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Brightstar Company Case Study

Table of Contents

[**Section A - Introduction** 2](#_Toc132032695)

[**1. Case study** 2](#_Toc132032696)

[**2. Solution for the problem** 2](#_Toc132032697)

[**3. Importance of the work** 3](#_Toc132032698)

[**Section B –Requirements analysis and MoSCoW prioritization** 4](#_Toc132032699)

[**1. Agile in case study** 4](#_Toc132032700)

[**2. Review of requirement** 5](#_Toc132032701)

[**3. Using MoSCoW Prioritization to analyze requirement level** 7](#_Toc132032702)

[**Section C – Legal, Social, Ethical and Professional issues** 8](#_Toc132032703)

[**1. the role of the Data Controller within the organization** 8](#_Toc132032704)

[**1.1 Introduction of LSEPI** 8](#_Toc132032705)

[**1.2 DPA principle and the practical role of the Data controller** 9](#_Toc132032706)

[**2. legal, social, ethical, and professional issues in BL and BSC code of conduct** 11](#_Toc132032707)

[**2.1 legal, social, ethical, and professional issues in BL** 11](#_Toc132032708)

[**2.2 BCS code of conduct** 12](#_Toc132032709)

[**2.3 Example about BCS code of conduct in case study** 13](#_Toc132032710)

[**Conclusion and assumptions for case study** 13](#_Toc132032711)

[**1. Conclusion for case study** 13](#_Toc132032712)

[**2. Assumption for case study** 13](#_Toc132032713)

**Section A - Introduction**

**1. Case study**

The problem needs to be solved in the document is a program project that allows to manage scholarship, funding, and their new section in e-sport. The project is proposed as a method to prevent two main problems which are data integrity issues and providing fully support for e--sport. Their company is a charitable organization they want to make sure that every user data that must be fully right and consume all necessary information. This is to make sure everyone to have right support and the organization can make right event for funding. The last problem is about e-sport which is the new topic for organization. This focus on support for player to have opportunity to joy their career in game but the organization still not have enough experience in supporting this term so they need the application to collect the data from e-sport so they can make a right way to support it.

The first issue of case study is about data integrity. This is the problem can make a huge burden to big organization. If user data is wrong or lost, it will be very difficult to recover all of them. Brightstar company wants to build a new application where stability should be enhanced along with a stronger upgrade to the donation functions.

The second issue is about new system for e-sport. They want to focus on a new topic and e-sport is their top choice. The problem is that the experience for this item is not much, so they want to build a new application with the system to support users to register for scholarship packages so that they can participate in the e-sport event.

**2. Solution for the problem**

Agile methodology is a main solution that will be focuses on to solve all the problem among development. About the methodology, Agile will separate the project into many small phases. It needs the constant cooperation of stakeholders and user will be the main target for collecting feedback and for a permanent upgrade to the project. This is the best solution because with Agile methodology, developers can have minimal workload. Any changes or functional additions can be added during development so using the solution can make them easier to absorb and the development team can refine them. As the sprint nears, the development team can focus on creating the most optimal requirements. There are four main value that can be seen form agile:

* The interactions and Individuals are contributed better than process and tools.
* cooperate with customers is better than negotiations in the contract.
* Responding to changes rather than following a plan
* Working software is better than fully contributed on paper.
* Agile method has the set of rules to develop a rapid system of thinking and application development. This method does not help speed up the development process but can convey ideas and thinking quickly to make necessary modifications in a short time:
* Agile processes promote sustainable development: development teams shouldn't be forced with long-term schedules, break them down into specific problems that will motivate them to tackle problems thoroughly.
* Always pay attention to design and engineering issues: Although the product is always released regularly, it must be kept to avoid unnecessary problems in the future. Keep the development process simple: this is very important if the development process is not burdensome. Take advantage of every possible tool to simplify every task.
* Satisfying customers by bringing out highly usable software in the shortest time: this is different from the traditional method of collecting data from user requests and then using them for long-term development to solve a series of requests. This method helps to reduce the time in the ideation phase by giving the user an application with the most possible functions and then continuing to develop it by taking the feedback of the user.
* Always welcome new changes at any time: embrace new changes that will make the application more accessible to users. Even if the request is made late in the development process, it must be accepted so the application can be more perfect Provide regular working software: When working on a project in application development, the organization should only focus on creating a sufficient scope to carry out the construction of the project. The focus should be on working on software that works and changes constantly. Unnecessary paperwork will be eliminated to make the work process more convenient.
* Entrepreneurs and developers must work together: A successful project requires solid and long-term cooperation from the stakeholders. Investors and developers need insight into a product's potential to properly invest in viable ideas. Technical factors also need to be considered to be able to develop the application smoothly, so both sides always need to cooperate and discuss with each other regularly to fix key issues and build trust between both sides.
* Build projects around motivated individuals: It is important to empower individuals to develop with the ability and ability to cooperate well. Team members must clearly define roles to perform well the responsibilities for assigned tasks. This helps to limit being controlled in the development stage and promote each person's capacity
* Appreciate the value of conversations: development teams must promote collaboration through chat across a variety of media including live chat. This helps to keep discussion of issues going and groups to avoid interruptions in coordination when working in isolated environments.
* Measure progress through working software: The main job in building applications is always interacting with the working software. Therefore, most of the time should be focused on the software. Paper-related issues should only be put in the secondary because the actual application development needs to come first to be able to meet the needs of customers.

