monitor the status of their order regularly and it will be extremely troublesome for them.

**B1.2 High level requirement that require for building the website**

1. **Allow customer to modify their shopping cart**

This requirement gives customers the convenience, they are free to Change the quantity of products, remove unnecessary products to the cart, etc. They are free to choose or change everything at their own discretion. The better the interaction between customers and the system, the more they will attract new customers and keep old customers.

1. **Accept all forms of payment.**

This requirement should not be missed because payment is an important part of buying and selling products. In addition, it also offers customers a variety of payment options that will make customers feel more comfortable than having to use the default payment methods or payment methods that They have never used.

1. **Allow customers to choose whether or not they are sent marketing information.**

The comfort and perception of customers for the system is extremely important. This requirement will be useful to customers who need to monitor and purchase Lizzie’s Leather Belts products regularly, and it will be profitable for the company. For those customers who don't need to shop often at Lizzie’s Leather Belts, this request will make them feel annoyed. Allowing customers to choose to receive or not receive marketing information will make customers feel comfortable about their shopping needs and capture their information.

1. **Check delivery addresses**

This requirement will help the warehouse operator to conveniently and quickly manage the bulk delivery. Delayed or wrong delivery will give customers a bad view of Lizzie’s Leather Belts.

1. **Allow Customer to change their account details**

This requirement can help customers update their latest information such as phone number, address, personal information, etc. In addition, it also helps us to provide customers with the most accurate and effective service such as emailing events, announcing orders, delivering goods to customers at the address in the email, and bringing Many more utilities in the future.

1. **Create Discount page**

Discount page will be an innovative idea for the system, it helps attract customers and give them more choices. Most customers will visit the discount page to track deals and search for a product that is more affordable.

1. **Return products via the website**

It is a common problem to return products when products are problematic. Therefore, the support of returning products through the website will bring customers more convenience and faster instead of having to go through lengthy and time-consuming procedures.

1. **Monthly report showing the percentage of belts that have been sold via the Web site**

This is an important high-level requirement, it helps the Managing Director can manage the number of products sold, track sales and profit statistics of each month. In addition, it can help the Managing Director easily observe and set goals for each month.

**B2 Using MoSCoW to determine the priority of the requirements**

**B2.1 Update High-level requirement list.**

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Requirements** | **Priority** | **Days** |
| **1** | Monthly report showing the percentage of belts that have been sold via the Web site | Must have | 3 |
| **2** | Allow customer to modify their shopping cart | Must have | 5 |
| **3** | Allow Customer to change their account details | Must have | 3 |
| **4** | Accept all forms of payment. | Should have | 5 |
| **5** | Check delivery addresses | Should have |  |
| **6** | Create Discount page | Should have | 3 |
| **7** | Return products via the website | Sould have | 4 |
| **8** | Allow customers to choose whether or not they are sent marketing information. | Could have | 2 |