****

**FULL NAME: NGUYEN HUY NHAT TAN**

**REG.NO:**

**DEPARTMENT:**

**COURSE WORK NAME & CODE: COMP1787**

**EMAIL ID: tannhngcs210161@fpt.edu.vn**

**SUBMISSION DATE:**

**Requirement Management Report for the Case Study**

**“Green Groceries Online Platform”**

**Section-A**

1. **Introduction about Green Groceries Online Platform**

In an era where digitalization is reshaping industries and consumer behaviors, Green Groceries, a reputable medium-sized company, is gearing up to embrace the digital revolution with the launch of its online platform. With a steadfast commitment to providing organic, locally sourced, and eco-conscious grocery products, Green Groceries has built a solid reputation over the past five years through collaborations with local farmers and sustainable suppliers. Now, fueled by a vision to expand its market reach and make sustainable products more accessible, Green Groceries is embarking on an exciting journey to establish its presence in the online marketplace.

Through its online platform, Green Groceries envisions fostering a deeper connection with its customers, empowering them to make informed choices about the products they consume and the impact they have on the environment. By leveraging technology and innovation, Green Groceries seeks to create a holistic shopping experience that not only meets but exceeds the expectations of its discerning clientele.

As Green Groceries embarks on this transformative journey, it does so with the support of its dedicated team, comprising visionary leaders, passionate employees, and strategic partners. Together, they are poised to revolutionize the way people shop for groceries, ushering in a new era of sustainable living and responsible consumption.

In the following sections, we will delve deeper into the objectives, strategies, and key features of the Green Groceries Online Platform, exploring how it aims to redefine the grocery shopping experience and contribute to a more sustainable future.

1. **Drawbacks of Traditional Software Development Methodology**

The traditional method, often referred to as the waterfall approach, has been a longstanding methodology for project management in various industries. However, despite its historical significance, the traditional method has several negative impacts and limitations that can hinder project success in today's dynamic and fast-paced business environment.

Sequential and Linear Process: One of the main disadvantages of traditional methods is the sequential and linear approach to project development. In this method, each project phase, such as requirements gathering, design, implementation, testing, and deployment, must be completed sequentially before moving on to the next phase. This rigid structure can lead to delays in project execution, as any changes or issues identified late in the process may require revisiting previous stages, leading to exceeding time and cost.

Limited flexibility and adaptability: Traditional methods lack flexibility and adaptability to changing requirements or stakeholder feedback throughout the project lifecycle. Once project requirements are determined and approved, any changes to these requirements can have significant time and cost impacts as they often require revisiting phases developed previously. This rigidity can lead to a disconnect between the final product and evolving stakeholder needs or market trends.

Limited Stakeholder Involvement: The traditional method typically follows a top-down approach, where project requirements are defined by stakeholders at the beginning of the project and handed over to the development team for implementation. This limited involvement of stakeholders throughout the project lifecycle can lead to misalignment between the project deliverables and stakeholder expectations. Additionally, stakeholders may only provide feedback during the later stages of the project, making it challenging to incorporate their input effectively.

Inefficient Resource Utilization: The traditional method often requires a significant upfront investment of time and resources in the planning and design phases before any tangible deliverables are produced. This front-loaded approach can result in inefficient resource utilization, as resources may remain idle or underutilized until later stages of the project. Additionally, the fixed scope and timeline in the traditional method may lead to overallocation or underutilization of resources, further exacerbating inefficiencies.

High risk of failure: Due to its sequential nature and limited opportunities for feedback and validation, traditional methods have a high risk of project failure. Any problems or defects identified late in the project lifecycle can require extensive rework, leading to project delays, budget overruns, and unhappy stakeholders. Furthermore, the lack of early and frequent testing in traditional methods can lead to the delivery of sub-standard or incomplete solutions to end users.