**3. Importance of the work**

The problem analysis of the case study and the use of Agile methodology inside the case study helps to create a suitable theoretical system to apply inside the case study Support editing for external requirements in the project so that the requirements can be easily edited quickly. This keeps the project on track and adapts quickly to any unexpected changes. At the same time, create a reasonable standard that sets the boundaries of do's and don'ts for cooperation in the information technology environment. Above all, After the work has been completed, the reader may have more issues to pay attention to around the use of user data.

**Section B –Requirements analysis and MoSCoW prioritization**

**1. Agile in case study**

As Flo Johnson said that he will finish the prototype of new system in three months so DSDM I Agile method is the top solution for this case. This framework focus on focus on quickly adapting to changes throughout the application development process as well as eliminating unnecessary problems to speed up the development process. Because of the close cooperation between the developer and the requester, DSDM is the method to use so that the programmer can adapt to any possible future needs while still ensuring the process. develop on time to make a good impression on the partner.

The High Level Required (HLMR) describes a set of capabilities that a project must achieve. They essentially define the project's expected outcomes, impacts, or services - what the required Employer wants the project to deliver. If any achievement or delivered of requirements will make project will be failed. High Level Requirement is necessary for all project because it will lead to success in creating specific function in application. HLMRs must be solution agnostic while also reflecting a priori constraints imposed on the prospective project. These constraints may include time, budget, technology, location, related projects, and so on, and must be clearly identified in the HLMR document. These elements will define high-level requirements:

Clear and Concise: The writing style must be clear and coherent, and it must be agreed upon by the parties involved.

* Feasible: The requirements that are set out must conform to the physical limits and the work should also not be reused from the old requirements
* Solution Independent: The requirements should only give a specific result and it should not give specific details of the process to achieve that result.
* Unambiguous: The requirements must indicate a certain definition with a specific meaning, and it must avoid the words estimation or annotation.
* Singular: each requirement is only targeted to one concept so it is wrong to divide in into many functions
* Verifiable: It must demonstrate the objectivity of the solution to that request
* Standardized Terminology: terminology standards must be consistent with the Concept of
* Operational Employment in CBP scenario analysis
* Complete: The requirements must reasonably deal with the circumstances that may arise
* Traceable: Each requirement must be traceable to the specific CFDS missions and Capability
* Framework elements to which it applies.

**2. Review of requirement**

All requirement from cinema team has focused very well on try many ways to support funding in e-sport. The main factors seen most often in requests are the improvement in increasing many functions to improve the support term for e-sport. Most requests from project team members want functions that users can interact with freely and that can offer diverse supports to users but there is the problem for some of the requirements is how to communicate to build. Some of them are hot follow standard attributes of High-Level Requirement which can make the misunderstanding for everyone in contributing application.

