

Computer Shop Management System

Stakeholder Requests

Revision History

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Stakeholder Requests

1. Introduction

1.1 Purpose

The purpose of this collection of Stakeholder Requests is:

- Specify the stakeholders of this project.
- Collect requests.
- Specify the priority of stakeholder requests.

1.2 Scope

The scope of the Stakeholder Requests document is related to the Computer Shop Management System report that is part of the Computer Shop Management System project.

1.3 Definitions, Acronyms, and Abbreviations

- CSMS – Computer Shop Management System.

1.4 Overview

The Stakeholder Request document specifies the information, the responsibilities and the rights of the individuals and organizations that is involved in the Computer Shop Management System project.

2. Establish Stakeholder or User Profile

- Name: Employee A Company / Industry: Computer Shop
- Job Title: Employee
- What are your key responsibilities?
 - o Develop and manage bookstore
 - o Provide customers with consultancy
 - o Sell books
- What deliverables do you produce?
 - o Service
- For whom?
 - The owner of computer shop

- How is success measured?
 - o Profits
 - o Development
 - o Satisfaction of the customers

- What problems interfere with your success?
 - o Do not have basic knowledge of using Internet
- What, if any, trends make your job easier or harder?
 - o Computer Shop Management System
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- Name: Customer B Company / Industry: Any
- Job Title: Any
- What are your key responsibilities?
 - o Using Computer Shop's services
- What deliverables do you produce?
 - o Service using
- For whom?
 - o The employees of Computer Shop
- How is success measured?
 - o Payment
 - o Frequency of using services
 - o Satisfaction of the customers
- What problems interfere with your success?
 - o Do not have basic knowledge of using Internet
 - o Do not strictly follow the deal
- What, if any, trends make your job easier or harder?
 - o Computer Shop Management System

- Name: Group – class 4C15 Company / Industry: Hanoi University
- Job Title: System provider
- What are your key responsibilities?
 - o Providing Computer Shop with Computer Shop Management System
 - o System Maintenance
- What deliverables do you produce?
 - o A better solution to computer shop
- For whom?
- Computer Shop
- How is success measured?
 - o The contract value
- The efficiency of the system
 - o Satisfaction of Computer Shop
- What problems interfere with your success?
 - o Users do not have basic knowledge of using the system
 - o The system does not work effectively
- What, if any, trends make your job easier or harder?
 - o Computer Shop Management System

3. Assessing the Problem

- For which <application type> problems do you lack good solutions?
 - o The computer shop database is not up-to-date
- ***For the problem:***
 - Why does this problem exist?
 - The administrator does not update the database regularly
 - How do you solve it now?
 - Create an online management system that updates the database automatically
 - How would you like to solve it?

- Online management system

4. Understanding the User Environment

- Who are the users?
- The employees and the customers of computer shop
- What is their educational background?
 - o Any
- What is their computer background?
 - o Basic knowledge of using computer (or similar devices) and Internet is required.
- Are users experienced with this type of application?
 - 1 o No information
- Which platforms are in use? What are your plans for future platforms?
 - 1 o Web
 - 2 o Microsoft Windows
- Which additional applications do you use that we need to interface with?
 - o Microsoft Office
- What are your expectations for usability of the product?
 - o Easy to use
- What are your expectations for training time?
 - o No need for training time
- What kinds of hard copy and online documentation do you need?
 - 1 o The contract between the system provider and the user

5. Recap for Understanding

You have told me:

- 1 o The books are not well-managed.
- 2 o Lack of real-time information.
- 3 o Lack of shopping convenience.

Does this represent the problems you are having with your existing solution?

- 4 o Yes

6. Analyst's Inputs on Stakeholder's Problem (validate or invalidate assumptions)

- Which, if any, problems are associated with:
 - o Customer's demand of online shopping.

For each suggested problem, ask:

- Is this a real problem?
 - 1 o Yes
- What are the reasons for this problem?
 - 1 o Traditional book shopping is not as convenient as online book shopping.
- How do you currently solve the problem?
 - 1 o No current solution yet.
- How would you like to solve the problem?
 - o Establish Computer Shop Management System in order to meet the demand of online shopping of the customers.
- How would you rank solving these problems in comparison to others you've mentioned?
 - o Satisfying the customers is the most important reason that results in establishing this Computer Shop Management System.

7. Assessing Your Solution (if applicable)

- What if you could
 - o Create communication between customers and the shop.
 - o Provide the customers with up-to-date and useful information about computer and the computer shop.
 - o Create a convenient shopping pattern.
 - o Provide a more effective computer shop management method.
- How would you rank the importance of these?
 - 1 o Very important.

8. Assessing the Opportunity

- Who needs this application in your organization?
 - o Customers and employees as well as the owner of computer shop.
- How many of these types of users would use the application?
 - o Most of the users would use this application.
- How would you value a successful solution?
 - o Every stakeholder finds this solution helpful.

9. Assessing Reliability, Performance, and Support Needs

- What are your expectations for reliability?
 - o The system is available 100% of time.
 - o The system is 100% accurate.
 - o Short repairing time.
- What are your expectations for performance?
 - o Rapid response time.
 - o The system shall handle up to 500 concurrent users against the local servers at a time.
- Will you or others support the product?
 - 1 o Our group will support the product.
- What about maintenance and service access?
 - o Maintenance will be performed once a month.
- What are the security requirements?
 - 1 o Network security methods are required.
- What are the installation and configuration requirements?
 - o My group is responsible for the installation and configuration.
- What are the special licensing requirements?
 - o License belongs to Computer Shop who purchased the Computer Shop Management System from Group ... - class 4C15 HANU and agreed on the maintenance contract.
- How will the software be distributed?
 - 1 o The software will be distributed directly to Computer Shop.

10. Wrap-Up

- Are there any other questions I should be asking you?
 - o No other questions.
- If I need to ask follow-up questions, may I give you a call?
 - o Yes. You may give me a call.
- Would you be willing to participate in a requirements review?
 - o I would be willing to participate in a requirements review.

11. Analyst's Summary

1. Lack of effective computer management.
2. Lack of real-time information.
3. Lack of shopping convenience.