In summary, while the traditional method has been widely used in the past, its inherent limitations make it ill-suited for addressing the complexities and uncertainties of modern projects. To mitigate these negative impacts, many organizations are increasingly adopting more iterative and flexible approaches, such as Agile methodologies, to deliver projects more efficiently and effectively in today's rapidly evolving business landscape.

1. **Agile Frameworks Methods and its Overview.**

Rapid Application Development (RAD) environments rely on a variety of techniques to expedite the software development process and deliver high-quality solutions efficiently. These techniques, when combined with the underlying philosophy of RAD, enable teams to rapidly iterate on development cycles and respond quickly to changing requirements. Below, we'll explore three key techniques commonly used in RAD environments:

**Prototyping:** Prototyping involves the creation of a simplified version of the final software product, often referred to as a prototype or mockup. These prototypes are used to gather feedback from stakeholders, validate design concepts, and identify potential issues early in the development process. By providing stakeholders with a visual representation of the proposed solution, prototyping facilitates clearer communication and alignment of expectations. Additionally, prototypes allow for rapid iteration and refinement based on user feedback, ultimately resulting in a more user-centered and effective final product.

**Joint Application Development (JAD):** JAD is a collaborative approach to requirements gathering and analysis that brings together key stakeholders, including end-users, developers, and business analysts, in facilitated workshops or sessions. During JAD sessions, participants work together to define project requirements, clarify business objectives, and prioritize features and functionalities. By fostering open communication and collaboration among stakeholders, JAD accelerates the requirements gathering process, reduces misunderstandings, and ensures that the final product meets the needs of end-users and aligns with business goals. Additionally, JAD helps identify potential risks and dependencies early on, allowing teams to address them proactively and minimize project delays.

Timeboxing: Timeboxing is a project management technique that involves allocating fixed time periods, or timeboxes, to complete specific tasks or deliverables. Timeboxing helps teams stay focused, prioritize work effectively, and maintain a steady pace of progress throughout the development cycle. By setting clear deadlines and expectations, timeboxing encourages teams to work efficiently and make continuous progress towards project milestones. Additionally, timeboxing promotes transparency and accountability, as progress can be easily monitored and evaluated against predefined objectives. Furthermore, timeboxing facilitates adaptive planning and flexibility, as teams can adjust priorities and allocate resources based on changing project requirements and constraints.

Facilitated workshops play a crucial role in the Rapid Application Development (RAD) methodology, serving as a powerful tool for gathering requirements, fostering collaboration, and driving consensus among project stakeholders. The aim of a facilitated workshop is multifaceted, with the primary objective being to produce tangible outcomes while achieving alignment and agreement on the content of those outcomes among participants. Particularly valuable at the outset of a project, facilitated workshops help define project scope, high-level requirements, and strategic direction.

