

**COMP1787**

**REQUIREMENTS MANAGEMENT**

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# **Section A – Management Summary**

## **1 Management Summary**

### **1.1 Introduction**

Green Groceries has distinguished itself as an ethical company with a robust reputation over the past half-decade. Through its collaborative efforts with local farmers and environmentally conscious suppliers, the company has established itself as a stalwart in the industry. By prioritizing sustainability and quality, Green Groceries has not only cemented a strong foundation but has also consistently delivered eco-friendly products to the market.

**Current issues**: The company has faced difficulties in the past with the "waterfall" project. In addition, they have to face challenges such as protecting customer information, laws that need to be complied with, traffic, and paperwork issues, thereby causing competitive pressure.

### **1.2 Agile methodology**

The Agile methodology stands out as a widely adopted process framework within the realm of software development. Founded upon the fundamental values and principles espoused in the Agile Manifesto, it has emerged as a cornerstone approach for modern software engineering practices. From there, resolve requests and provide solutions continuously. Agile project iteration reduces wasted resources, time, and development effort. Agile often emphasizes the human element in the software development process. From there, satisfy customers through early provision of valuable software. (Salza, P, 2019)

The advantage of Agile is the ability to be flexible in changing customer requirements. During the software development process, Green Grocery Company's requirements may change, edit or supplement knowledge and conditions. Agile development teams are adaptable and flexible to these changes. This ensures that the final product offering meets the customer's most desirable needs. Additionally, Agile projects reduce risk by breaking the project into smaller parts and ensuring the product is tested and feedback is given early. Thereby increasing customer satisfaction.

### **1.3 Dynamic Systems Development Method (DSDM)**

DSDM serves as the primary method employed across the entire project lifecycle. It's an agile framework centered on rapid application development (RAD) and emphasizes quality. Offering comprehensive support throughout the software development process, DSDM, like other flexible models, advocates for an iterative and incremental approach, ensuring customer involvement. It allows for adjustments to time and resources, enabling functions to be refined during development (Stapleton, J. 1997).

**1.4 Scrum methodology.**

The scrum methodology is a development framework that has an iterative process during product development. It is seen as a comprehensive and flexible product development strategy. A "sprint" in scrum typically lasts 2 to 4 weeks, which is how scrum works by breaking large projects into smaller, more manageable tasks. The principle of scrum is to be present in the fluctuation of requirements during production. Customers can change their thoughts about what they want and need. These methods are unpredictable and cannot predict how to address the delivery system that is the priority of scrum.( Sachdeva, S 2016)

### **1.5 Strengths and weaknesses of Agile in the Green Groceries project.**

1.4.1 Advantages of Agile method for projects (Indeed Team, 2023)

- Provide flexibility to allow Green Grocery company requirements to change. Additionally, respond quickly in business environments or customer requests.

- The scrum method allows for the flexibility to express work in response to customer needs and market trends.

- This method will often optimize the software development process and increase interaction between team members. From there, the project implementation process will be accelerated, helping the company save time and resources.

- Increase customer satisfaction by meeting customer needs. From there, the final product will match the customer's wishes.

1.4.2 Disadvantages of Agile method for projects (Indeed Team, 2023)

- This method often depends on the cooperation of group members. Often, without good cooperation, there will be many difficulties. Because many people are familiar with the method of conveying the method, a change in mindset and training of team members is required.

- Scope management will often be complicated due to flexibility.

- Risk of misinterpreting requirements Additionally, due to the flexibility of Scrum, there can be a risk of misinterpreting requirements or not predicting changing requirements.

