

Course: COMP1648

Development Frameworks and Methods

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Introduction:

Development Frameworks and methods subject's assignment has three sections such as, **section-A: "Management summary", section-B: "High level requirements analysis and "Moscow prioritization", section-C: "Legal, Social, Ethical and Professional issue"**. The assignment case study is **"A Touch of Glass" (TOG)**. Sarah Bromley's father was about glassblower when she was teens. She started first making glass **ornaments and jewellery** for friends **in 2008**. She soon relished that was fairly a demand for her products. Which more and more people tried to contact with her for products. She decided that this is an opportunity to turn a hobby into small business. Then she registered the **company name "A Touch of Glass" (TOG)**.and **2010 she manufacture 3 employed** glassblowers for her design. And **2016 the company had grown into highly profitable** small business. They use face book and website for their business but their business process has some problem. She recently relisted that the business could expand even further by offering glassblowing classes, as well as tours of the facility. And many people interested with her. By requirement they want to follow **DSDM Atern methodology** for the development process. And requirement **Moscow prioritization** as well as **Legal, Social, Ethical and Professional issue** will be described. For this assignment I have applied knowledge of different Development Frameworks and methods skills and to solve the problems described in the assignments scenario. I have also researches different web sites and several books for the completion of this assignment.

Section A- Management Summary:

By the recommendation **“A Touch of Glass”** project is using agile methodology. In the present situation the DSDM Atern is one of the **best methodologies for small business and big business**. DSDM methodology is the best for “A Touch of Glass” business. It is an agile project **delivery framework** for **business solutions**. DSDM Atern is to provide a framework for the **development and deployment** of business-supporting solutions which are delivered with **high quality, high speed and within tight timescales**. Usually, operational solutions are delivered into the working environment within three to six months and possibly will be greatly faster than this, incremental and frequent, deliveries are planned to be business-value driven.

Justifying DSDM Atern for This Project:

DSDM Atern is the **perfect for “A touch of Glass” (TOG) company**. The **company fully replacement fragments process** they **currently use**. The company is online base. The company (TOG) using DSDM Atern following this:

Focus on The Business Need:

The TOG **needed business goal** is identify clearly. TOG already has deliver system. Which the company **use different process for marketing product. Like- face book, peer-to-peer e-Commerce and bespoke system**. The TOG business needs, at the right time and for the right price. After Sarah and the TOG team relisted they want new system. The TOG supported both **e-commerce side** and the **new venture for scheduling classes and tours**. DSDM Atern roles incorporate the TOG Business Sponsor (Sarah Bromley), who owns the business case and understands the foundation for the project .she **want to develop their current online process**. They are **suffering for this current process**. She decides they develop their system and then they **approach a software company, system works**, which specializes in the development for business. They also include a TOG Business Visionary, who carries the TOG Business Sponsor's vision and objective for the project to the Solution Development Team on a continuous basis throughout the project.

Develop Iteratively:

TOG Projects function within a changing world .To effort to lock this change out of a project will result in a solution which no longer meets the **TOG current needs**. DSDM **Atern allows for change during a project and uses Iterative Development** to meet on a TOG correct business solution. DSDM works from a **high-level report of requirements and features**, and only engages with the complete requirements just in proceed of building that exacting element of the solution. The TOG will then allow iteration, under control and within Time boxes, so that the TOG Atern teams can be creative, experiment, learn, and evolve a better solution. The concept of TOG **Iterative Development is fixed down** to the **lowest level of Time boxing**.

Never Compromise Quality:

Sarah making started **TOG business glass and jewellery for friend**. After she relisted her **product is so demanded**. Then she starts making many products. **like- ornaments and sculptures, functional items such as- glass and vases as well as including bespoke pieces** .In DSDM Atern, the **level of quality** to be delivered should be agreed at the start .A solution has to be fit for purpose , Not over-engineered, but of the right level of quality to satisfy the business need. DSDM Atern teams need to document and test appropriately and build in quality by constant review. Testing happens throughout the lifecycle. The motto is ‘test as much as you can, as soon as you can’ **test early and continuously**. **Test-driven techniques** may result in a test being written before the deliverable is actually produced .Moscow prioritization and a risk- based approach are used to ensure that testing is appropriate.