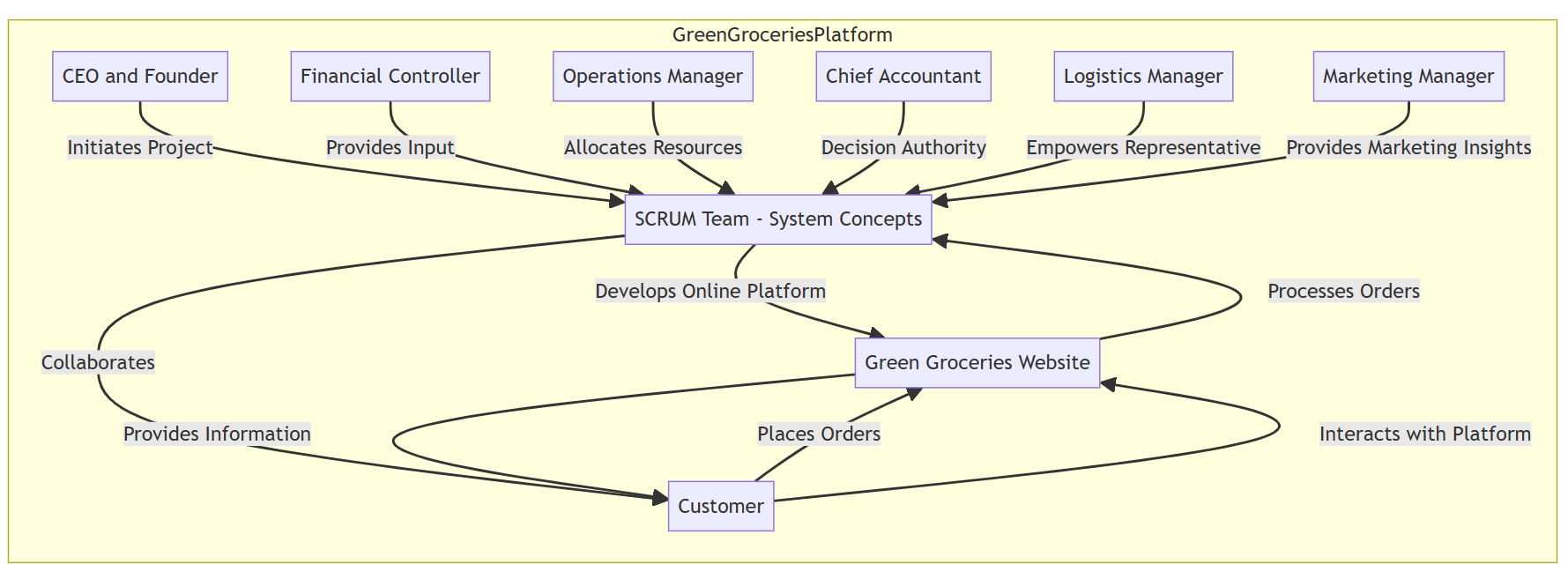
In Agile development methodologies like Scrum and DSDM (Dynamic Systems Development Method), sprints and scrums are essential components that facilitate iterative and collaborative software development. Let's delve into how these elements function within the context of DSDM and Scrum.

In Scrum, a sprint is a time-boxed iteration, usually lasting between one to four weeks, during which a cross-functional team works collaboratively to deliver a potentially shippable product increment. Each sprint begins with a sprint planning session, where the team selects a set of user stories or tasks from the product backlog to work on during the sprint. Throughout the sprint, the team holds daily stand-up meetings, or scrums, to provide updates on progress, discuss any impediments, and adjust their plan as needed. At the end of the sprint, the team conducts a sprint review to demonstrate the completed work to stakeholders and gather feedback, followed by a sprint retrospective to reflect on what went well and what could be improved in the next sprint.

While DSDM primarily follows its own Agile framework, it can incorporate elements of Scrum, including the use of sprints and scrums, to enhance collaboration and iterative development. Within DSDM, sprints are often referred to as timeboxes, and they represent fixed periods during which specific activities or deliverables are completed. Timeboxes are a core concept in DSDM and help ensure that projects progress in a controlled and predictable manner. Similarly, scrums in DSDM involve regular meetings where team members come together to discuss progress, address issues, and align their efforts. These scrums help maintain focus and momentum throughout the project lifecycle. While DSDM provides a comprehensive framework for Agile development, it is flexible and can be tailored to incorporate practices from other Agile methodologies like Scrum to meet the specific needs of a project or organization.

1. **Systematic Workflow of Green Groceries Online Platform done with Agile Method.**

**DFD OF DEVELOPMENT TEAM AND THEIR ROLES**



SPRINT DIAGRAMS

Should illustrate the module-wise diagrams for the entire project of online platform

Scrum meeting points of each sprint-1

1. **Merit of Using Agile Concepts.**

Increased adaptability: The agile framework allows teams to be flexible and, if need be, adapt to modifications in circumstances or requirements. This implies that the product could be modified or made better according to the result of the market tests and customer feedback tests.

Enhanced customer involvement: Customers tend to be involved in the development of the products and there is a practice of continuous style of communication where customers constantly give feedback on the product. It will also help us ensure that our final product takes these needs and desires into account.

