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# **Section A – Management Summary**

## **Introduce about the case study**

Green Groceries, a company known for its commitment to locally sourced, organic products, plans to launch an online platform to expand its market reach and accessibility to environmentally conscious consumers. The main goals include reaching new markets, maintaining reputation, and improving operational efficiency. Partnering with System Concepts, an Agile software development firm, aims to ensure the platform aligns with Green Groceries' values and business objectives.

## **Introduce about the aim of project? Why do they carry out this project?**

## **Introduce about the aim of project**

The Green Groceries Online Platform project aims to modernize operations by introducing a digital platform for organic and locally sourced groceries, expanding market reach, enhancing accessibility, improving user experience, streamlining operations, and upholding sustainability values. Leveraging Agile methodologies, Green Groceries intends to deliver an innovative online platform meeting consumer demand while prioritizing environmental consciousness.

## **They do carry out this project**

The Green Groceries Online Platform project seeks to expand market reach, enhance customer accessibility, improve operational efficiency, and uphold sustainability commitments. By establishing an online platform, Green Groceries aims to access new markets, offer convenience to customers, streamline operations, and reduce environmental impact, aligning with its strategic objectives and dedication to meeting modern consumer needs while promoting sustainability.

## **Introduce about Development the online platform**

**Introduction**:

Green Groceries plans to expand its market reach by launching an online platform, outsourcing the project to System Concepts (SC), an Agile software development consultancy. SC will utilize SCRUM and Agile concepts, assigning dedicated teams to the project. The partnership aims to create a sturdy online platform that reflects Green Groceries' commitment to sustainability and making their products easily accessible. Outsourcing involves hiring external parties for software development tasks instead of handling them internally.

**Development Approach:**

SCRUM and Agile concepts are recommended for the Green Groceries online platform project due to their alignment with the project's evolving requirements, tight timelines, and the need for flexibility and responsiveness to market changes.

**Advantages of Agile Framework:**

* Flexibility and adaptability: Agile methods allow for adjustment and adaptation to changes in project requirements. This is important in a project like Green Groceries, where requirements can change due to the market or due to feedback from customers about desired features on the online platform.
* For example: During the development process, Green Groceries realized that a key supplier could not supply the necessary amount of product. Instead of having to make a major change in their purchasing plan, they can use an Agile approach to quickly find and integrate an alternative supplier with flexibility.
* Early customer engagement and feedback: Agile encourages periodic engagement with customers to better understand their desires and provide early product feedback. This helps ensure that the final product meets the needs of Green Groceries customers.
* For example, Green Groceries can host demo sessions for customers to introduce new features of the online platform. After viewing the demo, customers can provide direct feedback, for example asking for advanced search features to easily find products by origin or organic certification.
* Increase team performance and alignment: Agile facilitates strong interaction and collaboration between Green Groceries' development team members and functional teams. This can increase productivity and job satisfaction.
* For example, Green Groceries' development and functional teams may participate in weekly meetings to discuss progress and issues encountered together. This regular interaction helps create a positive work environment and strengthens team consensus.
* Minimize risk: Agile development allows problems to be detected and resolved earlier, minimizing project risk. This helps ensure that the project will be completed on schedule and within budget.
* Example: During testing, the development team discovered a security vulnerability in the payment system. Thanks to Agile methodology, they can quickly react and fix the vulnerability before it becomes a major problem.

**However, there are also limitations to consider:**

* Requires high interaction with customers: Agile requires close involvement from customers, especially in providing feedback and monitoring the development process. If customers are unavailable or unable to provide adequate feedback, it can hinder development progress.
* For example: Customers are unable to provide adequate feedback during sessions due to busy schedules or lack of knowledge about the Agile development process.
* Risk of incorrect consensus and understanding: Agile requires a higher level of consensus and understanding among stakeholders. Without a complete understanding of Agile processes or without consensus on their implementation, inaccurate and ineffective understanding can result.\
* For example: Some team members do not clearly understand the Agile process and do not agree on a specific implementation, leading to inaccurate understanding and conflicts during development.
* Ability to manage time and resources: Agile requires flexibility and effective management of time and resources. Without specific planning and good management, it can lead to schedule delays or budget overruns.
* For example: Lack of specific planning and ineffective time management can lead to project delays or budget overruns.
* Relationships with external suppliers: Agile requires close interaction between Green Groceries and System Concepts. Without a high level of interaction and cooperation, misunderstandings or conflicts can result during development.
* For example: Lack of understanding and poor interaction between Green Groceries and System Concepts can lead to misunderstandings or conflicts during product development.