List of requirements that do not follow high-level requirement standard:

* “A facility to keep track of funds, how they are allocated and where they can be applied”: this requirement shows to much function when only one function can be achieved.
* “We were hoping for the synchronization between the system and the organization’s banking system and were promised that this would be the next project to be taken on by the IT division. You should build this facility into the prototype.”: This requirement does not give the specific function for developer and user to understand.
* “When the facility for fundraising activities is ported to the new system a category should be added for e-sports donors”: the problem of this requirement is too many details to get the result. High-level requirement only gives the expected outcome for specific function.
* “Consult with the scholarship application and management team and experts to find suitable criteria for each category.”: this requirement shows too much information for its need. High-level requirement must also give the expected result which is not existed in this one.
* “There should be tools available to help choose the best candidates. Some of the current tools may work, but many would need to be developed.”: the request is invalid because of redundancy in setting the required result for the function of the request.
* “Allow for real-time changes to be made to the application forms by the scholarship application and management team. This feature is not available on the current system and would be a great help to improve the turn-around time on requested changes.”: this requirement gives unnecessary information. High-level requirement should only focus on specific function and expected result.
* “We should be able to manage active scholarships by tracking deadlines, setting up notifications and making notes on the system.”: this requirement has too much function. It should only focus on specific function.
* “Remember that relevant parts of the old system need to be pulled, integrated into the prototype, and tested. Don’t forget about them, they should be part of the requirements. I’m not going to list them – you should know what they are.”: This request lacks clarity in setting the required output for a particular feature in the application.
* “The system should automatically inform users of completed actions, such as registration or the successful submission of an application.”: this requirement demonstrates too many details. It must only focus on expected outcome.
* “When applying for a scholarship the system should allow for applicants to supply context sensitive information. For example, in a real-time strategy game the number of actions per minute a player can perform is imperative. In addition, they should be able to list their accomplishments, such as tournament wins and rankings.”: this requirement have huge problem about giving specific function. It shows a lot of detail about to achieve the result but high-level requirement only focusses on expected outcome and it does go deeply into details
* “The system must be user-friendly, and it is important to convey knowledge of each genre and respect for the various electronic games, or the applicants will be reluctant to trust you.” The requirement has extended explanation for achieving result which is not suitable for high-level requirement.

The high-level requirement that application needs:

1. A login facility: this requirement is very important because user can apply their information to receive scholarship that they need, and they can save all information of them for a chance to be considered from others organization.
2. A facility to keep track of funds: this can help user to view all scholarship that is suitable for them to apply before they join into e-sport organization
3. The system should be fast and responsive: this is necessary for application that made from professional organization because it helps to increase user experience.
4. The system should allow for communication with third parties: This request helps to create an advantage in expanding sponsorship packages that help users get more opportunities and long-term cooperation with many organizations.
5. The system should support events planning: this can help user and funding organization to meet together to exchange their problem
6. The system should facilitate the collation of contacts and mailing lists: this helps user to receive full support. If user meet condition to get scholarship, they will know when funding organization send their mail
7. Categories different e-sports: this help user to choose the game that they focus on so they can apply to there and they will get recommend scholarship.
8. A tool for choosing best candidates: this can help organizations to choose best player so they can give scholarship and full support to that player.
9. Applicants should be able to track the status of their applications throughout the selection process: this help user to keep track all information that can be updated.
10. Applicants must be able to formally accept a scholarship offer: this is important because if any scholarship that is suitable to their choice, they have a chance to accept it right away and the system must send that request fast
11. Applicants must be able to track active scholarships: every scholarship must be available for user to choose so they can find what suitable for them.
12. Application must notify available scholarship: this help user to know if any new scholarship just updates so they can consider it.
13. Applicants must be able to make note: if user can note the item, they choose for their future choice
14. Applicants must be able to register on the system: this can help to improve user experience because of its convenience.
15. Applicants must be able to view available scholarships: users can understand more about scholarship that they will sign in.
16. The system should automatically inform users of completed actions: this to make sure, that all their action has been applied to system.
17. The system should allow for applicants to supply context sensitive information: this helps organization to know about applicants who they are going to work with
18. The system must be user-friendly: the application must be easy to use but it also convenient to use.
19. The system should automatically inform users of completed actions.

