*Prepared by: Taarika*

BUSINESS REQUIREMENT DOCUMENT

Cosmos

Abstract

A modern, user-friendly, and seamless online shopping experience for our valued customers.

E-Commerce

*Cosmos E-Commerce Website*

**Table of Contents**

Executive Summary ……………………………………………………………………………………… 2

Problem Statement …………………………………………………………………………………………3

Project Goal …………………………………………………………………………………………………3

Business Impact …………………………………………………………………………………………… 4

Stakeholders …………………………………………………………………………………………………5

Project Scope ……………………………………………………………………………………………… 6

Process Flow Diagram …………………………………………………………………………………… 7

Activity Diagram …………………………………………………………………………………………… 8

Functional Requirements ………………………………………………………………………………… 9

User Stories …………………………………………………………………………………………………10

Non- functional Requirements ……………………………………………………………………………11

Attachments Included:

Assignment Planning.xlsx

**Executive Summary:**

The Development of Cosmos Website project is all about creating a modern, user-friendly, and seamless online shopping experience for our valued customers. This project is designed to bring Cosmos's trusted brand into the digital age, making it easier than ever for customers to shop online, save time, and enjoy the convenience of finding everything they need—all from the comfort of their homes.

By expanding our digital presence, we aim to improve customer engagement, streamline online shopping, and enhance order management, ensuring that every interaction with Cosmos is simple, efficient, and enjoyable.

**Problem Statement:**

With growing demand for online shopping, especially as more customers look for ways to save time and shop without leaving their homes. We recognize that the future of retail is digital, and by developing a new website, Cosmos can meet the evolving needs of our customers.

**Project Goal:**

The primary goal is to develop a modern user-friendly e-commerce website which is accessible to all the users on their digital devices. Through this website, the aim is to improve the customer engagement and provide them with a delightful shopping experience. Additionally, this will help boost the digital presence of Cosmos e-commerce in the market.

**Business Impact:**

The development of the Cosmos e-commerce website will have a substantial business impact by significantly enhancing the company’s digital presence and modernizing its brand image. It will provide customers with a seamless and engaging online shopping experience through intuitive navigation, personalized recommendations, and efficient order tracking. By expanding sales channels online, the platform opens new revenue opportunities and supports business growth. Operational efficiency will also improve through better integration of customer service and order management processes. Additionally, the website will generate valuable data insights to guide future marketing and business decisions. Designed with scalability in mind, the platform ensures long-term adaptability and success in the competitive e-commerce landscape.

**Risk Register:**

This Risk Register outlines the potential risks associated with the design, development, and deployment of Cosmos’s new e-commerce website. It serves as a centralized information for identifying, assessing, and managing risks that could impact the successful delivery of the project.

The primary objective of this document is to ensure proactive risk identification and mitigation planning throughout the project. The risks captured are both technical and business-related, and include areas such as system performance, third-party integration, user data security, compliance, infrastructure readiness, resource constraints, and evolving business requirements.

| **No** | **Risk Description** | **Probability (H/M/L)** | **Impact (H/M/L)** | **Risk Management Plan** | **Ownership** |
| --- | --- | --- | --- | --- | --- |
| 1 | Website Downtime | L | H | Invest in scalable infrastructure, load balancing, regular system maintenance and running periodic regression to ensure stability | IT team |
| 2 | Payment Gateway Failure | L | H | Regularly test payment gateways, and maintain backup payment options | IT team |
| 3 | Poor User Experience (UX) | M | L | Conduct regular UI/UX testing, optimize website speed, fix broken links, implementing web caching mechanism, improving navigation flows. | UI/UX team |
| 4 | Cybersecurity Breach | L | H | Implement advanced firewalls and security measures, MFA (multi-factor authentication), regular penetration testing, and employee training. | IT team/ Cybersecurity |
| 5 | Slow Page Load Times | L | L | Regularly monitor site performance and conduct performance tests to identify and address bottlenecks promptly. | IT team |

**Stakeholders:**

This Stakeholder Analysis identifies and analyzes all key stakeholders involved in the development and implementation of Cosmos new e-commerce website. It provides insights into each stakeholder’s roles, interest level, and power on the project’s success.

The primary goal is to establish a clear communication and engagement plan tailored to stakeholder needs and priorities, ensuring alignment across business and technical teams.