## **Discuss about Agile, why Agile is an appropriate approach? advantages/ disadvantages? What is applied methodology? Why?**

**Definition**: Agile methodology, such as Scrum, SAFeR, and Extreme Programming, is favored in software development for its iterative and collaborative approach. It enables teams to deliver value incrementally and adapt to changing requirements. This methodology suits the Green Groceries project, which involves developing an online platform with a focus on sustainability and accessibility.

(Agile, n.d.)

**Agile is an appropriate approach:**

Agile methodology is praised for its adaptability, iterative nature, and customer-centric approach, making it well-suited for projects. It facilitates effective responses to changing requirements, ensures continuous improvement, and promotes collaboration and transparency within teams. By delivering working increments early and frequently, Agile boosts the project's capacity to adapt swiftly and achieve success.

**Agile project management offers several core benefits:**

* Satisfied customers: Involving customers in development leads to tailor-made deliverables, enhancing user experience and retention.
* Improved quality: Iterative approach focuses on continuous improvement and quality control, resulting in superior products.
* Adaptability: Agile teams are flexible, adjusting priorities to meet updated goals efficiently.
* Predictability: Working in short sprints allows for easier measurement of team performance and cost estimation.
* Reduced risk: Regular progress assessment during sprints enables early identification and mitigation of potential obstacles.
* Better communication: Face-to-face interaction and daily meetings ensure alignment and clarity among team members.

(Wrike, n.d.)

**Advantages of Agile:**

* Agile vs. Waterfall: Waterfall is linear and suited for long-term projects, while Agile adapts to changes, ideal for fast-paced software development.
* Agile vs. Lean: Both prioritize customer satisfaction, but Agile's structured approach is easier to implement compared to Lean's focus on cultural change.
* Agile vs. PRINCE2: PRINCE2 emphasizes planning and oversight, lacking Agile's focus on regular delivery and iterative development. Choose based on team and project needs.

(Wrike, n.d.)

**Disadvantages of Agile:**

Challenges associated with Agile methodology include difficulty in resource planning due to its iterative nature, limited documentation resulting from ongoing documentation processes, fragmented output as a consequence of incremental delivery, lack of a clear endpoint due to minimal planning at the outset, and difficulties in progress measurement due to the incremental approach.

## **What is applied framework? Why? Advantages/ Disadvantages**

## A software framework provides structure for application development by offering reusable components and guidelines. "Applied framework" refers to using frameworks in real-world projects. The Green Groceries project uses SCRUM within Agile for its alignment with project needs, stakeholder collaboration, and faster delivery. This approach ensures effective coordination and successful platform delivery.

## (Spiceworks, n.d.)

**SCRUM offers several advantages:**

* Alignment with project requirements: Iterative approach ensures regular feedback, meeting customer needs.
* Stakeholder collaboration: Promotes continuous communication, aligning with business goals.
* Faster time-to-market: Breaks projects into smaller tasks for quicker releases and feature validation.
* Flexibility in managing priorities: Allows easy incorporation of changes to adapt to evolving requirements.

**However, SCRUM has drawbacks:**

* Learning curve: Requires training and mindset shift, potentially slowing down the project initially.
* Resource intensive: Demands significant time and effort, including regular meetings and communication.
* Scope management challenges: Risk of scope creep without clear project scope and management, leading to delays and increased costs.

## **Conclusion: the approaches are appropriate or not?**

The combination of the DSDM Atern framework and SCRUM is well-suited to Green Groceries' project. It enables rapid adaptation to market changes and ensures timely delivery within budget constraints. This approach allows for efficient navigation of the competitive landscape while upholding sustainability goals, positioning Green Groceries for success in the online marketplace.