### **1.6 Why Agile may suit Green Groceries**

I completely agree with your point about choosing the Scrum framework for this project. Although Agile is an agile development method and focuses on collaboration between stakeholders, it may not ensure that all customer requirements are fully met. Scrum, on the other hand, typically focuses on product manufacturing and ensuring that the final product meets customer needs. This approach promotes an emphasis on ensuring product quality and reliability, while maintaining flexibility during development. By using scrum, companies can optimize the product manufacturing process, while ensuring that customer requirements are considered and met throughout the development process. Using a scrum framework for a project allows for continuous improvements, and agility allows the company to take advantage of rapid feedback mechanisms to identify what needs improvement and do it quickly. This enhances customer satisfaction and ensures that the final product meets their business goals and expectations. I am sure that Scrum is the most suitable method for the Green Grocery project.

### **1.7 Technical feasibility**

Green Groceries Company is a company with a solid foundation. Proficiency in Scrum and agile methods ensures the technical feasibility of this project well suited for rapid development and delivery.

### **1.8 Feasible economy:**

Project development requires investment in software development. The project's return on investment is very potential with sustainable products, so demand is increasing and the market is getting wider. In addition, this method allows for long-term cost savings.

### **1.9 Legal Feasibility**

By complying with legal requirements such as VAT Fees, protecting customer information and user rights. Software development always complies with legal standards. Thereby minimizing financial risks for the company.

# **Section B**

## **B1. Base line requirements**

### **B1.1 Inappropriate requirements in high-level requirements**

High-level requirements are general system requirements that need to be fulfilled. These requirements will often not be specific. These requirements will be identified during the early stages of product development to provide more detailed guidelines and frameworks in the future. Below is a list of requirements listed as inappropriate:

|  |  |  |
| --- | --- | --- |
| ID | Requirements | Reasoning |
| 2 | Maintain at least 20 office plants as part of the company's commitment to a green and healthy workspace | For this request, it does not match the system requirements. It's more like taking care of plants than a function in a website. This job is more suitable for people who specialize in trees and in addition, it also contributes to better air, not related to project requirements. |
| 4 | Organize a virtual celebration on the website for the CEO's birthday to showcase the company's fun and friendly culture. | Celebrating the CEO's birthday has nothing to do with the functionality of a website. In my opinion, this request is more related to the event or promotion, not the functionality of the website. This requirement can also be used for company promotion but because it is not a system requirement |
| 9 | The company should adopt pet-friendly policies to create a positive and inclusive work environment. | Deciding on this policy is not a requirement for web development. Additionally, this website specializes in organic products that do not have too much to do with pets or livestock. |
| 17 | The development team should participate in a team-building event every quarter to foster collaboration and a positive work environment. | This requirement is similar to organizing a conference for customers and the development team to discuss. It is an internal operational requirement of the development team and users and is not directly related to business goals or end-user needs. |

### **B1.2 Baseline requirements rewritten.**

Below is a list of appropriate website requirements.