Build Incrementally From Firm Foundations:

- **Build in complete, small chunks (increments)** in order to deliver valid business profit early
- **Build from firm foundations:** TOG create sufficient understanding of the requirements and the solution **space to alleviate risk**. The TOG Company follow DSDM Atern advocates **incremental development**, with **Time boxes focused on completed TOG product** .This encourages TOG stakeholder self-confidence and promotes learning and improvement of the solution as increments are delivered and put into use. TOG teams will do **just sufficient analysis and enough design** up-front to create strong foundations, agreed by appropriate stakeholders, and attempt for early delivery of TOG business benefit. The short form **EDUF** (enough design up front) is frequently used to show this.

Deliver on Time:

TOG product ***delivering on time is frequently serious for a project. Late delivery can weaken the business case.*** Particularly where advertise opportunities or legal deadlines are connecting .Late delivery also consumes property which may be needed for other projects. TOG is a small business and their ***facility is limited.*** All people can't contact with Sarah. So they don't get product on time. DSDM Atern teams must Time box the work and keep a clear focus on TOG business priorities. ***In order to realize on time delivery, it actually helps if the Solution Development team establishes*** a reputation for timely and expected deliveries. This technique the people involved in the Time boxes will expect their ***contribution to be needed*** at the times planned.

(Anon., 2017)

Advantage of the DSDM Atern:

Advantage of using DSDM Atern methodology with TOG scenario, below this-

- ***User ownership of the system is more likely.*** TOG ***Communicate continuously and clearly with their user.*** The users are supplementary likely to claim ownership for the solution. They have been ***dynamically involved in defining the solution.***
- ***The final system is more likely to meet the user, real business requirements.*** TOG ***never compromise quality*** and keeping quality. The TOG final solution is extra likely to meet the user's real business requirements. The TOG final ***solutions in increments the real business need by addition*** to these elements, which are individual skilled used and user requirements as well as fulfill Customer dement.
- ***User will be better trained.*** TOG allows for change during a project and ***uses Iterative Development*** to meet on a TOG correct business solution. The users will be ***better trained, as their representatives have been concerned throughout.*** The user representatives within the solution development teams can help in the classification of those who will need training.
- ***Deployment is more likely to go smoothly,*** because of the TOG teamwork involved .TOG ***focused on business objective needs.*** The TOG user representatives in the team have a good relationship with the solution developers. The TOG ***Communicate with employees/stakeholder for making decision.***

- **Reduced risk of building the wrong system.** TOG focus on **Deliver on time and budget**. The risk of TOG business the wrong solution is wholly reduced. The participation of real **end users in DSDM Atern roles throughout the TOG project**, plus the visibility of elements of the developing solution are a continuous ensure on the solution that is being evolve And TOG also use time boxing for project.

(Anon., 2017)

Drawbacks of the DSDM Atern:

- Can get out of control if the TOG breaks the rules. The employees of TOG get late **attend meeting** than **there time boxing** will be affected and secluding will failed.
- Bespoke system and **Peer-to-peer e-commerce website system**-if the **Peer-to-peer e-commerce website** and bespoke items **do no delivery on time** then the TOG face problem and the company repetition will be affected. So it can be difficult to manage scale.
- DSDM Atern allows communicate and Collaborate with employees/stakeholder for **project decision making**. So Requires users to **fully connect and be disciplined** otherwise one person don't attend meeting, it will be affected project.
- DSDM Atern allows **changing requirement development**. For changing project, the delivery will be late than they cannot complete project within due time. So **requires faith is more important for the project**. And requires a 'no blame' culture problem.

Section B - High Level Requirements Analysis and MoSCoW Prioritization:

B1- Reviews the “High Level Requirement”:

Explain the behavior of the product. It requirement which ***specifies the system should do***. A functional requirement ***defines a function and component*** of the system. Like- ***set of inputs, the behavior, and outputs***. A non-functional requirement will explain how a system should behave and what ***limits there are on its functionality***. Like: ***response time, throughput, and utilization, Availability, Reliability, Maintainability, static volumetric, Scalability, Capacity, Security, Data Integrity, and Usability***. High level requirement must have ***two significant features***. Like- ***Function requirement*** and ***Incremental process in minimum one sprint***.

