Version 1.0

Revision History

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| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
| 31/10/2019 | 1.0 | None | Hoang Trung Hieu |
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# Introduction

## Purpose

The purpose of this collection of Stakeholder Requests is:

• Specify the stakeholders of this project.

• Collect requests.

• Specify the priority of stakeholder requests.

## 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.

## Definitions, Acronyms, and Abbreviations

## References

## 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.

# Establish Stakeholder or User Profile

* Name: Dao Van Quang Company / Industry: Computer Shop
* Job Title: Employee
* What are your key responsibilities?
  + Develop and manage computer shop
  + Provide customers with consultancy
  + Provide service
* What deliverables do you produce?
  + Service
* For whom?
  + The owner of computer shop
* How is success measured?
  + Profits
  + Development
  + Security
  + Satisfaction of the customers
* What problems interfere with your success?
  + Do not have basic knowledge of using Internet
* What, if any, trends make your job easier or harder?
  + Computer Shop System
* Name: Tran Dang Khoa Company / Industry: FSoft
* Job Title: Any
* What are your key responsibilities?
  + Using Computer Shop’s services
* What deliverables do you produce?
  + Service using
* For whom?
  + The employee of computer shop
* How is success measured?
  + Payment
  + Frequency os using services
* What problems interfere with your success?
  + Do not have basic knowledge of using Internet
* What, if any, trends make your job easier or harder?
  + Computer Shop System
* Name: Group – NTDQH Company Company / Industry: Hanoi University
* Job Title: System provider
* What are your key responsibilities?
  + Providing Computer Shop with Computer Shop Management System
  + System Maintenance
* What deliverables do you produce?
  + A better solution to computer shop
* For whom?
  + Computer shop
* How is success measured?
  + The contract value
  + The efficiency of the system
  + Satisfactory of Computer shop
* What problems interfere with your success?
  + Do not have basic knowledge of using Internet
  + The system does not working effectively
* What, if any, trends make your job easier or harder?
  + Computer Shop System

# Assessing the Problem

* For which <application type> problems do you lack good solutions?
  + The computer shop database is not up-to-date
* What are they?

***For each problem, ask:***

* 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

# Understanding the User Environment

* Who are the users?
  + The customer, guest and employee of computer shop
* What is their educational background?
  + Employee need to know how to use the system
* What is their computer background?
  + Basic knowledge of using computer and Internet
* Are users experienced with this type of application?
  + No information
* Which platforms are in use? What are your plans for future platforms?
  + Web
  + Microsoft Windows
  + Future Platforms: IOS
* Which additional applications do you use that we need to interface with?
  + Micorosoft Office
* What are your expectations for usability of the product?
  + Easy to use and train
* What are your expectations for training time?
  + It’s prepare carefully
* What kinds of hard copy and online documentation do you need?
  + The contract between the system provider and the user

# Recap for Understanding

* You have told me
  + The computers are not well-managed
  + Lack of real-time information
  + Lack of shoping convenience

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

Yes

# Analyst’s Inputs on Stakeholder’s Problem (validate or invalidate assumptions)

* Which, if any, problems are associated with:

The customer’s demand of online shopping

* ***For each suggested problem, ask:***
* Is this a real problem?

Yes

* What are the reasons for this problem?

Traditional computer shopping is not as convenient as online computer shopping

* How do you currently solve the problem?

No current solution yet

* How would you like to solve the problem?

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?

The most important things we need to solve to satisfy the customers and guest.

# Assessing Your Solution (if applicable)

* What if you could
  + Create communication between customers and the shop.
  + Provide the customers with up-to-date and useful information about computer and the computer shop.
  + Create a convenient shopping pattern
* How would you rank the importance of these?

Very important

# Assessing the Opportunity

* Who needs this application in your organization?
  + Customer, guest and employee as well as the owner of computer shop
* How many of these types of users would use the application?
  + Most of the users would use this application.
* How would you value a successful solution?
  + Every stakeholder finds this solution helpful.

# Assessing Reliability, Performance, and Support Needs

* What are your expectations for reliability?
  + The system is available 100% of time
  + The system is 100% accurate.
  + Short repairing time.
* What are your expectations for performance?
  + Rapid response time.
  + The system shall handle up to 500 concurrent users against the local servers at a time.
* Will you or others support the product?
  + Our group will support the product.
* Do you have special needs for support? What about maintenance and service access?
  + Maintenance will be performed once a month.
* What are the security requirements?
  + Network security methods are required.
* What are the installation and configuration requirements?
  + My group is responsible for the installation and configuration.
* What are the special licensing requirements?
  + License belongs to Computer Shop who purchased the Computer Shop Management System from Group 6- class 6C17-3C17 HANU and agreed on the maintenance contract.
* How will the software will be distributed?
  + The software will be distributed directly to Computer Shop
* What are the labelling and packaging requirements?

## Other Requirements

* Which, if any, regulatory or environmental requirements or standards must be supported?
  + No
* Can you think of any other requirements we need to know about?
  + No

# Wrap-Up

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

# Analyst’s Summary

1. Lack of effective computer management.

2. Lack of real-time information.

3. Lack of shopping convenience.