|  |  |  |
| --- | --- | --- |
| ID | Requirements | Reasoning |
| 3 | Customers can manage and change their account details and make sure the latest updates are recorded. | This request allows customers to change personal information and update it on the system. It is also possible to change the password. This password will be encrypted to keep customer information secure. These updates will always be up to date in case the user does not pay attention to editing the shipping address or editing the phone number or other personal information during the ordering and receiving process. This change makes it easier for users to update accurate information, thereby making it easier to send orders. |
| 6 | Customers are allowed to register and log in to the Green Groceries website | Customers being able to register and log in is essential for a shopping or sales website. The job of an account is to store user information. This information will be kept confidential along with the user's account and password. Logging into the website allows users to store items in the shopping cart. When they leave the website or have problems with the website, the shopping cart will still be there. In addition, user-level information can quickly make deliveries without having to edit information such as name, address, or phone number. |
| 7 | As a customer, users can customize delivery locations according to their own schedule. | Customizing delivery information allows customers to receive goods on their own schedule. The Green Groceries website allows users to customize order information such that customers can receive goods at their own time. What time is it and where can I pick it up? Customers can edit this information before ordering. It ensures users can receive goods without worrying about time inconvenience. |
| 8 | Users can optionally change the shopping cart to change what they want to buy. | Cart tweaks allow customers to easily adjust their list of selected products. Including adjusting the quantity and removal according to the user's needs. During the shopping process, customers can change their decisions. They want to add new products to the shopping cart and remove products that they do not need, choose wrongly or do not have enough budget. |
| 10 | The system will increase access by 30% during peak times but will not reduce system performance. | This helps enhance user experience. Because when the system is overloaded, it will cause delays and reduce access performance. Causes loss of revenue from customers who cannot access the website. |
| 13 | The order processing clerk wants to use web ordering services, use merchandise transactions via phone or PC, and stop using paper. | Processing orders via phone or computer. Helps clerks be more flexible in processing orders anywhere via phone or computer. Avoid cumbersome paperwork such as searching for customer information or having many errors in the recording process that cannot be corrected. |
| 15 | All User and Payment Data are subject to the highest level of security at all times. | Protecting customer information is respecting customer privacy. That is how businesses show respect and care for customers. In addition, it also increases customer trust in the business. Because when users see that their information is protected, they will tend to feel secure and continue with the business's products |
| 16 | Consistent brand elements and design across the entire site to reinforce recognition in the marketplace | Maintaining brand consistency allows customers to easily identify the brand. Consistency in design, color selection, fonts and other elements helps create strong brand recognition. Customers easily recognize and remember the business's brand. It also creates trust, because when customers use the website. On pages with the same design, they tend to feel more confident about the brand and product. |
| 19 | Websites must always comply with legal regulations on VAT fees to avoid heavy fines. | Failure to comply with VAT laws can result in fines and sanctions from tax authorities. It will affect the finances of the business and create serious legal problems. Compliance with the law helps protect a business's reputation and reputation. It also helps the company stabilize its finances. |
| 20 | Integrate many payment methods on the website to capture many different markets. | Payment scalability allows customers to have more choices about payment gateways that suit them. Because each customer often has their own preference for using cards such as credit cards, e-wallets, or bank transfers. That way the business will attract a larger number of customers. |

## **B2. Requirements prioritized**

### **B2.1 Time Box**

|  |  |  |  |
| --- | --- | --- | --- |
| ID | Requirements | Estimation (Hour) | Break tasks |
| 3 | Customers can manage and change their account details and make sure the latest updates are recorded. | 300 | This is a basic but quite important requirement for a website. This request includes the design of the user interface (UI), which takes about 100 hours to plan the design and apply it to the website and server-side logic that allows the management of personal information. The user's core will spend about 200 hours perfecting the backend. |
| 6 | Customers are allowed to register and log in to the Green Groceries website | 200 | Login and registration are important parts of the website. We will divide the time into 2. 90 hours for registration because registration will take more time and effort. 60 hours for logged work. 50 hours for UI design of login and registration |
| 7 | As a customer, users can customize delivery locations according to their own schedule. | 200 | Design delivery address management interface (50 hours). Implement logic such as adding, deleting, editing shipping addresses (150 hours). |
| 8 | Users can optionally change the shopping cart to change what they want to buy. | 150 | Design shopping cart interface (50 hours). Implement logic such as adding, deleting, editing cart and also develop interface to modify product quantities (150 hours). |
| 10 | The system will increase access by 30% during peak times but will not reduce system performance. | 500 | This work takes a lot of time and effort from programmers. Such as checking user traffic to prevent system congestion. Optimize data queries in the database. In addition, it is necessary to expand the infrastructure to handle user traffic. |
| 13 | The order processing clerk wants to use web ordering services, use merchandise transactions via phone or PC, and stop using paper. | 400 | Design UI interface for order processing (50 hours). Deploy order processing from phone (30 hours). Develop order verification and confirmation functions (250hours). Test handling and repair functions (70 hours) |
| 15 | All User and Payment Data are subject to the highest level of security at all times. | 300 | Apply strong authentication mechanisms to the system and implement HTTPS for safety (200 hours). Security testing and vulnerability assessment (100 hours). |
| 16 | Consistent brand elements and design across the entire site to reinforce recognition in the marketplace | 150 | Spend a lot of time designing to fit customer requirements until customers feel satisfied (About 100 hours). Integrate onto website pages (50 hours) |
| 19 | Websites must always comply with legal regulations on VAT fees to avoid heavy fines. | 200 | Programmers must always comply with tax structures that apply to businesses. |
| 20 | Integrate many payment methods on the website to capture many different markets. | 100 | Research available payment gateways (10 hours). Integrate those payment gateways into the website (60 hours). Test and fix errors (30 hours). |