Risk reduction: Through creating a product by the short cycles of high flexibility, the Agile tactic reduces the risk of making a big project whole process at once.

Improved efficiency: Inside agile teams there is a constantly moving workflow in which tasks are assigned according to forecast time frames and large projects are broken into smaller tasks, leading to higher work efficiency.

Early defect detection: Due to the fact that a undeveloped product is usually delivered in short and frequent cycles, the product defects be identified and taken care of as early as possible before consigning a market.

Increased transparency: Agile puts everybody on the same page by disclosing tasks, progress, and risks on Kanban boards or scrum boards, which means everybody in the team is alert on where the project is thus the possibility of uncertainty is minimal.

Enhanced team consensus: Agile teams typically work in an agile working environment, where team members are very near each other. As a result, effective collaboration and teamwork has become the norm.

Increased flexibility: Agile model of working permits the team to react promptly to variability of customer requirements or design priorities to be followed. As a result, the product layout can be changed and updated on a continuous basis.

**Section-B**

**B1. Base line Requirement Review**

**B1.1. Given Requirement Analysis using Moscow Rules.**

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Requirements** | **MoSCow** | **Reasons** |
| **1** | As an Order Handling Clerk, I want to use the website to process telephone purchases, replacing the paper-based system. | Won’t have | When we order online, we only use the phone to run the app and click to order, not necessarily calling the seller to place an order. |
| **2** | Maintain at least 20 office plants as part of the company's commitment to a green and healthy workspace. | Should have | The necessity for a plant office is not the key point of the website’s performance. It can be viewed as the feature that improves the whole work experience, but it might not be aimed at the website indirectly, i.e. its main aims are to speed up online purchasing and communication with customers. |
| **3** | As a customer, I want to be able to change my account details to ensure my most up-to-date information is recorded. | Must have | This is an important function, because customers don't always enter it correctly or they have information changes that need to be edited. This will also help save more time for delivery people who do not have to travel multiple times. |
| **4** | Organize a virtual celebration on the website for the CEO's birthday to showcase the company's fun and friendly culture. | Could have | This function may or may not be available, because this is a website about fresh and clean food. But sometimes it is necessary to have incentives so that customers can know the company and have a better feeling about the company. |
| **5** | As the Managing Director I want to be ensured that the site is Data Protection Act safe so that we do not get fined hundreds of thousands of pounds. | Must have | Nowadays, data theft is becoming more and more serious. If a website does not have a certain reputation for data security, the consequences will be unpredictable, leading to no revenue. |
| **6** | As a customer register an account. | Should have | It is very necessary for users to be able to register as members of the website, because when they register, we will clearly understand their basic information, and when they place an order, we will verify the authenticity. |
| **7** | As a Customer I want a choice of delivery slots so that I can arrange my diary appropriately. | Could have | This function is not really urgent, because there are many cases where the customer is far away from the seller, so choosing a delivery time is difficult for the delivery party. Instead, they can choose fast delivery or express delivery depending on the location they want to deliver to. |
| **8** | As a customer, I want to be able to modify my shopping cart so that I can change my mind about what I want to buy. | Must have | Certainly, because they don't always have to buy a product when they choose a product. Users are very hesitant when making purchases, so we must give them time to think carefully when buying online and be able to change products according to their preferences. |
| **9** | The company should adopt pet-friendly policies to create a positive and inclusive work environment. | Could have | It is important to acknowledge that pet-friendly policies can be supportive of a pleasant work environment, however their immediate impact on the efficiency of online platforms may be negligible. Not all staff members may be at ease or helpful regarding pet-friendly policies due to allergies, phobia, or personal dislike. For the successful implementation of the pet friendly policies, there are some logistical issues that need to be considered, including sanitation, safety, and health regulations. |
| **10** | The system must be designed to handle a 30% increase in traffic during peak periods without degradation in performance. | Must Have | The utmost thing to take care of is that the system behaves normally in spite of increased traffic, and this is what determines the core functionality of the website. The key purpose of having an online platform is to enable, perform and maintain transactions and messages and communication with customers. If there is any decrease in the performance rate during key periods, this can lead to loss of sales, and consequently frustrated customers and bad reputation for the company. |