(Anon., 2017)

B1.1- Not Appropriate High Level Requirement:

- **The site must be secures and saves:** Site security is an idea implemented to protect site against malicious attack and other hacker risks so that the site continues to function correctly under such potential risks. Security is necessary to provide integrity, authentication and availability. So, it is non functional requirement.
- **The site must quickly load:** It is non functional requirement. Because the TOG listed this requirement but it is not high level requirement.
- **3D view:** Sarah bromley want 3D view for her product. It is a non-functional requirement. The website should be well design. A good user interface provides a "user-friendly" experience, allowing the user to interact with the software or hardware in a natural and intuitive way.
- **Difficult Bespoke design:** Sarah bromley owner and manager of TOG, she wants to see 3D view for her item. Which the customer orders item by bespoke system. It does not meet business goal. So it is one of non functional requirement.
- **Registries a URL:** All of these are not high level requirement for TOG project. The TOG project focuses on order and purchase item by bespoke request or system. So, it is non functional requirement.
- **Easy to use:** It is non functional requirement. Because it is describe when user interact a new system how much difficult this.

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- **Online availability:** Online availability is one of non functional requirement. When she realized more people tried to get contact with her product by social media so she had available.
- **Un hack able:** TOG manage customer data by different way, like- face book, peer-to-peer, e-commerce, social media, bespoke system etc. So it is non functional requirement for TOG.
- **Visibility Of glassblowing:** Recently TOG realized that the business could offer glassblowing classes as well as tours facility. Where they many people are interest manufacturing process. So it is non functional requirement.

B1.2- Appropriate High Level Requirement:

Describe all the list of appropriate high level requirement.

- **Customer register and login:** First of all as a user, the user visited their site and watches this system. Then the user can register and login their site for product order. He/she can order product and then he/she can logout. So it is more secure for customer. The TOG project will be requiring this function. It is high level requirement function. So it is functional requirement.
- **Customer search and brows different product:** The TOG project needed searching and browsing option for different 3D view product. This feature will be helped finding product and their wishes. It is high level requirement function for TOG project. It is functional requirement.
- **Bespoke items and Create own design:** It is high level requirement function. This feature will be help customer request, which the customer can order in own chose. So it is functional requirement. Because the customer can offer unique design for bespoke 3D view of the new system. The customer can provide own choice.
- **Reporting system:** The system generated many report, like-sales report, marketing report, design report, employee report, customer report etc. the report generate system also high level requirement.
- **Payment for items:** As a customer he/she can order and purchase product. So for the reason they need payment system for TOG project. It is very important function for TOG project. So it is functional requirement.

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- **Product lifecycle:** It is functional requirement .because the customer can choice product from category. Which the customer can see product and then they can select product from product lifecycle.
- **Return items:** This is high level requirement. The customer able to return item. Which the TOG knows how much faulty product returns from customer, and then their profit calculation.
- **Specify a shipping method:** TOG manufactures their product for customer demand. And the customer order product and the TOG delivery product. Then the customer will be shipping list with sending product.
- **Feedback:** The customer will be contact with TOG for bespoke item. Which they contact with TOG by asking question, messaging and sending picture. It is high level requirement. The TOG projects require this function.
- **Bookkeeping service:** This system provide business related some service , like- financial information recorded, sales, purchase, order, payment etc. the TOG project are benefited by the calculation.

B2- MoSCoW Prioritization Rules:

To make a promise to **deliver on time and within cost**, whilst keeping a focus on business need could mean that the quality of the deliverable would be compromised, unless we have some other flexibility. Each of the requirements identified in the **Prioritized Requirements List**.

Including Moscow prioritization:

Must have:

Must haves are requirements that are **fundamental to the system**, without them the system will be **useless or unworkable**.

- No point in delivering on target date without this
- Unsafe without it
- Cannot deliver a viable solution without it

Should have:

Should haves is **a workaround in the short term**. These would usually be classed as **mandatory in less time**- constrained development, but the system will be useful and usable without them.

- Important but not vital
- The workaround may be just a temporary
- May be painful to leave out, but the solution is still viable

Could have:

Could haves are requirements that would add some business benefit, but can be **left out of the increment under development** without serious consequences.

- required or desirable but less important
- Less impact if left out compared with a Should Have

Won't have:

Won't have this **time are still valuable** requirements, but can wait until later development takes place

- The project team has agreed will not be delivered as part of this timeframe.
- They are recorded in the Prioritized Requirements List where they help clarify the scope of the project.