# **Section B – High level requirements**

### **Requirements that do not fit at the high-level requirements level.**

This table outlines functional (FR) and non-functional (NFR) requirements, their priority, stakeholders, and reasons for inclusion/exclusion, emphasizing alignment with business goals, organizational culture, technical aspects, and project management.

Table 1: Requirement Prioritization and Classification Table

|  |  |  |  |
| --- | --- | --- | --- |
| **Requirements ID:** | **Requirement Description** | **Stakeholder** | **Reason** |
| GG-10 | Provide a healthy workspace with 20 office plants. | Staff | It's a nonfunctional requirement (NFR) not directly related to the business goal or aim of the online platform. It pertains to office management and organizational culture. |
| GG-11 | Organize virtual celebrations on the website for showcasing company culture. | Staff | While contributing to organization culture, it's not explicitly mentioned in the aim of the online platform or business goals. It can be developed in later phases. |
| GG-12 | Ensure the site is Data Protection Act safe. | Director | This NFR concerns technical aspects. Modern protocols like HTTPS ensure secure data transfer, while encryption frameworks like bcrypt handle sensitive information security. |
| GG-13 | Customers should have a choice of delivery slots. | Staff | This NFR is unrelated to the online platform's business goals or aims, focusing instead on office management and organizational culture. |
| GG-14 | Adopt pet-friendly policies for a positive work environment. | Staff | Similar to GG-2, it's related to organization policies and work environment but not directly tied to the project's business goals or aim. |
| GG-15 | Design the system to handle a 30% increase in traffic without degradation. | Customer | It's related to third-party delivery and expands market accessibility, though it's not explicitly aligned with the project's aim or business goals. |
| GG-16 | Encrypt all user data for the highest level of security. | Staff | Similar to GG-2, it's related to organization policies and work environment but not directly tied to the project's business goals or aim. |
| GG-17 | Maintain consistent branding elements and design across the website. | Staff | This feature, while valuable for organizational culture sharing, isn't explicitly tied to the online platform's aims or business goals. It can be developed in later phases and shouldn't be allocated for the CEO's birthday.. |
| GG-18 | Development team should have quarterly team-building events to promote collaboration and positive work environment. | Staff | Quarterly team-building events for the development team are a non-functional requirement focused on project management, not directly contributing to the project's business goals. |

### **Enhanced High-Level Functional Requirements for System Development**

The table outlines key functional requirements (FR) identified by various stakeholders for the development of Green Groceries' website. These requirements address essential features such as order processing, account management, marketing, legal compliance, and payment methods, aiming to enhance user experience, expand market reach, and ensure operational efficiency.

Table 2: Requirement Prioritization and Stakeholder Alignment Table

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirements ID:** | **Requirement Description** | **Stakeholder** | **FR/NFR** | **Reason** |
| GG1 | Order Handling Clerk wants to transition telephone purchases to website, replacing paper-based system. | Sale staff | FR | - Popular feature in e-commerce apps, enhances customer convenience for phone orders.  - Aligns with Green Groceries' goal of expanding market reach and accessibility. |
| GG2 | Customer desires ability to update account details for accurate information recording. | Users | FR | - Account profiles are crucial for promotion, payment, and delivery.  - Ensures data accuracy and privacy, facilitates personalized marketing and service improvement. |
| GG3 | As a customer register an account. | Users | FR | - Account creation is necessary for accessing various features like ordering, payment, and personalization.  - Supports promotion and financial management. |
| GG4 | As a customer, I want to be able to modify my shopping cart. | Users | FR | - Provides flexibility for users to manage their purchases.  - Supports the decision-making process and encourages larger orders. |
| GG5 | As a customer, I want to enter separate delivery and invoice addresses. | Users | FR | - Accommodates users with multiple addresses and different delivery needs.  - Supports gift purchases and flexible delivery options. |
| GG6 | As a customer, I want to choose whether or not I am sent marketing information. | Users | FR | - Ensures compliance with legal regulations and enhances customer satisfaction.  - Enables more effective marketing strategies. |
| GG7 | Marketing Director requests an offers or discount page to inform customers of promotions. | Marketing Director | FR | - Attracts more customers and retains existing ones.  - Increases sales and competitiveness.  - Helps clear inventory and drive sales. |
| GG8 | Chief Accountant aims for website VAT compliance to avoid hefty fines. | Accountant | FR | - Ensures legal compliance and avoids financial penalties.  - Facilitates proper invoicing and contributes to government obligations. |
| GG9 | As the Operations Director, I want to accept all forms of payment. | CEO | FR | - Captures a larger market share and enhances accessibility.  - Expands customer base globally and builds trust in financial transactions. |

### **High level requirements list**

The table outlines essential functional requirements for a system, covering tasks like processing purchases and managing accounts, as well as additional features such as marketing preferences and VAT compliance.