Stakeholders range from executive sponsors to technical teams, and third-party partners. Each group has varying levels of interest and involvement during different phases of the project — from requirements gathering to deployment and post-launch support.

| **Functional/ Team Involved** | **Role** | **Area Of Interest (What's Important to The Stakeholder?) (H/M/L)** | **Interest (Level of Concern in Project Outcomes)** | **Power (Ability to Influence Project Decisions)** |
| --- | --- | --- | --- | --- |
| Sponsors | Investors | Investment Oversight, High-level Strategy, Financial Approvals, Revenue Growth, ROI, Market Position | H | H |
| Executive Leadership | Directors, Chief Executive Officer (CEO) | Business Growth, Expansion, High-level Decision-Making | H | H |
| Finance | Chief Financial Officer (CFO), Finance Manager | Budgeting, cost control, and financial performance tracking | L | H |
| Marketing | Chief Marketing Officer (CMO), Marketing Manager | Customer Engagement, Digital Marketing Strategy, Brand Awareness, SEO | H | H |
| UI/UX | Chief Design Officer (CDO), Head of UI/UX | User Experience, Visual Design, Usability | H | H |
| Technical | Chief Technology Officer (CTO), Project Managers | Website functionality, performance, and security | H | H |
| Customer Support | Chief Customer Officer (CCO), Customer Support Manager | Customer Satisfaction, Order issue complaints Resolution, Returns, and Refunds | H | L |
| Legal & Compliance | Chief Compliance Officer (CCO) | Regulatory Compliance checks & audits, Data Privacy (GDPR), Consumer Rights, Contract Reviews | L | H |

**RACI Matrix:**

This RACI Matrix outlines the roles and responsibilities of key stakeholders involved in the design, development, testing, and deployment of Cosmos new e-commerce website. The goal is to clearly define who is Responsible, Accountable, Consulted, and Informed for major project activities to avoid confusion, overlaps, or gaps in ownership.

The RACI framework provides a structured approach to stakeholder collaboration and decision-making throughout the project lifecycle. It ensures efficient execution of tasks, timely approvals, and effective communication across cross-functional teams.

| **Project Deliverable (or Activity)** | **Directors/ CEO** | **Business Analyst** | **UX head** | **UI/UX Designer** | **Project Manager** | **SME** | **Technical lead** | **Developers** | **QA/ Lead** | **DevOps** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Planning** |  |  |  |  |  |  |  |  |  |  |
| – Define project scope and objectives | **C** | **R** | **C** |  | **R/A** | **C** | **I** |  | **I** |  |
| – Identify key stakeholders | **I** | **R** | **C** |  | **A** | **C** |  |  |  |  |
| – Develop a project timeline & milestones | **I** | **R** | **C** |  | **R/A** | **C** | **C** |  | **C** | **C** |
| – Perform risk & impact assessment | **I** | **R** | **C** |  | **A** | **C** |  |  | **C** | **C** |
| – Define roles & responsibilities | **I** | **R** |  |  | **A** |  |  |  |  |  |
| – Approval process | **A** | **R** | **C** |  | **A** | **C** |  |  | **C** |  |
| **Requirements Gathering/ Analysis/ Discovery (Who, What, why?)** |  |  |  |  |  |  |  |  |  |  |
| – Conduct stakeholder meetings & workshops |  | **R** | **C** |  | **A** | **C** |  |  | **C** |  |
| – Gather requirements | **I** | **R** | **C** |  | **A** | **C** | **C** |  | **C** |  |
| – Approval process | **A** | **R** | **C** |  | **A** | **C** | **C** |  | **C** |  |
| **Design/ Specification (How?)** |  |  |  |  |  |  |  |  |  |  |
| – Gather business requirements | **I** | **R** | **C** |  | **A** | **C** | **C** |  | **C** |  |
| – Identify system requirements | **I** | **R** | **C** |  | **A** | **C** | **C** |  | **C** |  |
| – Identify non-functional requirements (security, performance, compliance) | **I** | **R** |  |  | **A** | **C** | **C** |  | **C** |  |
| – Create wireframes and mock-ups | **I** | **C** | **A/C** | **R** | **I** | **C** |  |  |  |  |
| – Create database schema & data models | **I** | **C** |  |  | **A** | **C** | **R** |  | **C** |  |
| – Define epics, user stories and acceptance criteria | **I** | **R** | **C** |  | **A** | **C** | **C** |  | **C** |  |
| – Conduct reviews and approvals | **A** | **R** | **C** |  | **A** | **C** |  |  | **C** |  |
| **Development (Implementation)** |  |  |  |  |  |  |  |  |  |  |
| – Develop new features | **I** | **C** | **C** |  | **A** | **C** | **R** | **R** |  |  |
| – Perform unit testing |  |  |  |  | **I** | **C** | **A** | **R** |  |  |
| – Code reviews & approvals |  |  |  |  | **I** | **C** | **A** | **R** |  |  |
| **Testing** |  |  |  |  |  |  |  |  |  |  |
| – Develop test plan | **I** | **C** | **C** |  | **A** | **C** | **C** |  | **R** |  |
| – Write test cases |  | **C** | **C** |  | **A** |  |  | **C** | **R** |  |
| – Execute functional, regression, and performance testing |  | **C** |  |  | **A** |  |  | **C** | **A/R** |  |
| – Identify & log defects |  |  |  |  | **I** |  |  | **C/I** | **A/R** |  |
| – Conduct user acceptance testing (UAT) | **I** | **R** | **C** |  | **A** |  | **C** | **I** | **R** |  |
| – Approval process |  | **R** |  |  | **A** |  |  | **I** | **R** |  |
| **Deployment** |  |  |  |  |  |  |  |  |  |  |
| – Deploy website to production servers |  | **I** | **I** |  | **A** |  | **C** | **I** | **C** | **R** |
| – Conduct post-launch review |  | **R** | **C** |  | **A** |  | **C** | **I** | **C** | **C** |
| – Create Project Closure Report | **I** | **R** | **C** |  | **A** |  | **C** | **I** | **C** | **C** |
| **Maintenance** |  |  |  |  |  |  |  |  |  |  |
| – Implement new feature enhancements |  | **R** | **C** | **R** | **A** | **C** | **R** | **R** | **R** | **R** |