| **11** | As a customer, I want to enter separate delivery and invoice addresses so that I can receive bags when staying at a friend’s house. | Should have | Having the capability to enter a delivery and invoice address separately is fundamental to the e-commerce site. In the context of present day’s online shopping environment, the customers often find it convenient to provide different delivery and billing addresses, especially when they are having deliveries in places other than their home address, for example when a customer is receiving a package at his/her friend’ s house. The availability of options that make the experience for the user more comfortable and user-friendly can help a company stand out from its competitors. These e-commerce websites with the primary objective of customer experience by allowing separate delivery addresses for payment invoicing have an advantage of attracting and retaining customers more than those which offer only one box. |
| **12** | As a Customer I want to be able to change my account details so that my most up to date details are recorded. | Must have | While regulations (like Europe’s GDPR or California’s CCPA) can require businesses of certain jurisdictions to give customers the right to update their account data, this is not always the case. Failing to adhere to this regulation might lead to legal issues, fines as well as company reputation issues. It is important to provide customers with options to modify their account information to let them keep in control of their personal data. with its users are enabled to verify if the existing information is up to date, including their contact details, shipping addresses and payment methods. |
| **13** | As an Order Handling Clerk, I want to use the Web site to process telephone purchases so that I can stop using the paper-based system. | Won’t have | When we order online, we only use the phone to run the app and click to order, not necessarily calling the seller to place an order. |
| **14** | As a customer, I want to choose whether or not I am sent marketing information to avoid receiving excessive junk mail. | Must have | Respecting customers' needs and privacy is fundamental to both customer trust and long-term positive relationships. Through allowing the customers to choose if they are sent the marketing information or not, the company clearly shows its transparency and commitment to customer-centric values and to individuals’ right to choose what they want to receive when it comes to the communication. |
| **15** | All user data, including personal information and payment details, must be encrypted to ensure the highest level of security. | Must have | Encryption enables additional security not only during the data breach, but also for user data. Even though attackers may gain unauthorized access to the decrypted data, it is impossible to read or misuse the information without encryption keys. This limits the effect of data breaches and the company, and the client gets protection from negative impacts. |
| **16** | Maintain consistent branding elements and design across the website to reinforce their brand identity. | Must have | The company's branding elements, such as the logo, colors, and fonts, are used consistently, thus making it easier for customers to recognize and remember the brand. This uniformity helps to reinforce the brand identity and improve the brand recognition, meaning that customers are likely to choose the company over the competitors. Consistency in branding is always paramount when it comes to building lasting brand equity. Through time, the repetitive use of branding elements such as logo, color schemes, and taglines, which define the companies’ culture, reputation, and quality, result in these elements contributing to the resilience and strength of the brand. |
| **17** | The development team should participate in a team-building event every quarter to foster collaboration and a positive work environment. | Won’t have | Although team-building activities can be useful for promoting collaboration and morality, they might not allow for direct results on the core targets of the development project. Firstly, the project encompasses the creation of a well-designed and efficient, online platform that fits the timeline and allocated budget. Humanize: Where appropriate, resources can be allocated towards activities that directly drive project deliverables, including time and financial budgets for team events. |
| **18** | As the Marketing Director I would like an offers or discount page so that we can inform our customers of the aforementioned. | Could have | The offers or discount page that inform the customer about promotions and incentivize the buy is a good feature for the website that is; however, this page can be not considered as a number one priority compared to other core features that the website has, such as product listings, checkout function, and customer account management. The website will be centered on providing a user-friendly interface and an efficient transaction process. |
| **19** | As the Chief Accountant I want to the Web site to adhere to legislation regarding VAT so we are not hit with a hefty fine. | Must have | Implementation of the VAT legislation is not voluntary, it is a legal necessity which a government introduces through the relevant legislative bodies. Adherence to VAT regulations is critical because failing to comply with them could lead to extreme repercussions, such as fines, penalties, legal disputes, and harming the company's reputation. It’s crucial for VAT legislation compliance to be put in place to prevent these risks and keep the company’s financial stability intact. |
| **20** | As the Operations Director, I want to accept all forms of payment to capture the largest market possible. | Must have | The society that we live in will continue to have different forms of payment. The company should therefore accept all forms of payment so that it is able to reach customers with diverse preferences and payment methods. Utilizing an array of payment methods will ensure the company’s broader coverage of markets while attracting those clients who like other methods of payment, for example, credit cards, debit cards, mobile payments, digital wallets, bank transfers, or cash on delivery. |