Table 3: Estimation for each requirements (WBS - Work breakdown structure)

|  |  |  |
| --- | --- | --- |
| **Requirement ID** | **Requirement** | **Priority** |
| GG1 | As an Order Handling Clerk, I want to use the website to process telephone purchases, replacing the paper-based system. | Must have |
| GG2 | 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 |
| GG3 | As a customer register an account. | Must have |
| GG4 | As a customer, I want to be able to modify my shopping cart. | Must have |
| GG5 | As a customer, I want to enter separate delivery and invoice addresses. | Should have |
| GG6 | As a customer, I want to choose whether or not I am sent marketing information. | Should have |
| GG7 | As the Marketing Director I would like an offers or discount page so that we can inform our customers of the aforementioned. | Should have |
| GG8 | 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. | Could have |
| GG9 | As the Operations Director, I want to accept all forms of payment. | Could have |

### **Describe the process used to prioritize requirements and provide justification for the decisions made.**

The table summarizes the project's timeline, SCRUM structure, and team composition. It includes details on 6 two-week sprints within a 3-month timeframe, along with a team of 5 developers (4 full-time and 1 part-time). Effort calculations for the entire project and per sprint are also provided.

Table 4: Project Resource and Sprint Allocation Overview

|  |  |  |  |
| --- | --- | --- | --- |
| **Proejct time: 3 months** | | | |
| **SCRUM** | 6 sprints, each sprint is 02 weeks | | |
| **Dev Team** | Team members | 5 members ( 4 full-time dev and 1 part-time dev) | |
|  | Total effort | (4\*8 + 1\*4 for 1 day)\* 5 days per week \* 4 weeks per month \* 3 months | |
|  | | **2100** | man.hours |
|  | Sprint effort | 360 |  |

The table summarizes the project team members, including four full-time developers with diverse expertise in web development and communication. Additionally, it features a part-time member, Pat, who contributes with a solid understanding of web development and testing

Table 5: Team Member Introduction and Roles

|  |  |  |
| --- | --- | --- |
|  | **Name member** | **Introduction** |
| Full-time | Millie | A skilled programmer with expertise in web development and effective communication skills. |
| Peter | An excellent web developer known for expertise but occasionally engages in disagreements with clients. |
| Anita | Possesses strong web development skills and is also involved in volunteer work for the homeless. |
| Cheryl | Experienced as a Team Leader in Agile development projects, well-versed in web development. |
| Part-time | Pat | Available part-time throughout the project, with a good understanding of web development and testing. |

The table outlines nine website requirements totaling 2160 man-hours, aiding project scope understanding and resource allocation.

