Eyeconic - Glasses Shop Management System

Version 1.0

Revision History

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# Introduction

## Purpose

The purpose of this collection of Stakeholder Requests is:

• Specify the stakeholders of this project.

• Collect requests.

• Specify the priority of stakeholder requests.

## Scope

The scope of the Stakeholder Requests document is related to the Eyeconic – Glasses Shop Management System.

System report that is part of the Eyeconic – Glasses Shop Management System.

## Definitions, Acronyms, and Abbreviations

GSMS –Glasses Shop Management System.

## References

## Overview

The Stakeholder Request document specifies the information, the responsibilities and the rights

of individuals and organizations that is involved in the Eyeconic – Glasses Shop Management System

project.

# Establish Stakeholder or User Profile

* Name:Employee A Company / Industry: Glasses Shop
* Job Title: Employee
* What are your key responsibilities?
  + Manage glasses shop
  + Chat with customers
  + Sell products
* What deliverables do you produce? Service For whom?The owner of computer shop
* How is success measured?
  + Profits
  + Shop’s development
  + Satisfaction of the customers
* What problems interfere with your success? Do not have experience of managing an online shop
* What, if any, trends make your job easier or harder?Glasses Shop Management System
* Name:Customer B Company / Industry:Any
* Job Title:Any
* What are your key responsibilities? Using shop’s services
* What deliverables do you produce?Service usage For whom? The employees of Glasses Shop
* How is success measured?
  + Payment
  + Frequency of using services
  + Satisfaction of the customers
* What problems interfere with your success?
  + Amount of work
  + Limited ability in working with complex system
* What, if any, trends make your job easier or harder? Glasses Shop Management System
* Name:Group 22 – class 4C17/6C17 Company / Industry: Hanoi University
* Job Title: System provider
* What are your key responsibilities?
  + Providing Glasses Shop with Eyeconic- Glasses Shop Management System.
  + System Maintenance.
* What deliverables do you produce? A better solution to the glasses shop For whom? Glasses shop
* How is success measured?
  + The contract value.
  + The efficiency of the system.
* What problems interfere with your success?
  + Users do not have basic knowledge of using the system.
  + The system does not work effectively.
* What, if any, trends make your job easier or harder? Glasses Shop Management System.

# Assessing the Problem

* For which <application type> problems do you lack good solutions?
  + The computer shop database is not up-to-date.

***For each problem, ask:***

* Why does this problem exist?
  + The administrator does not update the database regularly.
* How do you solve it now?
  + Create an online management system that updates the database automatically.
* How would you like to solve it?
  + Online management system.

# Understanding the User Environment

* Who are the users?The employees and the customers of glasses shop.
* What is their educational background?Any.
* What is their computer background?
  + Basic knowledge of using computer (or similar devices) and Internet is required.
* Are users experienced with this type of application? No information.
* Which platforms are in use? What are your plans for future platforms?
* Which additional applications do you use that we need to interface with?
* What are your expectations for usability of the product?
  + Easy to use.
* What are your expectations for training time?
  + No need training time.
* What kinds of hard copy and online documentation do you need?
  + The contract between the system provider and the user.

# Recap for Understanding

* You have told me*:*
  + Information is not updated regularly.
  + Customer and employees are both unwilling to learn to use a complicated system.

1. Does this represent the problems you are having with your existing solution? Yes.
2. What, if any, other problems you are experiencing? No.

# Analyst’s Inputs on Stakeholder’s Problem (validate or invalidate assumptions)

* Customer’s demand of online shopping
* ***For each suggested problem, ask:***
* Is this a real problem?
  + Yes
* What are the reasons for this problem?
  + Traditional shopping is not as convenient as online shopping.
  + Traditional shop is more difficult to manage than an online one.
* How do you currently solve the problem?
  + Not any.
* How would you like to solve the problem?
  + Establish a Glasses Shop Management System in order to meet the demand of all stakeholders.
* How would you rank solving these problems in comparison to others you’ve mentioned?
  + Satisfying the customers is the most important reason that results in establishing thisGlasses Shop Management System.
  + It is necessary at this time.

# Assessing Your Solution (if applicable)

* What if you could...
  + Enhancecommunicationbetween customers and the shop.
  + Provide the customers with up-to-date information about products.
  + Provide a more effective computer shop management method.
* How would you rank the importance of these?
  + Very important.

# Assessing the Opportunity

* Who needs this application in your organization?
  + Customers and employees as well as the owner of glasses shop.
* How many of these types of users would use the application?
  + Allusers would use this application.
* How would you value a successful solution?
  + Every stakeholder finds this solution helpful.

# Assessing Reliability, Performance, and Support Needs

* What are your expectations for reliability?
  + The system is available 100% of time.
  + The system is 100% accurate.
  + Short repairing time.
* What are your expectations for performance?
  + Rapid response time.
  + The system shall handle up to 500 concurrent users against the local servers at a time.
* Will you or others support the product?
  + Our group will support the product.
* Do you have special needs for support?
  + No.
* What about maintenance and service access?
  + Maintenance will be performed once a month.
* What are the security requirements?
  + Network security methods are required.
  + 100% user information and data secured.
* What are the installation and configuration requirements?
  + Easy and fast.
* What are the special licensing requirements?
  + License belongs to Glasses Shop who purchased the Eyeconic - Glasses Shop Management System from Group 22 - class 4C17/6C17 HANU and agreed on the maintenance contract.
* How will the software be distributed?The software will be distributed directly to Glasses Shop.
* What are the labelling and packaging requirements?
  + Not any.

## Other Requirements

# Wrap-Up

* Are there any other questions I should be asking you?
  + No other questions.
* If I need to ask follow-up questions, may I give you a call?
  + Yes.
* Would you be willing to participate in a requirements review?
  + I would be willing to participate in a requirements review.

# Analyst’s Summary

1. Product information is not updated regularly.

2. Stakeholders’ limited knowledge on using an e-commerce system

3.Lack of shopping convenience.