(Tudor, 2010)

B2.1- High Level Requirement List:

SLNO	Name of High Level Requirement	Prioritization
01	Customer register and login	"S"
02	Customer search and brows different product	"M"
03	bespoke items and Create own design	"S"
04	Reporting system	"S"
05	Payment for items	"M"
06	Product lifecycle	"S"
07	Return items	"C"
08	Specify a shipping method	"M"
09	Feedback	"C"
10	Bookkeeping service	"W"
Note: "M"= Must Have, "S"= Should Have, "C"= Could Have, "W"= Won't Have		

Figure: Table of the High Level Requirement List

B2.2-Reason and Justification of Prioritizing:

Must have:

- **Customer search and brows different product:** At the present situation we cannot think e-commerce site without any searching facility. The entire customer expects high level searching facility for product. So it is important thing for TOG business.
- **Payment for items:** At is necessitate for customer and TOG. Using this system the TOG is benefited. Because when any customers order product but she/he can't payment by online. It is not centralize system for business. If she/he can payment by online then they can pay easily and the TOG collected their money easily. It is very import thing for TOG business.
- **Specify a shipping method:** Shipping system is very import thing for TOG. Because when any customer order product than the TOG need delivery product on time. So shipping list system need for project. How much items delivery, all information will be collected from shipping list. And which customer items they delivery all information will be there.

Should have:

- **Customer register and login:** TOG already has face book account for advertising their product. So it is requiring for project. If any customer can visit their website or their product then they can login their site for watching items. TOG also wants glassblowing class service. So it is important for project. Which the TOG offering service for customer where the customer get service by tour facility.
- **Bespoke items and Create own design:** Bespoke system is very vital part of the project. Which customer collected item by own design. Bespoke systems manage customer request and wishes. So it is very important systems for the TOG. Using bespoke system the TOG is benefited. The customer can offer unique design for bespoke 3D view of the new system. Which the customer can provide own choice and design. It will be help both site customer and TOG. Because if the customer provide own design then they are no any complied and the TOG can work easily without any problem or solution.

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- **Reporting system:** TOG need reporting system for their project. Because this system keep all information and manage information. Which TOG knows how much product sell or how much product is order.
- **Product lifecycle:** TOG needs product lifecycle system. Which the customer can choice product from category. The customer can see product and then they can select product and then they order product from product lifecycle.

Could have:

- **Return items:** It is important part for business. Because the TOG known using this part their profit and loss. For this system the TOG known easily which customer return item and they identify their faulty items using this system.
- **Feedback:** The customer will be contact with TOG for asking any question or order process and item as well as tours and classes. When any customer orders any product and payment will be complete, but they cannot any question against product or item. And How to known this information, so it is very important part for TOG project. When she/he order any item and complete payment or any question against items then they know confirmation by the sending message mobile phone or e-mail. Using this system both is benefited.

Won't have:

- **Bookkeeping service:** It is manage whole TOG department. Which all customer information will be keeping and which customer booking for which service. So it is easy way to manage their bookkeeping service.
(Anon., 2017)

Section C - Legal, Social, Ethical and Professional Issue:

C1 - Legal, Social, Ethical and Professional Issue (LSEPI):

Every **organization has legal, social, ethical and professional issue**. Legal issue maintenance issue of **law is a legal question** which is the foundation of a case And A social issue is a problem that influences a considerable number of the individuals within a society. And ethical issue requires a person or organization to **choose between alternatives that must be evaluated as right or wrong**. And professional issue maintained honesty. Describing all the issue, including this:

(a) Role of the Data Controller:

Every business need data controller for manage data. Which the data **controller manage data and control information**. BCS is the one of the big organization. Describing why BCS need data controller, including this:

- Manage Legal Compliance of BCS organization.
- Export and import data manage easily.
- Controlling customer access level.
- BCS User Use New System For Authentication
- Organization key factor is Authorization
- Manage of BCS Customer Security
- Avoiding Fines Better of BCS organization.