Table 6: Estimation for each requirements (WBS - Work breakdown structure)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Num** | **Requirement ID** | **Requirement** | **Break tasks** | **Estimation (man.hour)** |
| 1 | GG1 | As an Order Handling Clerk, I want to use the website to process telephone purchases, replacing the paper-based system. | - Analyze paper-based system for telephone purchases (10 hrs)  - Design interface for telephone purchases (20 hrs)  - Develop backend functionality (30 hrs)  - Implement frontend interface (20 hrs) | 300 |
| 2 | GG3 | As a customer, I want to be able to change my account details to ensure my most up-to-date information is recorded. | - Analyze account management system (5 hrs)  - Design account modification feature (15 hrs)  - Develop backend for modification (20 hrs)  - Implement frontend interface (15 hrs) | 200 |
| 3 | GG3 | As a customer register an account. | - Analyze registration process (5 hrs)  - Design registration form (10 hrs)  - Develop backend for registration (20 hrs)  - Implement frontend registration interface (15 hrs) | 250 |
| 4 | GG4 | As a customer, I want to be able to modify my shopping cart. | - Analyze shopping cart functionality (5 hrs)  - Design cart modification feature (10 hrs)  - Develop backend for modification (15 hrs)  - Implement frontend for modification (10 hrs) | 400 |
| 5 | GG5 | As a customer, I want to enter separate delivery and invoice addresses. | - Analyze address management system (5 hrs)  - Design separate address feature (10 hrs)  - Develop backend functionality (15 hrs)  - Implement frontend interface (10 hrs) | 250 |
| 6 | GG6 | As a customer, I want to choose whether or not I am sent marketing information. | - Analyze marketing preferences system (5 hrs)  - Design preference selection feature (10 hrs)  - Develop backend for preference selection (15 hrs)  - Implement frontend for preference selection (10 hrs) | 200 |
| 7 | GG7 | As the Marketing Director I would like an offers or discount page so that we can inform our customers of the aforementioned. | - Analyze current marketing strategies (10 hrs)  - Design discount page (20 hrs)  - Develop backend for managing offers (30 hrs)  - Implement frontend for discount page (20 hrs) | 150 |
| 8 | GG8 | As the Chief Accountant I want to the website to adhere to legislation regarding VAT so we are not hit with a hefty fine. | - Analyze VAT legislation requirements (5 hrs)  - Implement VAT calculation and display on invoices (15 hrs) | 200 |
| 9 | GG9 | As the Operations Director, I want to accept all forms of payment. | - Analyze current payment methods and requirements (10 hrs)  - Integrate additional payment methods (20 hrs) | 150 |
|  |  |  | **Total effort** | 2100 man-hours |

Table presenting requirements for an e-commerce website development project. Each requirement is classified based on importance and priority using the MoSCoW (Must have, Should have, Could have) method. Specific requirements are also evaluated in terms of level of work (Effort) and total number of working hours (Summary) to complete.

Table 7: Prioritize

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Requirement ID** | **Requirement** | **MoSCoW** | **Reason for Prioritization** | **Effort** | **SUMMARY (man.hour)** | **Scale** |
| GG1 | Process Telephone Purchases Online | Must have | Essential for business operations and market reach | 300 | 1150 | 55% |
| GG2 | Account Details Modification | Must have | Ensures accurate customer data | 200 |
| GG3 | User Registration | Must have | Fundamental for accessing platform features | 250 |
| GG4 | Shopping Cart Modification | Must have | Enhances user experience and supports larger orders | 400 |
| GG5 | Separate Delivery and Invoice Addresses | Should have | Improves user convenience and supports gift purchases | 250 | 600 | 29% |
| GG6 | Marketing Preference Selection | Should have | Balances user preferences and marketing efforts | 200 |
| GG7 | Offers or Discount Page | Should have | Essential for marketing and sales | 150 |
| GG8 | VAT Legislation Compliance | Could have | Important for legal compliance but not critical for initial launch | 200 | 350 | 17% |
| GG9 | Accept All Forms of Payment | Could have | Expands payment options but not urgent for initial release | 150 |
|  | | | Total | 2100 |  | 2100 |

MoSCoW rule: 60:20:20 the prioritization satisfy the MoSCoW rule with the scale nearly of Musthave:Should have:Could have ~ 60:20:20, the project can be finished on time as the estimation plan with the MoSCoW prioritization.

Apply SCRUM:

* Adding every tasks to each sprint.
* In the order of: Must have --> Should have --> Could have

--> Give out conclusion for the plan: The project follows MoSCoW and SCRUM, prioritizing essential features first. Task distribution ensures systematic development, delivering value early. Must-have requirements are prioritized, aiming to meet stakeholder goals on time.

Picture presenting table requirements and created a Sprint and MoSCoW table to track requirement implementation, categorizing by priority: Must Have, Should Have, and Could Have. Assigned to specific sprints, effort visually represented with 1 box for <=180 hours, 2 for 180-360 hours, and 3 for >360 hours. Encountered issue: extra Sprint 6 and week 10 in Sprint 5.