### **B2.2 High level requirements list**

|  |  |  |
| --- | --- | --- |
| ID | Requirements | Priority |
| 3 | Customers can manage and change their account details and make sure the latest updates are recorded. | Must have |
| 6 | Customers are allowed to register and log in to the Green Groceries website | Must have |
| 7 | As a customer, users can customize delivery locations according to their own schedule. | Should have |
| 8 | Users can optionally change the shopping cart to change what they want to buy. | Could have |
| 10 | The system will increase access by 30% during peak times but will not reduce system performance. | Must have |
| 13 | The order processing clerk wants to use web ordering services, use merchandise transactions via phone or PC, and stop using paper. | Could have |
| 15 | All User and Payment Data are subject to the highest level of security at all times. | Must have |
| 16 | Consistent brand elements and design across the entire site to reinforce recognition in the marketplace | Should have |
| 19 | Websites must always comply with legal regulations on VAT fees to avoid heavy fines. | Must have |
| 20 | Integrate many payment methods on the website to capture many different markets. | Should have |

### **B2.3 Explain how you set about prioritizing the requirements and justify your reasons for the decisions that you made.**

After dividing the time 2800 - 2500 = 300 hours. These hours can be used to test and fix errors during software development.

- Must have: 1500 hours accounting for 60% of the total 2500 hours

- Should have: 450 hours accounts for 18% of the total 2500 hours

- Possible: 550 hours accounting for 22% of the total 2500 hours

I used the MosCow: 60:20:20 rule into my system. The system's priority is Must Have : Should Have : Could Have which responds to 60:20:20.

**B2.3.1 Must Have**

Requirements 3: Customers can manage and change their account details and make sure the latest updates are recorded.

Changing personal information on the website helps improve customer experience. If the information has been updated, the customer does not need to enter it again when making payment. And the payment information will be saved so customers will not take too much time to fill in bank card information or other forms of payment. This allows flexibility and convenience for customers. This requirement is quite important as it stores user information showing that the user has trusted and supported the Green Groceries company.

Requirements 6: Customers are allowed to register and log in to the Green Groceries website

The login and registration function is very important for a website specializing in providing organic grocery products like Green Groceries company. Because when users log in they can store personal information. In addition, it allows users to review purchase history or suggest suitable products to increase customer experience. Allows users to manage orders, users can easily monitor the status of orders. This allows to increase the shopping experience for customers. This requirement is of the highest importance because to pay, users need to register and log in to their account.

Requirements 10: The system will increase access by 30% during peak times but will not reduce system performance.

During peak times. Often traffic can increase due to many people accessing the website at the same time. The system is not strong enough to handle all this traffic. Users may experience delays such as the website crashing or the website being inaccessible. Because user experience is a very important factor for a website to be successful. Expanding traffic will help users be satisfied with the website and come back again and again. So increasing traffic during peak times is quite important for user trust and company revenue. This requirement is also important because it directly affects website operations during peak times. In addition, it also affects the revenue of the business.

Requirements 15: All User and Payment Data are subject to the highest level of security at all times.

User personal data is data such as account information (account, password), address, payment information, which are sensitive customer information. Protecting this information is respecting customer privacy. Data security is ensuring that this information is not disclosed illegally. If this information is leaked, it will affect legal regulations. Many countries have very strict legal regulations on protecting users' personal information such as the European Union's GDPR (Tankard, C, 2016). It can have serious consequences for businesses including huge fines. In addition, ensuring customer information helps customers increase trust in the company and products. From there, the company will build trust with customers. Securing customer information is one of the most important requirements for businesses. This requirement is very important as it can affect revenue and customer trust in the business. And it also affects law violations.