**B1.2. Updated High Level Functional Requirements.**

|  |  |  |
| --- | --- | --- |
| **ID** | **High Level Functional Requirements** | **Justifications / Recommendations** |
| 1 | Give full product descriptions and details about the source of our products. Teach customers about the sustainability and way of our products. | Provide detailed product information to customers, helping to build trust with customers. At the same time, customers will better understand the origin of the product. This helps the store attract more customers in the future. |
| 2 | Have a user-friendly feature on your website to aid in product searching and discovery by easing navigational areas, too. | A user-friendly interface will enhance the user's shopping experience, help increase revenue, and make it easier for customers to shop. |
| 3 | Offer an online payment system that provides customers with secure and seamless transactions because of which they can have certitude about dealing with you. | Online shoppers must feel sure that the timesaving and convenient online payment system is working correctly and keeping their sensitive info safe and sound. By employing robust security measures, such as SSL encryption and PCI compliance, transactions are safely made and reassurance of the brand is carried out, attracting customer loyalty and trust. |
| 4 | Let the clients provide reviews and ratings for products to gain some trust and become a part of the local community. | Implementing a rating system allows Green Groceries to demonstrate the quality and reliability of its products, enhance its reputation and attract new customers. |
| 5 | Make use of responding design to guarantee the website to be adaptable and to work well across various devices and screen sizes. | Through the expanding employ of the mobile devices in Internet shopping, responsive design has become a key factor for a defect less web surfing from any device. Not only by making sure that the website is responsive on each handheld devises or personal computers of clients, but Green Groceries can also increase their number of customers and their satisfaction. |
| 6 | Create one unified infrastructure to manage inventory of products and ensure that none of the items are oversold. | Inventory streamlining will work towards centralization through which operations would be smooth and the possibility of overselling and stock-out would be eliminated. The adoption of a single retail inventory system will enable Green Groceries to increase inventory levels optimally, streamline order fulfillment and meet customers' demands by keeping the shelves replenished with goods periodically. |
| 7 | Incorporate social media share buttons for customers who will enjoy sharing their purchases with others and attracting the brand. | Social media share icons help customers to be able to share their purchases with their friends and followers at the press of a button. This makes the brand easily noticeable and referral traffic unfailing. Through integration of social sharing, Green Grocery will discover user-created content useful as a marketing tool for expansion of target and engaging clients as well as creating a devout community around the brand. |
| 8 | Present to customers personalized suggestions involving their taste preferences and shopping records to enrich their shopping experience. | Personalized product recommendations positively enrich the shopping environment as they match exactly the requirements of the personal interests of the customers, only the thoughtful and fine suggestions. Through the data analysis of customers Green Grocers could come up with products the customers would like to buy, make them return again and again and be more satisfied and loyal. |
| 9 | Provide different delivery methods like eco-friendly packaging and carbon-neutral postage services which are in line with the organization’s sustainability aims. | And hence, adopting eco-friendly delivery methods comes under this concept, and also favors those eco-friendly minded customers. Like many consumers are becoming more environmentally aware, Green Groceries is trying to align their business practices with the values of their consumers. Some of the ways that they can minimize their environmental impact are through environmentally friendly packaging, and through offering carbon-neutral postage services. These practices can help Green Groceries differentiate itself from other grocery stores and attract conscious consumers. |
| 10 | Support functionalities by way of live chat or email support to immediately respond to questions/concerns from customers. | Setting up accessible support channels such as live chat or email allows for instant addressing of doubts and/ or another customer issues; hence, improving the online shopping experience. By presenting an immediate assistance and making sure that all problems will be solved straightaway, Green Groceries can boost client’s satisfaction, keep loyal customers, and build a good reputation. |
| 11 | Via performance tracking analytics tools, you will have a real-time look at the website performance, behaviors of the customers, and sales data. This is critical for your strategic decision making, which in turn improves the optimum performance of your brand. | Applying performance tracking analytics techniques brings Green Groceries analytics of online shop performance, customer preferences, as well as sales details. Using these metrics in real-time mode, Green Grocery able to make the data-based decisions, add value to marketing strategies, and accordingly amplify the effectiveness of their business. Installing robust analytics tools enables Green Groceries businesses to discover the prospective market and measure the efficacy of strategies through which it is possible to get higher success and competitiveness. |

