CMSC 128 Sample – Answers
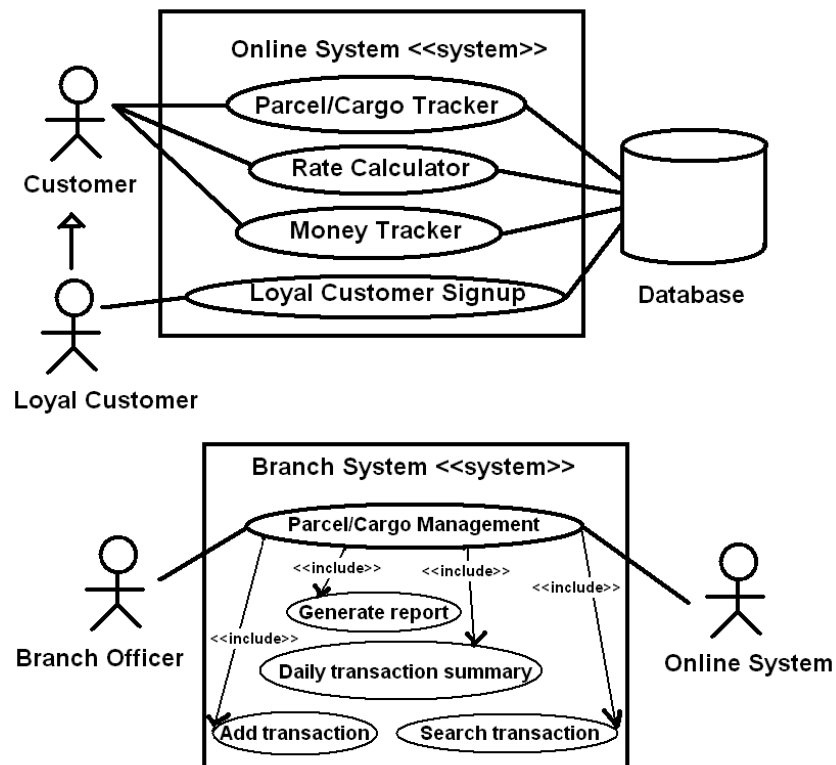

1. Some Sample Questions :
   - Does the company offer special promos and rates that need to be incorporated in the system?
   - How does the company handle customer complaints on late deliveries and other related issues?
   - What is the standard operating procedure for claims of lost/damaged documents, parcels and cargoes?

2. Based on the description provided, the following UCD can be derived:

3. Sample NFR:
   Security: "The system shall allow the use of features and functionalities each appropriate type of user. The system shall use encryption tools when transferring sensitive data over the internet".

   Availability: "The system shall be available 24 hours a week except during maintenance, upgrades and some especial cases not foreseen by the company."