Strayer University

**BUSINESS REQUIREMENTS**

Week 4

**Business Requirements**

for the

Course of

Information Technology Capstone

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By

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Business Requirements

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# Document Control

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# Business Requirements

## Project Overview

The company of Book Smart Inc is growing due to the high demand of book all over the world. It has come to our attention to take this advantage of the market by reaching out to our customer and the demand which is growing at a faster rate. Moreover, working with major companies to sell different books all over the world has been a challenge which has to be address. To make it easy for the controlling of the inventory all over the world, physical offices with the best network infrastructure need to be built. Also, more ground workers in foreign countries need to be employed and a better shipping method need to be created.

## Background including current process

Our company is involved in selling books like amazon. It is an E-business activity which sales online only. In addition, its sales directed at consumers and to various business. As I have already mentioned that we are trying to expand worldly, so our network infrastructure needs to be built and improved here and abroad as we are expanding in that direction. Currently, the company consisting of ten thousand employees with a revenue of $50 million but is expected to grow to two hundred thousand employees with revenue of $2 billon over the next ten years. In addition, we need to update our window operating system to the current one to meet our need for the software upgrade. Because big data is taking place world wild, so huge storage space needed to be taken into consideration.

* The project needs to expand the company ‘s size, the storage place for the goods, expand the physical as well as the logical network infrastructure, expand and upgrade the existing servers to handle huge data and simplified the Website to facilitate the business transaction.
* The project goal is make our company to be the world number one distributor of books. This can be done by establishing physical offices and storage places which can be in form of warehouses, building human resources departments and infrastructure in those countries which will facilitate the employing of foreign workers
* The information technology role for this project is.to established network infrastructure, the databases for our inventory, customer, sales and other business-related things. Also managing traffic on the network by building the expandable server to handle the future expansion and the building of website which would be our main user interaction.

## Scope

## Scope of Project

* Since our company is the Electronic Commerce, therefore it is more than just buying and selling books online. It also includes the entireonline process of developing, marketing, selling, delivering, servicing and paying for products and services.

The scope of this project includes a number of areas. For each area, there should be a corresponding strategy for incorporating these areas into the overall project.

**Applications** In order to meet the target production date, only these applications will be implemented: The mobile application for the company, the Inventory System and the Rational Databases System. As we would be integrated the different databases, maximum security is going to be taken serous because we will be dealing with huge data from all over the world.

**Sites** These sites are considered part of the implementation: therefore, skilled IT individual needs to be employed to build the best website which is highly optimized on the search engineer of the google. Moreover, traffic must be handled without making the site to go down in case of higher volume.

**Process Re-engineering** Re-engineering will be done to help the company rethink how we do our work to improve our [customer service](https://en.wikipedia.org/wiki/Customer_service) by cutting down the [operational costs](https://en.wikipedia.org/wiki/Operational_costs), and become world-class [competitors](https://en.wikipedia.org/wiki/Competitor)

**Customization** Customizations will be limited to those people in the third world countries because of less bandwidth.

**Interfaces** The interfaces included are: the user interface which would be simplified with an application for the mobile users and a well-designed graphical user interface for desktop computers. All these would be simplified and made user friend for anybody.

**Architecture** Application and Technical Architecture will be updated and improved on to keep up with the technology.

**Conversion** Only the following data and volume will be considered for conversion:

**I.** Data from our regular customers. It is important for our company to identify the data that needs to be transferred from old system to new one and the format of transfer so that it can successfully be used by the new system, therefore we will transfer the one for our usual customers.

II. Data from our major distributers. To keep the business easy, all the data from our distributers will be moved to the new system.

**Testing** Testing will include only the traffic on the site which is important for the easy form of the buying process of the books and other transactions. It will be done by the trained engineer who will make sure everything works properly without giving our customer the 404 page. In addition, the whole project will be tested to make sure everything is working before handle to the upper management.

**Funding** Project funding is limited to the expansion of the foreign infrastructure. Therefore, we will be building that according to the profits made in those countries by matching every dollar earn to ten cents invest on building new structure.

**Training**  Training will be conducted on all the employees of the company by doing a yearly field training on how to deal with the shipping method without wasting time. This would bring the culture of good customer services and professionalism.

**Education**  Education will include those in the management, IT department, customer services and quality assurance. By providing a comprehensive and effective training to the managers and supervisors is an investment that can pay off for your business in both tangible and intangible ways. Having the best trained IT would save the company ‘s money by incorporated the new technology to the business of the new century. The best Customer service team would be selling the books at a higher rate by giving good service to our customer which will make them come back and build that trust. The quality assurance team will make sure the best books are sold to our customers

### **1.3.2 Constraints and Assumptions**

The following constraints have been identified which are the cost of the project, and scope. The Scope which involves some goals which are needed to be achieved, the delivered time of the project which can be a challenge and the tasks which define the boundaries of the project. While, the costs of the project can be adjusted best on the time and the inflation which is taken seriously. This was because the financial limitation of resources input to the project and the overall limit for the total amount that can be spent.

The following assumptions have been made in defining the scope, objectives and approach:

* **Budget assumptions** are expectations in this huge project because of the global market which can be expected on the income and expenses. We have made a reasonable assumption when creating a budget for the first time which gives us a starting number to work with for planning the whole purposes.

### **1.3.3 Risks**

The following risks have been identified as possibly affecting the project during its progression:

* War in third wild countries. There have been the emerging of natural resources in some countries which put them on a state of war because most of the superpower are trying to control those resource by sponsoring the rebel to take over the government. Therefore, an insurance company is going to be put in place for that purpose which is based in the U.S.A.
* Security on transaction. Security is an ever-growing concern across any company that is involved in Ecommerce business because the transaction happened on the internet. In other words, it is an ever-growing concern for everyone across the globe because hankers are learning new method of intercepting credit card transaction. The biggest risks which we are taking seriously, is dealing with those in third wild countries because they don’t have enough security measures to handle those issues.

### **1.3.4 Scope Control**

The control of changes to the scope identified in this document will be managed through the Change Control, with business owner representative approval for any changes that affect cost or timeline for the project.

### **1.3.5 Relationship to Other Systems/Projects**

* It is the responsibility of the business unit to inform IT of other business initiatives that may impact the project. The following are known business initiatives:
* **Economical issues**. The global economy tends to change in different countries which might impact our projects.
* **Change of Governments**. Different government might come into power in different places and this might impact our project because they come with different rules which can impact out project.

### **1.3.6 Definition of Terms** (if applicable)

* **Applications**: It is any program, or group of programs, that is designed for the end user
* **Computer Architecture: It** is a set of rules and methods that describe the functionality, organization, and implementation of computer systems.
* **Conversion**: It is the strategies involved in **converting** data from an existing system to another hardware or software environment
* **Economy:** It is the wealth and resources of a country or region, especially in terms of the production and consumption of goods and services.
* **Interfaces: It is** a device or program enabling a user to communicate with a computer.
* **Network:** It is a set of computers connected for the purpose of sharing resources.

### **Risks**: Are the uncertain event or condition that, if it occurs, have positive or negative effect on a project's objectives

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