**B2. Timebox Rules for the Updated High Level Functional Requirements:**

**B2.1: Prioritization for the List of Requirements**

|  |  |  |  |
| --- | --- | --- | --- |
| **ID** | **Updated High Level Functional Requirements** | **Priority Levels (High or Moderate or Low)** | **Time Scale** |
| 1 | Give full product descriptions and details about the source of our products. Teach customers about the sustainability and way of our products. | High (Marketing Manager) | 2 weeks |
| 2 | Have a user-friendly feature on your website to aid in product searching and discovery by easing navigational areas, too. | High (Marketing Manager) | 2 weeks |
| 3 | Offer an online payment system that provides customers with secure and seamless transactions because of which they can have certitude about dealing with you. | High (Financial Controller, Chief Accountant) | 2 weeks |
| 4 | Let the clients provide reviews and ratings for products to gain some trust and become a part of the local community. | High (Financial Controller) | 2 weeks |
| 5 | Make use of responding design to guarantee the website to be adaptable and to work well across various devices and screen sizes. | High (Operations Manager) | 2 weeks |
| 6 | Create one unified infrastructure to manage inventory of products and ensure that none of the items are oversold. | High (Operations Manager) | 3 weeks |
| 7 | Incorporate social media share buttons for customers who will enjoy sharing their purchases with others and attracting the brand. | Moderate (Marketing Manager) | 6 weeks |
| 8 | Present to customers personalized suggestions involving their taste preferences and shopping records to enrich their shopping experience. | Moderate (Marketing Manager) | 7 weeks |
| 9 | Provide different delivery methods like eco-friendly packaging and carbon-neutral postage services which are in line with the organization’s sustainability aims. | Moderate (Operations Manager, Logistics Manager) | 6 weeks |
| 10 | Support functionalities by way of live chat or email support to immediately respond to questions/concerns from customers | Moderate (Marketing Manager) | 3 weeks |
| 11 | Via performance tracking analytics tools, you will have a real-time look at the website performance, behaviors of the customers, and sales data. This is critical for your strategic decision making, which in turn improves the optimum performance of your brand. | High (Chief Accountant) | 1 weeks |

**B2.2: Explanation about Prioritizing the Requirements and the Decisions taken for the Green Groceries Online Platform.**

