

Global Products Inc.

Software Requirements Specification (SRS) for the E-Commerce Web Site Development

12/09/02 08:28:57am

REQ200R

Parameters used in generating this report:

Specification Title ID	488
Show descriptions on linked issues	Y
Show closed issues	N
Show descriptions on linked requirements	N
Limit to release	0 to 1000
Show summary of excluded releases	N

1 **2543 General Requirements** HEADING NEW Rel

Source	Category	Created	11/06/01	Est Hours
Assigned To	Subcategory	Last Updated		
Approver	Priority	Version	1	

2 **614 System must allow for customer email feedback** REQUIREMNT IN REVIEW Rel 1.1

Source	Malenke, Monte	Category	ACCESS	Created	07/31/01	Est Hours	35.2
Assigned To	Ellison, Larry	Subcategory		Last Updated	10/07/02		
Approver		Priority	High	Version	20		

The system must have a very easy to use method for customers to provide feedback and questions/comments to us available from any page in the system.

WHAT

The system must capture the user's name, email address, phone and a description of the feedback. When saved by the user, the system must notify the on-duty customer support contact lead. A complete history of all customer feedback must be maintained.

HOW

Customer must have access to this function by clicking on a "Feedback" link from any page.

WHEN

Expected to be used up to dozens of times per day. Usually only used by customers then they have a problem.

WHO

Customers from any supported browser anywhere in the world

SECURITY

Customer feedback messages are to only go to designated customer support reps and not be viewable by anyone else, either in the company or externally.

EXCEPTIONS

Tier I customer's feedback must go directly to their assigned support reps for specialized response generation.

Notes

Note: This must be extremely simple to use -- the last system had a difficult response screen that made bad problems worse.

Linked Items

Item	ID	Title	Status	Priority
ISSUE	2272	Email Feedback target needs to be defined	ACTIVE	MEDIUM
ISSUE	6996	Who will keep track of responding to customer emails?	NEW	MEDIUM
REQUIREMENT	2789	Shipping Clerk	NEW	
Link Note: Must be notified of any feedback issues relating to shipping issues within 24 hours.				
TASK	9891	System must allow for customer email feedback (Requirement) Due: 10/11/02 To:Johnson, Jeff Est:8 Act:7 Rem:1.5 EV: 1.06	NEW	VERY HIG
TEST_CASE	1812	Must allow for up to 1000 characters of mixed case text.	DATA ENTRY	
TEST_CASE	1810	Must be able to enter up to max spec characters in mixed case	DATA ENTRY	
TEST_CASE	1811	Must require the field to be populated and allow for up to 200 charcters	DATA ENTRY	
TEST_CASE	1813	Valid values - Click submit button when ready to submit feedback	FUNCTION	
TEST_CASE	1814	Invalid values - Click submit button with 1 or more invalid values	FUNCTION	

2 **5045 System response time** NEW Rel

Source	Johnson, Dan	Category	Created	02/01/02	Est Hours
Assigned To		Subcategory	Last Updated	06/06/02	
Approver	Williams, Bob	Priority	Version	4	

System must provide 1-2 second page builds, and never exceed 4 seconds, except as stipulated in rare cases.

Linked Items

Item	ID	Title	Status	Priority
TASK	2230	Hardware - analyze requirements	ACTIVE	HIGH
Due: 11/04/02 To:Malenke, Monte Est:45 Act:25 Rem:15 EV: 0.89				

3 1001 Queries and web pages must load in less than 3 seconds REQUIREMNT IN REVIEW Rel 2

Source	Category	Created	Est Hours
		08/31/01	25.0
Assigned To	Subcategory	Last Updated	
		10/07/02	
Approver	Priority	Version	
		2	

2 995 System must not be dependant on client side cookies REQUIREMNT APPROVED Rel 1

Source	Category	Created	Est Hours
Bowman, Jack	SECURITY	08/31/01	1.0
Assigned To	Subcategory	Last Updated	
Malenke, Monte	NICE2HAVE	12/13/01	
Approver	Priority	Version	
	Medium	7	

1 997 Features HEADING IN REVIEW Rel

Source	Category	Created	Est Hours
		08/31/01	
Assigned To	Subcategory	Last Updated	
Approver	Priority	Version	
		1	

2 999 Online Product Ordering USE CASE IN REVIEW Rel

Source	Category	Created	Est Hours
		08/31/01	22.0
Assigned To	Subcategory	Last Updated	
		10/07/02	
Approver	Priority	Version	
		4	

Customers need to use the web to access to the pages quickly and easily that contain the products they need, and need to use the site to order products using a shopping cart paradigm.

