**Customer Groups**: This exercise is to assess how well you understood User and System Requirement of your business (and NOT to assess your developer group)

Group No:

5

**Topic**: Assessment of the Business USER and SYSTEM Requirements Approval

**Submission**: Submit an e-copy on Ritaj: 20 Nov 2015.

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| **1-Are these items included or submitted to in the approval report?** | | |
| Yes | The requirement statement/Business description – which you supplied to them. | |
| Yes | USER Requirements. | |
| Yes | SYSTEM Requirements | |
| Yes | The negotiated COST of project completion. | |
| Yes | The negotiated TIMESCALE (delivery time) of project completion. | |
| **2- Do you Approve the USER and SYSTEM requirements?** | | |
| No | USER requirements are complete and meet my business needs. | |
| No | SYSTEM requirements are complete and meet my business needs. | |
| Yes | requirements are not complete- some requirements are missing and are listed below in 3.1. | |
| Yes | requirements are not complete- some requirements are not correctly identified and are listed below in 3.2. | |
| **3- Assessment of the cooperation with your developer group** | | |
| 3.1- Have your respective developer group identified the USER requirements to fit your business needs? If yes, list what key requirements have been identified. If not, write what requirements have NOT been identified. | | |
| 1. The user shall see he’s orders ! (not included) . 2. is the case that the website is down for any reason, it will show an apology and a list of numbers that can be used to make an order via phone . (not included).  * The developers got the feedback from us but we see that there are changes on the requirements that we did not know about it . | | |
| 3.2- Have your developer group put enough effort to understand your business and identify both USER and SYSTEM requirements correctly? If yes, write how well you think they understood your business. If no, write what they failed at to understand your business. | | |
| 1. We do not have a mobile application (Added Extra by developers) . 2. The site should serve up to 50 person concurrently not 100 . | | |
| 3.3- Have your developer group been collaborative enough in responding to your discussion? Write a statement on their collaboration, on: helpful in listening to your suggestions, contacting you to discuss, meeting you to discuss and suggesting ways to improve the efficiency of your business. | | |
| They was good in listen to our suggestions.  They was contact us one time to discuss.  They was good in meetings but was not show us that their work in such a way to improve our business. | | |
| **4- Assessment of your COST and delivery TIME negotiation with your developer group** | | |
| 4.1- Have the negotiation with your developer group been difficult to reach an agreement on a suitable cost and time? If yes, write what were the difficulties. If no, write how easy was to reach an agreement. | | |
| Yes , Actually we faced some problems with the agreement because the developers group was so late in delivering the cost .  This made us a little bit confused .  On the other hand , the time estimated by developers was long and the agreement was not possible in less than 11 weeks of work from the developer side which was a little bit long time for us , but finally we accepted that . | | |
| 4.2- What were the negotiated COST and EFFORT/TIME relative to your expected ones? | | |
| AGREED COST: 5650$ | | AGREED TIME:11 Weeks .  AGREED Delivery date:13-2-2016. |