**Project Scope:**

The project includes the design, development, testing, and deployment of the Cosmos website. It covers front-end and back-end development, integration with third-party payment services, and post-launch support.

| **Activities In Scope** |
| --- |
| 1. Design and development of the Cosmos website. |
| 2. Integration with third-party payment gateways |
| 3.  User Account Management  Homepage Sections  Product Search  Departments Category Menu  Breadcrumb Navigation  Product Detailed View  Product Filtering & Sorting  Shopping Cart  Payment  Language  Order Tracking and History  Made in Canada  Flyers  Help center  Product Recalls  Feedback Survey  Store Finder  Subscribe to newsletter |

| **Activities Out of Scope** |
| --- |
| 1. Development of mobile applications. |
| 2. Physical store operations, inventory and logistics |
| 3. International market functionalities (focus is on the Canadian market only). |
| 4. Features like product sharing to social media or social login options. |
| 5. Bulk orders for B2B. |
| 6. Voice Search Integration |
| 7. AR features for trying products virtually (e.g., furniture, clothing) |
| 8. Multi-Currency Checkout |

**Process flow Diagram:**

**Activity Diagram:**

**Functional Requirements:**

This Functional Requirements Document (FRD) outlines the functional specifications for the new development of Cosmos’s e-commerce website. The goal of this initiative is to enhance the online shopping experience by implementing a modern, scalable platform that supports seamless product search, browsing, purchasing, and order management.

The Functional Requirement Document (FRD) describes how a system should function based on business requirements. It bridges the gap between business needs and technical implementation by outlining how each business requirement will be achieved through system features and workflows.  
  
Refer the Functional requirement document file: Assignment Planning.xlsx

**User Stories:**

This User Story captures a comprehensive list of user-centric requirements for the development of Cosmos new e-commerce website. Each story is written from the perspective of various end users, to ensure that the final product delivers a seamless, intuitive, and value-driven experience.

The purpose is to translate business goals into functional expectations using the format:

"As a [user], I want [feature], so that [benefit]."