**3. Using MoSCoW Prioritization to analyze requirement level**

MoSCoW Prioritization is a technique to manage the requirement. It separate requirement into four different levels which based on their necessary in application. Four level which all:

Must-have initiatives included all requirements that are important for the system to run. They are had to be finish first in the application to run the system because they the basic for whole system or the application will be useless. Requirements that must have in funding application in case study:

* A login facility
* A facility to keep track of funds
* The system should be fast and responsive
* The system must be user-friendly
* The system should facilitate the collation of contacts and mailing lists
* Applicants must be able to register on the system
* Applicants must be able to formally accept a scholarship offer
* The system should allow for applicants to supply context sensitive information
* Applicants must be able to track active scholarships
* The system should automatically inform users of completed actions

Lower-level is Should-have initiatives. These requirements in this section is usually is the option for developers to choose but if they can be applied into application, they can bring huge advantage to make good impression to user which makes it more reliable. Requirements that should have in funding application in case study:

* The system should allow for applicants to supply context sensitive information
* Categories different e-sports
* The system should allow for communication with businesses, individuals, and other sources of donations.
* A tool for choosing best candidates.
* Applicants should be able to track the status of their applications throughout the selection process.
* Application must notify available scholarship.
* Applicants must be able to make note.

Third level is Could-have initiatives. These functions do not have too much influence to the whole system because without them, system still work normally. They can be used for extension for the future. Requirements that could have in funding application in case study:

* The system should support events planning.
* The system should automatically inform users of completed actions.

Last level is Will not have which includes the requirement that do not fit for system. Removing these requirements can help speed up the application build process and also avoid the risks that affect the progress. Requirement that will not have in funding application in case study:

* Remember that relevant parts of the old system need to be pulled, integrated into the prototype and tested. Don’t forget about them, they should be part of the requirements. I’m not going to list them – you should know what they are.
* Consult with the scholarship application and management team and experts to find suitable criteria for each category.

**Section C – Legal, Social, Ethical and Professional issues**

**1. the role of the Data Controller within the organization**

**1.1 Introduction of LSEPI**

LSEPI is standing for Legal, Social, Ethical and Professional Issues. It can be applied to many areas that have a great impact on the interests of many stakeholders, the most important of which are users and developers. It helps to set certain limits to ensure the rights and safety of users and those involved in the development of software projects. Organizations involved in the collection of user data through networks must review LSEPI to be able to offer a product with an environment that ensures user rights. Any action that affects the safety of users such as using user data for illegal activities, hacking, or destroying the system by virus which are serious violations. the meaning of some concepts that we need to know:

Laws: this is the set of rules that includes all actions are allowed in development and actions are banned to prevent the violation to the laws of government. Type of law are civil law, criminal law, private law and public law.

Ethnics: includes socially acceptable actions, most of which benefit the community

Cultural mores: these actions must in accordance with the customs of different regions. This is to make reasonable policies for the whole community.

**1.2 DPA principle and the practical role of the Data controller**

**1.2.1 DPA priciple**

DPA is standing for Data Protection Act which is made by UK to use to set the rules for many organization in using personal information from user. The latest DPA was DAP 2018 that is made to replace the Data Protection Act 1998. UK has used it to generate EU’s General Data Protection Regulation. The Act make the set of rules for personal data processing, and it take the part in implementing the parts of GDPR that are governed by the laws of the member states, and also establishes its own comparable framework for the processing of personal data not subject to GDPR. There are eight principles that must be known:

1. Fair and lawful: if the organization want to collect data, it must have the legal basis. It also does not bring any negative effect to person that related to the organization's activities or the actions that brings unexpected result Organizations must demonstrate that their actions on data are lawful and that those actions protect the interests of customers. For this reason, when requesting information, the customer must be informed of the details of the request that must be provided.
2. Given limited purposes: Organizations must give detail the reasons and purposes for collecting data for their activities The collected data must always be used as its original purpose This means that if the customer's information is used for advance notice, the customer has the right to complain against the company unless it has their consent. For example, application companies have the right to advertise to customers applications that are relevant to their interests or needs. But if the advertised products have an impact on customers, they have the right to restrict the organization's use of data about them.
3. Adequate, relevant and not excessive: the data an organization needs to be provided with must be closely related to its activities. Storing too much unnecessary data can cause the data stream to decay and it can make it difficult to select the data for the intended purposes. Organization must show detail enough what customers only need to provide so they can send for you. For example, Customers when using the shipping service, they only have to provide information such as full name, phone number and address. Other information is not necessary and even the goods being shipped are confidential information.
4. Accuracy: Organizations that want to have a long-term cooperation with customers, the information they provide must always be updated continuously to capture new requirements. Because of this, organizations should always check their data regularly to avoid biases to the information provided. Misleading data can cause conditions that make it difficult for customers to track changes from themselves and the supplier organization.
5. Not kept longer than needed: There are some data that are only temporarily provided to perform operations for a fixed time so when that period ends, the data should also be deleted to receive new more accurate data.
6. Processed in accordance with the data subject's rights: Customers have access to their private data to perform certain operations such as editing or copying as necessary. They have the right to be asked to delete or limit their data to unnecessary activities. If the safety of users is affected through their data, then the law will be intervened to find loopholes in the company's policies.
7. Safety: Ensuring the safety of user data is always a priority to minimize risks to the safety of customers as well as the organization. Both technical and physical handling measures must be carefully implemented. Staff must be trained to implement multi-level information security techniques and avoid including user information in written reports. For cyber security, multi-layered passwords are optimal as this makes hacking more difficult.
8. Not transferred to countries without adequate protection: data will not be allowed to move out of the European Economic Area if the cooperative areas do not have the same level of protection as the policy requires In order to be able to transfer the right to use for affiliated activities, they must sign and ensure that the rules and policies are set out for the integrity of user data.