The priority and timescale assigned to each of the 11 functions are based on various factors including immediate business needs, customer expectations, technical feasibility, and long-term strategic goals. Functions such as providing full product descriptions, ensuring a user-friendly interface, implementing secure online payment systems, enabling customer reviews, and ensuring responsive design are deemed high priority as they directly impact the core functionality and user experience of the online platform. These functionalities are crucial for attracting and retaining customers, establishing trust, and ensuring smooth operations from the outset. They are prioritized for immediate implementation within 1-2 weeks to swiftly meet customer demands and maintain a competitive edge in the market. On the other hand, functions like creating a unified inventory infrastructure and implementing performance tracking analytics tools are also deemed high priority due to their critical role in managing backend operations and enabling data-driven decision-making. While they may require slightly longer implementation timescales of 3-6 weeks, their significance in ensuring operational efficiency and strategic planning justifies their prioritization. Additionally, functions such as incorporating social media share buttons, providing personalized suggestions, offering eco-friendly delivery options, and implementing customer support functionalities are categorized as moderate priority. While these functionalities enhance the overall user experience and align with the company's sustainability goals, they are not as immediately critical as the high-priority functions mentioned earlier. Therefore, they are assigned shorter to medium-term implementation timescales of 3-12 weeks, allowing for efficient resource allocation and phased development efforts. Overall, the priority and timescale assigned to each function reflect a balanced approach that prioritizes critical functionalities for immediate deployment while also considering the strategic importance and resource requirements of other enhancements over a slightly longer timeframe.

Section C

C1. Should Write Four parts in this section.

According to the Green Groceries personnel roles given in the coursework, should discuss about the following issues by involving them.

1. Legal issue explanation with one case study example

Legal problems can range from complying with the regulatory frameworks governing data protection, intellectual property or food safety to the outright violation of any laws pertaining to consumer rights. As in for example, lacking compliance with GDPR may happen if Green Groceries do not fulfill GDPR guidelines by managing customer's data through their online platform. Unlike the general personal information loss, which could cause tiny consequences, the loss of customer data can result in costly penalties and legal repercussions. one may also want to show how the company could be accused of trademark infringement when green Groceries uses branding elements or product names which are similar to those of other companies' leading to possible legal disputes.

1. Social issue explanation with one case study example

Societal issues may be about the way the work of Green Groceries influences the neighborhood, the community, or society as a whole. Instances such as that could be, Green Groceries encounters the society could create awareness that the suppliers use exploitative labor practices or environmental degradation. This may result in low trust towards the business and its reputation. Besides that, Green Groceries gain traction in a society if they are seen as wasteful in terms of food or excessive packaging, issues of sustainability and environment conservation come to play.

1. Ethical issue explanation with one case study example

Ethical concerns are likely to revolve around Green Groceries' business norms and morals, broader integrity and responsibility issues, such as those linked to fair trade and sourcing. Demonstrating such behavior speaks volumes about whether or not they can be trusted as growers, suppliers or promoters of natural foods. One ethical issue that can occur when Green Grocery LTD misleads customers regarding the origin or quality of their products would be the element of deception. Additionally, if Green Groceries supposedly chooses to maximize profit at the expense of ethics, as in the event of partnering with the suppliers who force workers to long and harsh working hours in order to minimize the costs, the market can be limited.

1. Professional issue explanation with one case study example.

Professional topics imply the due follow-up and behaviors the staff will face while working such as conflicting interests, professionality, or compliance with the existing standards. To explain a little more, the Issue here can be professional as an employee, the Chief Accountant, conducts rational an unethical financial practice or mismanagement and cause eventually some financial irregularities or the legal repercussions. Another particular aspect is if the staff carry out their duties to industry standards or the coding of the ethics, then perhaps this can endanger the company' reputation and integrity.

C2. Discussion about the BCS code, and how the professionals following the practices of BCS code with their team members or co-workers. (15 marks)

C2.a) Introduction about the Professional body of BCS code. (Can refer the website BCS, The Chartered Institute for IT | BCS

C2.b) Public Interest - Practical example with explanation

C2.c) Duty to Relevant Authority - Practical example with explanation C2.d) Duty to the Profession - Practical example with explanation

C3.e) Professional Competence and Integrity - Practical example with explanation