(b) Legal, Social, Ethical and Professional How to Help Data Controller:

A data controller is a company that has **full authority to make a decision** how and why **personal data is to be processed**; this includes **using, storing and deleting the data**. A data controller can manage data by flowing **organization policy privacy**. When any information needed, then they collected all the information from data controller. The data controller keeps all type of data, **like internal and external data**. The data controller manages internal and external data. As well as data controller **maintained security for data and save data from hacker and cracker**. The Data security act place liability for the duty of care allocated to personal data on the Data Controller and consequently when depiction up the contract the Data Controller should be incredibly specific in the orders given as to what the Data Processor can do with the personal data provide.

(b) Practical Example:

Practical examples of LSEPI are given below:

- TOG is an **online e-commerce based company**; they need **collected different type of data, like-customer personal data, bespoke 3D view, organization strategic plan, shipping data list, functional items data, etc.** LSEPI issue is **bespoke design**. If any **staff share the customer bespoke design with another customer** or other organization, it is totally unethical and illegal. For the reason the customer loss their maybe very important design. Because for the activities the customer will be **hamper their personal life**. Then they can **claim for this staff and organization**. For that the company loss their reputation. So it is LSEPI issue. So the data controller need collected data properly and keep safely. Where any customer does not claim for their company or staff fault.
- Now TOG company payment process is **PayPal system**. Which the company **do not have any online payment system**. The customer payment pays by **third party**. So it is **not secure and it is not proper way** for business. Because if their payment system still working this way they **loss many financial data and unauthorized access**. So it is so hampering for company. So it is LSEPI issue. So the TOG needs online payment system for secure and save data. Online payment system will be card which all information will be collected by data controller. The **data controllers keep all types of information, like-card number, card verification number etc.**

C2- Code Conduct for Developer:

To developing new system the developer will be consider code of conduct for stakeholder. There are many type of code of conduct, now **describing four BCS code of conduct**. Including this:

Public Interest:

The TOG wants to develop their business. They sell and **advertising product by only faces book account**. They realize their product items demand. All type of people can contact with her for product. First time she starts **making glass ornaments and jewellery** for friends. When she realizes their product demand then they want to develop new system for their organization. So they want to develop their business process. Many people are interest the **manufacturing process**. She discusses idea with her employee for developing glassblowing classes and tours facility. There are many kinds of department in the company. Which they **have account department, sell department, shipping department, tour department, and bespoke department etc.** every person have own interest and own ideas. But she should not discriminal any customer or colleagues appoint of the any department or any ideas or knowledge. The **Professional issue** and code of conduct section Low of BCS, Like- **criminal low and civil low etc.**

Professional Competence and Integrity:

Using DSDM Atern the TOG develop their project. Which the TOG develop standard and right way. **Professional issue and code of Conduct selection**, the project develops different site, **like- skill, knowledge and technology and disrespect colleagues and unauthorized activities**. Professional competence and suitable care, to keep professional knowledge and skill at the level mandatory to make sure that customer or company **receive skilled specialized service**, and To act conscientiously in unity with valid technical and qualified standards when providing professional services. Professional Integrity, A staff shall **not break the provisions of the Code of Ethics agreed** or adopted by the **applicable modify project**. A staff shall not lie to or if not take in instructor, peers, position controller, or customer. A staff shall not demonstrate ignore for the well individual, safety, or self-respect of customer, peers, or controller.

Duty of Relevant Authority:

The TOG Company wants to **develop online system** following DSDM Altern. The TOG does not have any IT experts for their company managing. So they need IT expert. The TOG use DSDM Altern clear knowledge of IT system and **Professional issue and code of Conduct selection** follow Law of BCS. **It also needs develop lack of knowledge, inexperience employee etc.** **Duty of the profession**, when the developer develop TOG project they will be follow some unethical and illegal work is done by staff/employee. Because the employee helps other company project develops. **Professional issue and code of Conduct selection follow** Law of BCS **which they develop their motivation professionalism, professional development and purchasing development etc.** every of the act involving to these area places a universal legal duty on all relevant authorities, require them to have observe to their purpose as set out over. It clarifies how authorities' topic to the duty might show conformity with them and clarify the process by which they will be supervising.

(Anon., 2017)

Conclusion:

In this assignment I have ***gained different knowledge***. Like-***agile method considering DSDM***
Atern high level requirement: appropriate high level requirement and inappropriate high level
requirement, Moscow rules as well as legal, social, ethical and professional issue. The all issue
is control by data controller. ***The data controller manages their own role***.

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