**1.2.2 Data controller**

the data controller is the person with the highest responsibility in the task of ensuring the security of the data and the legal rights to the data. data controllers can use their own processes to collect data, but sometimes they have to work with third parties which leads to certain adjustments to the process. It is of utmost importance that data controllers are always proactive in controlling the data collection processes and they should not delegate this to third parties to avoid unanticipated activities having a negative impact.

DPA principle have shown that data controller has important in keep data safe and right. Its main purpose to uphold and apprehend data protection principles. The data controller is also liable to the data owners if any non-compliance in the data protection policy occurs. Data controller must work with data processor who have appropriate data processing techniques and practices in place to capture valid data protection laws. The data controllers must always:

* Consider purpose, nature, context, and scope before using data for specific activities.
* **Be careful about risks affecting the safety of data to avoid illegal use.**

**2. legal, social, ethical, and professional issues in BL and** **BSC code of conduct**

**2.1 legal, social, ethical, and professional issues in BL**

Bl is a company that works with many different parties to provide the best service to its users and as a funding company there are many legal issues that they will face.

* Legal issues that Bl may encounter are honesty about the organization's activities with its partners. The issue is directly related to the law, so they must come up with the right policies first and must be published directly to the collaborators and users. When cooperating with universities or educational institutions of the same degree, Bl will need to obtain permission in order to obtain the necessary information for establishing the necessary elements in the provision of scholarships. Severe consequences can occur if they misuse the data from the cooperating party. Actions such as unauthorized use of information for illegal transactions, alteration and destruction of data, or alteration of terms without notice can all subject an organization to legal liability.
* Social issues that the organization must face are customer collaboration environments. Creating a stable and positive environment can help customers feel more with their organization. Above all, their service users are mainly customers from educational institutions, so creating a fair environment should be a top priority. Especially for students, all of them should be treated equally. All have the same chance to get the scholarships according to their needs. For the field of e-sports, special attention must be paid because this is an area for them because it needs to be carefully considered to create a healthy competitive environment for all participating members.
* The next issue to consider is ethnicity which every organization must consider carefully before organizing their activities. The difficulty in this regard is how to create policies that are fair and appropriate for different ethnicities. Each ethnic region will have different customs, so the policy of the BL will have to change to suit that place. BL company policy must create fair conditions for eligible minorities for need-based scholarships. Their policies should also be tailored to the lifestyles of each region so that they can be adapted to the company's operations.
* Professional issue that they can face when they focus on developed environment in e-sport is the way they are organized and work on this topic. e-sport is a playground that is as competitive as the regular sports model so helping inadequate players could deprive them of the necessary opportunity to participate in the organization for them. When cooperating with e-sport organizations, they must provide certain understanding of the game genres that they will focus on investing in as well as organizing events in accordance with the requirements of that discipline. Collaborative groups must have a simple but effective operating standard and always provide maximum support for their application users.

**2.2 BCS code of conduct**

BCS is known as the British Computer Society who has a responsibility to set and develop the rules and standard to correct the behavior of employees in the environment is IT. These rules and standards often have a higher level of requirements than normal rules for members to act properly in conduct and work. All members must make reasonable judgments about their own and others' behavior so that others can make reasonable adjustments to long-term affairs. Therefore, codes of conduct must always be in place so that they can determine the appropriate time to behave and work for many different organizations. The purpose of the BCS code of conduct is to create a reference system for members to rely on to practice and behave properly in the IT working environment and improper conduct can affect the effectiveness of the business. the work of the whole development process. BCS Code of Conducts focus on three main points:

* Following the special standard that is required by BSC to be a member of BCS
* Code of Conduct are applicable to all members in all their jobs, roles and current positions
* The business or the ethnics of any Relevant Authority have no business with governing the individual behaviors.