| **User Story ID** | **User Story Title** | **User Story Description** |
| --- | --- | --- |
| [U001](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A2) | Create Account | As a new user, I want to register by providing my personal details and setting up login credentials, so that I can create an account. |
| [U002](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A3) | Sign In | As a user, I want to log in, so that I can access my saved preferences, orders, and account settings. |
| [U003](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A4) | Password Recovery | As a user, I want to reset my password by receiving a reset link via email, so that I can regain access to my account if I forget my password. |
| [U004](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A5) | Profile Management | As a user, I want to update my personal information, such as address, phone number, and payment methods, so that my details are always current. |
| [U005](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A6) | Delete Account | As a user, I want to delete my account, so that I can remove my personal data and discontinue using the service if needed. |
| [U006](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A7) | Search Bar | As a user, I want to search for specific products by entering keywords in the search bar, so that I can quickly find the items I need. |
| [U007](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A8) | Main Category | As a user, I want to browse main categories such as Grocery, Home, Electronics, Toys, and Furniture, so that I can explore products by department. |
| [U008](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A9) | Subcategory | As a user, I want to browse subcategories such as: Grocery: Dairy, Frozen, Bakery, Fruits. Home: Home décor, Bedding, Kitchenware. Electronics: Laptops, Video Games, TVs. Toys: Action figures, Dolls, Lego, Puzzles. Furniture: Bedroom, Living Room, Office. So that I can narrow down my search and find specific products easily. |
| [U009](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A10) | Breadcrumb Navigation Click ability | As a user, I want each level of the breadcrumb trail to be a clickable link, so that I can quickly go back to any previous category or subcategory without needing to start my search over again. |
| [U010](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A11) | Product Description | As a user, I want to view detailed information about a product, including specifications, features, and images, so that I can make an informed purchase decision. |
| [U011](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A12) | Customer Reviews & Ratings | As a user, I want to read reviews and see customer ratings from other customers and submit my own reviews and ratings after purchasing a product, so that I can share my experience and help others. |
| [U012](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A13) | Filter & Sort | As a user, I want to filter and sort products by price, rating, and category, so that I can find the best products that meet my needs. |
| [U013](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A14) | Grab our top sellers now | As a user, I want to see the top-selling items, so that I can browse popular and trending products. |
| [U014](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A15) | Big Save | As a user, I want to see a dedicated section for large discounts, seasonal sales, and limited time offers, so that I can save money on my purchases. |
| [U015](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A16) | Bestselling items on Rollback | As a user, I want to see the bestselling items on Rollback offers, so that I can purchase popular products at discounted prices. |
| [U016](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A17) | Easy Cart/ Add Product | As a user, I want to add products to my shopping cart, so that I can purchase them later. |
| [U017](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A18) | Cart Management/ Edit | As a user, I want to view, edit, or remove items from my cart, so that I can manage my purchases before checkout. |
| [U018](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A19) | Easy Reorder | As a user, I want to easily reorder previously purchased items from my order history, so that I can save time when buying my regular products. |
| [U019](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A20) | Checkout | As a user, I want to proceed to checkout, select delivery options, and enter payment details, so that I can complete my purchase smoothly. |
| [U020](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A21) | Delivery options | As a user, I want to choose between home delivery or time-based store pickup, so that I can receive my order in the most convenient way. |
| [U021](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A22) | English & French Translation | As a user, I want to switch between English and French translations of the website, so that I can browse in my preferred language. |
| [U022](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A23) | Order Tracking | As a user, I want to track the status of my orders in real-time, so that I know when my purchase will arrive. |
| [U023](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A24) | Order History | As a user, I want to view details of my past orders, including items purchased, dates, and total amounts, so that I can keep track of my shopping history. |
| [U024](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A25) | Made in Canada product list | As a user, I want to view Made in Canada products, so that I can support local businesses and manufacturers. |
| [U025](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A26) | Digital Flyers | As a user, I want to view the most recent digital flyers with deals and discounts, so that I can stay updated on current promotions. |
| [U026](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A27) | FAQ | As a user, I want to browse through the list of FAQs, so that I can find answers to common questions without contacting support. |
| [U027](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A28) | Contact Us | As a user, I want to call customer service for support, so that I can resolve my issues quickly. |
| [U028](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A29) | Chat Support | As a user, I want to use a chatbot for support over chat, so that I can get instant assistance for my queries. |
| [U029](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A30) | Product Recall Information | As a user, I want to view recent product recalls and safety alerts, so that I can be aware of any safety issues with my purchases. |
| [U030](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A31) | Customer Feedback | As a user, I want to provide feedback by filling out a survey form, so that I can share my shopping experience and help improve the service. |
| [U031](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A32) | Store Location details | As a user, I want to search for nearby Walmart stores by entering my city, postal code, or province, so that I can find the most convenient store location. |
| [U032](file:///E:\TRAINING-BA\EXERCISE\Assignment\Assignment_Planning_Taarika.xlsx#'Acceptance Criteria'!A33) | User newsletter Subscription | As a user, I want to sign up for email newsletters, so that I can receive updates on new deals and offers. |

**Non-Functional Requirements:**

This Non-Functional Requirements (NFR) outlines the essential system-level attributes and operational capabilities for Cosmos new e-commerce website. While functional requirements define how the system should work, this document defines how well the system must perform under various conditions.

Given the large user base and high transaction volume Cosmos handles, these non-functional requirements are critical for ensuring the platform is reliable, secure, fast, and scalable during both regular and peak usage periods.

Refer the Non-Functional requirement document file: Assignment Planning.xlsx