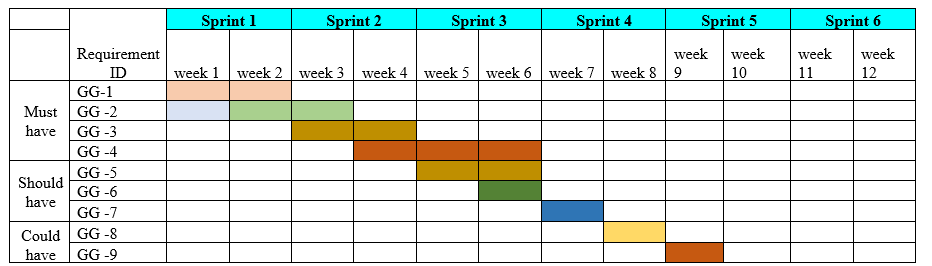


Figure 1: Sprint and MosCow

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

## **1. Data Controller**

In the Green Groceries online platform project, adherence to data protection regulations, specifically the Data Protection Act (DPA), is vital for maintaining the privacy and security of customer data throughout its lifecycle.

**Data Protection Act and Data Privacy:**

The Data Protection Act (DPA) is a UK law that governs the processing of personal data, aiming to protect individuals' rights and ensure fair, lawful, accurate, and secure handling of data. Compliance with the DPA is essential for businesses like Green Groceries to avoid fines and legal consequences related to data breaches or misuse.

**Role of Data Controller:**

In the Green Groceries project, the Data Controller holds a crucial responsibility for ensuring compliance with data protection regulations and managing customer data. They determine the purposes and methods of processing personal data, ensuring legal compliance throughout.

**Responsibilities of the Data Controller at Green Groceries:**

* Data Collection: The Data Controller oversees the gathering of customer data during account registration, order processing, and other interactions, including personal details and payment information.
* Data Storage: Secure storage procedures are established, employing encryption, access controls, and data backup systems to prevent unauthorized access or data loss.
* Data Processing: Ensuring compliance with data protection principles, the Data Controller maintains data accuracy, limits access, and records processing activities.

## Data Transfer: Secure protocols are implemented for transferring data within the organization and to third-party service providers, utilizing encrypted channels and contractual agreements.

## Purpose for Data Usage: The Data Controller defines clear purposes for customer data usage, such as order processing and marketing communications, fostering transparency and compliance.

Overall, the Data Controller at Green Groceries ensures customer data privacy, security, and lawful processing, adhering to the Data Protection Act to build trust and mitigate risks.

## **2. LSEPI**

* Legal:

## Data Privacy: Green Groceries must ensure that customer data collected through the online platform, such as personal information and purchasing history, is stored securely and used only for the intended purposes, in compliance with data protection regulations like GDPR or CCPA..

## Security and Fraud Detection: Implementing secure payment gateways and encryption protocols to protect customers' financial information from unauthorized access or fraudulent activities.

## Terms of Service and User Agreements: Drafting comprehensive Terms of Service and User Agreements outlining the rights and responsibilities of both Green Groceries and its customers regarding the use of the online platform, including terms of sale, dispute resolution mechanisms, and limitations of liability.

## Consumer Protection: Implementing transparent pricing policies and providing accurate product descriptions to ensure that customers make informed purchasing decisions. Additionally, offering a fair and efficient process for handling customer complaints and refunds in compliance with consumer protection laws.

* Social:
* Impact to all citizens: Green Groceries can contribute positively to the community by supporting local farmers and eco-conscious suppliers, thereby promoting sustainable agriculture practices and strengthening the local economy.
* Accessibility: Ensuring that the online platform is accessible to all individuals, including those with disabilities, by incorporating features such as alternative text for images, keyboard navigation options, and compatibility with screen readers.
* Technical education of consumers: Providing educational resources on the online platform to help consumers understand the benefits of organic and locally sourced products, as well as information on sustainable farming practices and environmental conservation efforts.
* Web app --> collection info --> privacy: Clearly communicating to customers how their personal information will be collected, used, and protected when they interact with the Green Groceries' online platform, and obtaining their consent in compliance with data privacy regulations.
* Security awareness: Offering tips and guidelines on the online platform to help customers protect their accounts and personal information, such as creating strong passwords, avoiding public Wi-Fi for sensitive transactions, and being cautious of phishing attempts.
* Transparent and trust: Maintaining transparency in sourcing practices by providing information on the origins of products, certifications obtained (e.g., organic, fair trade), and any third-party verification processes employed to ensure product quality and authenticity.
* Ethical:
* Fairness: Green Groceries ensures fairness by offering equal opportunities to local farmers and suppliers, regardless of their size or scale of operation. They maintain fair pricing policies for both suppliers and customers, ensuring that all parties involved receive fair compensation for their products and services.
* Protecting consumers: Green Groceries prioritizes consumer safety and satisfaction by providing accurate product information, including ingredient lists, allergen warnings, and expiration dates. They also have clear and fair return and refund policies in place to address any issues or concerns raised by customers promptly.