Code of conducts have four sections as the key elements.

* Public Interest: member must care to others public health, privacy, security in working environment. Paying respect, the policies and legitimate rights of third parties if you want to have a favorable cooperation. We always treat everyone in the community fairly regardless of gender, marital status, religion, nationality, age, status, health status, job rank, or requests can be reviewed to make rules more appropriate for unprecedented audiences. promoting the value of IT for all areas of society so that it can enhance the influence of the information technology sectors and create more equity in intervention in the information technology sector.
* Professional Competence and Integrity: You should only focus on performing and developing the work for which you are only assigned authority. Employees do not accept jobs beyond your powers and abilities to avoid unnecessary problems. Always try to improve the knowledge that I have acquired so that my professional level can reach its higher potential as well as must observe the changes of technology, procedures and innovations in our industry. Must be responsible for your own field before the law and the community. New ideas or alternatives should always be taken seriously with a respectful and positive attitude, and with fair and serious judgment. Respect others including their honor, property and feelings and also avoid acts of retaliation or provocation
* Duty of Relevant Authority: Perform work with dedication, care and hard work with deep and correct professional judgment. Try to create a peaceful atmosphere between you and the agencies involved so that the work process can be smooth and efficient. Always be responsible for all mistakes of yourself and those of your co-operators under your own supervision and management. Always keep the confidentiality of the work and the cooperating parties because any disclosure to an unrelated party for the sake of interest will be subject to legal sanctions.
* Duty to the Professional: You must accept and be satisfied with your own contributions and achievements in order to maintain your reputation and avoid ruining your career for personal gain. Enhance the career you have through professional improvement activities as well as undertaking more professional activities. maintaining the reputation of yourself, your business, your colleagues and the value of BCS can enhance your self-worth. Dedicated support and help to colleagues can help them develop their careers better as well as ensure your own credibility.

**2.3 Example about BCS code of conduct in case study**

The issue that system developer will face when work with this company is transparency for activities and collaborative environment in building application. Software developers should all have equal benefits to health and rewards. An environment that has to work together with many collaborators can create high competition so the rewards should be commensurate with their capabilities. E-sport is a new topic so the employees will have to work seriously but they should only ensure the assigned work because trying to do the work beyond their duty can be for their own health. They are severely affected as well as exceed their level, causing a disturbance in their work performance.

As Flo Jonhson said that he would finish the prototype in three months so staff may handle the huge pressure if Unreasonable division of work occur. This is relating a lot to public interest because IT has been important in enhance the value of many areas of life. The pressure can make the quality of work of the members as well as their interests seriously affect and cause the IT industry to be evaluated badly.

**Conclusion and assumptions for case study**

**1. Conclusion for case study**

In conclusion, this is a very interesting case study regarding data integrity and eSports. It has raised the central issue for the information technology environment in a large collaborative organization is the proper use of user data. This becomes even more focused when they have to work with the new topic of e-sport. The high-level requirements have been selected to suit a multimedia-enabled web site as well as the non-conforming requirements have been edited and they have been graded to give the application priority. . The most important thing is that the LSEP issue and code of conduct have been detailed to be set up in detail to create a solid foundation for the application development to become professional and suitable for the working environment as well. such as ensuring the safety of the cooperating parties.

**2. Assumption for case study**

My original thinking to the case study problem is about possible changes to the requirements within the intended system. The prototype of the application was completed in a relatively short time, so in the future, the high-level requirements will probably have to be shortened. Therefore, editing the high-level requirements may have to be revised to come up with a more reasonable list.

Regarding the LSEP issue, there will be many problems that can arise during the development process. Developers may have to visit due to constant feedback from users and they have to think about new problems constantly to be able to deal with any problems in the future. The cases I suggest in the report may still be incomplete and they need more in-depth analysis.

about the code of conduct, It will need to be strictly followed because the application must ensure the safety of the users so the developers will have to show their confidence and they must ensure the product Theirs must comply with the law

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