Requirements 19: The website must always comply with the law on VAT fees to avoid heavy fines.

Compliance with the law is mandatory for any company to comply with. The website must comply with legal regulations on VAT fees set by law. It is not only a moral requirement but also a legal one. Compliance with regulations on VAT fees will. Businesses will not face heavy fines from tax authorities. These fines can cause financial damage to a company's business operations. Complying with VAT fee regulations can protect a company's reputation and reputation. Customers will then trust the business more. Compliance with VAT regulations is very important for companies. This requirement is very important because it can affect the entire revenue of the business.

**B2.3.1 Should Have**

Requirements 7: As a customer, users can customize delivery locations according to their own schedule.

Customizing delivery locations allows customers more flexibility in the pickup process. Customers can choose a delivery location that suits their desired time and location. Minimize hassles and obstacles during the receiving process. This requirement is also related to customer experience, so the level of priority will not be too high.

Requirements 16: Consistent brand elements and design across the entire site to reinforce recognition in the marketplace.

Brand recognition helps customers feel more secure about the products they are using. Customers often tend to use brands they trust. Brand building allows businesses to create sustainable and long-term brand value. When a brand is strongly recognized, customers will be more willing to trust and be loyal to that brand. A unique brand can attract a large number of customers and create a new business opportunity. Because customers tend to pay attention to a business's brand to identify that business. This requirement is also quite a priority because it will also create profits for the business.

Requirements 20: Integrate many payment methods on the website to capture many different markets.

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Online payment is not too strange for customers who have ever shopped on electronic websites. Flexibility in payment helps customers have more choices regarding payment methods. Customers can choose many different payment methods such as e-wallets, credit cards, debit cards, or many other payment methods. Integrating multiple payment methods helps expand the customer base. Because integrating many forms of payment will attract many customers from different countries. In addition, integrating many forms of payment will help increase customer reliability. As customers know the payment method they often use, they feel more secure during the payment process. And this is a request related to customer experience, so the priority level is quite high.

**B2.3.3 Could Have**

Requirements 8 Users can optionally change the shopping cart to change what they want to buy.

Being able to change the shopping cart is not so important. Because changing the shopping cart is not always necessary. Because Green Groceries company is a medium-sized company. Maintaining the ability to change carts is costly and requires extensive data management and customer support. Therefore, I think it is better to invest in the features that are given priority.

Requirements 13: The order processing clerk wants to use web ordering services, use merchandise transactions via phone or PC, and stop using paper.

Processing orders over the phone makes it easy for accountants to process orders from anywhere. Helps accountants easily enter data without confusion like on paper. Using a phone or PC to process orders allows clerks to minimize errors in order processing. In addition, increasing the security of customer information because customer information is highly private information, thereby avoiding external threats.

# **SECTION C**

## **C1.Legal, Social, Ethical and Professional issues.**

Legal Issues.

Some legal issues that need attention during the development of Green Groceries business. First is the issue of protecting user privacy and personal rights. User privacy and personal rights are collectively referred to as customer rights. It involves the handling and protection of sensitive customer information provided within the website (Caudill, E 2000). Having this information exposed to the outside world will cause a lot of trouble for users. For example, customers' accounts can be accessed unintentionally. In addition, important information in that account will be taken away, such as electronic payment wallets or bank accounts. Enemies will take advantage of those loopholes to take users' money. In the Green Groceries project, this system must ensure that user data is always secured at the highest level to avoid data theft.

The second issue is to always comply with the provisions of law. Nowadays, incidents of failure in the company development process often come from legal incidents. Organizations or companies must always comply with government regulations in each different country. Otherwise, they will suffer lawsuits and financial losses and may not even be able to operate again. Therefore, it is important for organizations to clearly understand all business processes. In the Green Groceries project, it is necessary to always comply with legal regulations to avoid heavy penalties for VAT fees.