## Protecting business data and information: Green Groceries takes measures to safeguard sensitive business data, such as supplier contracts, financial records, and customer information. They implement robust cybersecurity protocols, including encryption, firewalls, and regular data backups, to prevent unauthorized access or data breaches. Additionally, they limit access to confidential information to only authorized personnel and conduct regular security audits to identify and address any vulnerabilities in their systems.

## Professional:

## Compliance with Standards and Regulations: Green Groceries ensures compliance with food safety standards and regulations set by relevant authorities, such as the Food and Drug Administration (FDA) in the United States or the Food Standards Agency (FSA) in the United Kingdom. They regularly review and update their practices to align with evolving regulatory requirements in the food industry.

## Testing for Quality Assurance (QA): Green Groceries conducts rigorous quality assurance testing on its online platform to ensure that it functions smoothly, is user-friendly, and provides accurate information to customers. This includes testing for functionality, performance, compatibility across different devices and browsers, and adherence to design specifications.

## Security and Data Protection: Green Groceries prioritizes the security and protection of customer data by implementing robust cybersecurity measures, such as encryption, secure authentication mechanisms, and regular security audits. They also educate their staff about best practices for data security and privacy to prevent unauthorized access or data breaches.

## The BCS Code of Conduct:

* Integrity and Professional Competence: All members of System Concepts, including Millie, Peter, Anita, Cheryl, and Pat, should uphold the highest standards of integrity and professionalism in their work. This includes delivering high-quality code, respecting client confidentiality, and adhering to project deadlines.
* Duty to Relevant Authority: Green Groceries' Chief Accountant, representing the Financial Controller, and other relevant stakeholders have a duty to ensure that the project adheres to relevant legal and regulatory requirements. This includes overseeing compliance with data protection regulations and financial reporting standards.
* Duty to the Profession: System Concepts' team members should actively engage in continuous professional development to stay updated on the latest technologies, best practices, and ethical considerations in software development. This may involve participating in relevant training programs, obtaining certifications, or contributing to industry forums and knowledge sharing.
* Public Interest: Both Green Groceries and System Concepts have a responsibility to consider the broader societal impact of their project. This includes promoting sustainability through the use of eco-friendly practices in product packaging and distribution, as well as ensuring accessibility for all users, including those with disabilities, through inclusive design principles.

# **CONCLUSION**

## In conclusion, the comprehensive approach taken towards the development of the Green Groceries Online Platform demonstrates a commitment to not only meeting business objectives but also to upholding legal, social, ethical, and professional standards. By prioritizing essential features through the MoSCoW method and implementing Agile practices like SCRUM, the project ensures timely delivery while maintaining flexibility to adapt to changing requirements.

## Legal considerations, such as adherence to data protection laws like the Data Protection Act (DPA), underscore the importance of safeguarding customer data privacy and security. Social initiatives, such as promoting accessibility and offering discounts to low-income families, showcase a commitment to inclusivity and societal well-being. Ethical practices, including fair treatment of employees and prioritizing consumer satisfaction, foster trust and integrity within the organization and among stakeholders. Finally, professional standards like compliance with industry regulations and investing in quality assurance underscore a dedication to delivering a reliable and secure online platform.

## By addressing these multifaceted considerations, the Green Groceries project not only aims for commercial success but also strives to be a responsible and ethical member of the digital community, contributing positively to society while maintaining the highest standards of professionalism and integrity.

# References

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