REQUIREMENTS ENGINEERING 2019/2020: SYSTEM A

INTERNATIONAL FOOTBALL ASSOCIATION (IFA) PORTAL

ORGANIZATION

The International Football Association (IFA) aims at managing the various leagues, scheduling the games and the referees, controlling and auditing the teams' budget, notifying the many stakeholders including fans, IFA administration, teams, and referees about important events, and providing statistics on games, players, teams, coaches, etc. To increase the level of service with respect to the issues mentioned above, the IFA decided to re-structure its core information systems.

The IFA has decided to develop a new operational and analytics system to better serve the stakeholders. Your company is asked to consider the development of such a system. You need to go and talk to Mr. Sturm, the chief information officer of the IFA who is in charge of leading the entire reform.

AS-IS SITUATION

The current operational systems do not well support many of the values the IFA would like to promote. These include the following: (1) transparency, mainly when referring to budget auditing; (2) automation in scheduling, mainly to avoid biases; (3) better support for the fans that are actually the driving force beyond the IFA; (4) unauthorized data collection of the events occur in the games; and (5) communication with the various stakeholders is inefficient as it is done using irrelevant media (e.g., notify referees about the cancelation of the game over a phone call and notify the same for the fans over radio broadcasts).

Indeed, the IFA manages its operation by various means, including several systems that are isolated and thus caused inconsistencies and redundant data, which lead to problems in achieving the IFA goals. For example, the teams manage their own systems and deliver written reports to the IFA, thus limiting the auditing capabilities of the IFA. Currently, the IFA does not support real time notifications and updates that are required for the fans. In addition, referees are notified about their schedule without considering their constraints and thus re-scheduling occur regularly. Nowadays, the entire operation is done by the IFA administration and consume much of their time, limiting the IFA expansion.

VISION

It is clear to the IFA management and the CIO that there is a need for a complete change to the operational systems and infrastructure of the IFA, so to move its entire operation into the digital era. The goal of this infrastructure is to better engage the stakeholders into the IFA activities. For that purpose, the user experience using the new facilities for each of the stakeholders should tremendously be improved. It is expected that 50,000 people could access the system at any time and the response time should be fast. Furthermore, the infrastructure should serve people around the globe. Furthermore, the infrastructure should allow the support for variability in many aspects such as rules for budget management and policies for determine the teams' placement within the league. The IFA is fully aware on its low ability to maintain and operate that infrastructure, as it is not a software company, and thus requires the infrastructure to cope with that constraint.

The system should delegate responsibilities for each of the stakeholders. For example, teams will need to manage their own resources: stadiums, players, coaches, budget, transaction, etc. This will be, of course, monitored by the IFA administration. Referees will write the game report using the system, preferably in real-time, using the appropriate technologies. Fans are usually information consumers, yet they will be able to add comments, photos, and articles about the teams, players, etc. The leagues status should be available at any time.

Mr. Sturm is willing to provide you with additional information through a skype or hangouts interview. He has some ideas himself that he would like to share too; he is certain that his ideas can help you shape the system to be built.