Social Issues:

Social issues that Green Groceries company needs to pay attention to. By paying attention to and addressing social issues in website management businesses can create a user-friendly and easy-to-use environment that meets users' needs (Misuraca, M 2020). First, the features in the system must create sympathy for customers. As in the 7th requirement, users can customize the order schedule according to their own schedule to easily receive goods. In addition, in the 8th request, the user can change the shopping cart to increase user flexibility. From there, creating customer trust and satisfaction with the business.

Ethical Issues

Nowadays, ethical issues in business always exist in parallel. The severity of ethical issues is increasing in the 21st century, as evidenced by increasing complaints and problems (Nuseir, M. 2019). To avoid ethical issues during business operations. Green Groceries must provide organic and legally sourced products. In addition, the company must be transparent and honest in its processes of providing clear information, fees and conditions related to payment transactions. This helps users avoid risks. As in the 20th requirement, payment gateways must be transparent and clear so that users can feel secure in using them.

Professional Issues

During the development process the supplier must meet customer requirements and needs. After completion, developers must provide a list and instructions for functions so that users can use them easily. Always support customers when the project ends. As in requirement 15, to prevent user information from being stolen, we will have to regularly update advanced technology to use vulnerabilities to prevent hackers from stealing data (Frank Bott, 2014).

## **C2 Purpose of a professional body**

The British Computer Society (BCS) is a professional organization. Play a key role in management and ensure ethical behavior and ongoing professional development. The organization's goal is to establish and maintain competency standards that promote collaboration and networking among professionals. Thereby maintaining ethical standards. BCS plays an important role in providing guidance, resources and support to its members (Eliza Taylor, 2023).

Public interest:

Service provision must always be consistent with the company's capabilities and expertise. In addition, you must always be knowledgeable about the knowledge of the law. Must always respect basic human rights. Always comply with the law, avoid unauthorized disclosure or theft of customer information and strictly comply with the law. Work according to your profession without being discriminated against. Besides, members must pay attention to the legal rights of third parties. (Trustee Board 2022)

In the case of this project, We will create a system with the highest security to prevent theft of user information and prevent intrusion into the system through vulnerabilities.

Professional Competence and Integrity:

Team members must use their abilities according to their abilities and should not ask for work beyond their capabilities. They must always try to expand their professional knowledge and thereby develop to perfect themselves or perform assigned tasks. Members must avoid conflicts with customers. Avoid corruption and personal gain. (Trustee Board 2022)

During the employee selection process in the early days of Green Groceries company. Employees must sign a contract committing to not taking advantage of things that cause disadvantages to the company or not, for any reason, working for another company.

Duty to Employers and clients:

Members must work professionally and carefully with service users such as customers. Customer requests may be correct or incorrect. If wrong, indicate possible consequences. Members are not allowed to conceal product information due to lack of customer knowledge. They are not allowed to disclose information for personal benefit but sell customer information to third parties. Customer information must always be kept confidential. The members must complete the work on time as set out in the contract. If there is a delay, the customer must be notified to avoid unnecessary incidents.

Duty to the Professional:

Employees must always maintain their professional reputation. From there, strive to develop your own expertise through participating in projects and maintaining awareness of technological developments. Members must perform work within the scope of their expertise without requiring any work that is excessive or outside their expertise. As in the Green Groceries project, we always update customer data security features at the highest level, showing improvements in network security. Regularly upgrade to fix security vulnerabilities. In addition, it also improves the skills of employees.

Conclusion

In this project, I have developed methods to apply to the Green Grocerios system. In addition, I also learned how to classify high-level requirements, what should be used and what should not be used in this system. I have compiled a list of requirements for Green Grocerios from what this company has to offer. And eliminate some redundant or inappropriate requirements for the system. Also I use MosCow and Timebox rules for this project. I also research discussions related to legal, social, and professional ethics to control and comply with relevant regulations.

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