Linked Items

Item	ID	Title	Status	Priority
REQUIREMENT	608	Product List Page	IN REVIEW	High
URL_REPOSITORY	9	UNKNOWN	UNKNOWN	UNKNOWN

3 608 Product List Page REQUIREMNT IN REVIEW Rel 1

Source	Category	Created	Est Hours
Bowman, Jack	INTERFACE	07/20/01	20.0
Assigned To	Subcategory	Last Updated	
	MUST HAVE	10/10/02	
Approver	Priority	Version	
	High	12	

Any online user must be able to search for any desired product and produce a listing of matching products. This list is then used to link to other aspects of the system, such as ordering, product details etc.

Notes

Need to clarify which product information fields need to be displayed.

Linked Items

Item	ID	Title	Status	Priority
ISSUE	4918	New Issue Idea	NEW	MEDIUM
Link Note: This is free-form notes. I'm describing the problem here between the issue and the requirements. Monte couldn't foresee every need, so this text box exists for explanatory purposes.				
ISSUE	76	Where to locate the server	NEW	
ISSUE	6993	Should Product list page display show quantity on hand?	NEW	MEDIUM

REQUIREMENT	999	Online Product Ordering	IN REVIEW	
REQUIREMENT	5484	Product Listing Page	NEW	
RISK	244	Inadequate quality of supplier data	NEW	Score=2.25
TASK	9877	Requirement:: A Product list page must be available. Due: 10/25/02 To:Malenke, Monte Est:32 Act:10.5Rem:18 EV: 0.89	NEW	VERY HIG
TASK	9887	Create DB object to support Product list page Due: 10/21/02 To:Malenke, Monte Est:9 Act:5 Rem:6 EV: 1.22	NEW	MEDIUM
TASK	9888	Build Middle Tier objects to support product list page Due: 11/15/02 To:Malenke, Monte Est:55 Act:4 Rem:48 EV: 0.95	NEW	MEDIUM

3 14846 Product Order Page NEW Rel

Source	Category	Created	10/07/02	Est Hours
Assigned To	Subcategory	Last Updated		
Approver	Priority	Version	1	

System must provide a page enabling customers to order desired products.

WHAT

The system must provide a means of:

1. Identifying products to be ordered
2. Select one or more products to be ordered
3. Select quantity of each product to be ordered

HOW

Customer must only be required to use a browser (IE or Netscape 4.x and above) See Design Specification for more details.

WHEN

This is a heavily used option, used hundreds of times per day by customers from all over the world.

WHO

Any customer from any browser anywhere in the world

SECURITY

Customer must only be allowed to edit/view their own product selections. Page should timeout after 10 minutes. SSL must be used for order processing.

EXCEPTIONS

Tier I customers will have direct access to assigned customer support reps for which a special link must appear on the page for.

4 1000 Query capability must include specific and general searches REQUIREMNT IN REVIEW Rel 2

Source	Category	Created	08/31/01	Est Hours	39.6
Assigned To	Subcategory	Last Updated	10/07/02		
Approver	Priority	Version	4		

Linked Items

Item	ID	Title	Status	Priority
ISSUE	3119	Need Business Analyst to define required searched	NEW	MEDIUM

4 **1003 System must provide a shopping cart mechanism** REQUIREMNT IN REVIEW Rel

Source	Category	Created	08/31/01	Est Hours
Assigned To	Subcategory	Last Updated	10/07/02	
Approver	Priority	Version	1	

Linked Items

Item	ID	Title	Status	Priority
ISSUE	2270	Budget for s/w purchase needs to be defined ASAP	NEW	MEDIUM
Link Note: Shopping cart functionality may be able to be purchased, but budget needs to be defined before we can proceed.				
REQUIREMENT	5491	Shopping Cart Page	NEW	

5 **5309 Shopping Cart contents persisted in database** REQUIREMNT NEW Rel

Source	Category	Created	02/12/02	Est Hours
Assigned To	Subcategory	Last Updated		
Approver	Priority	Version	1	

Shopping cart contents should be persisted in the database to avoid cookies and to provide ability to recover un-completed shopping cart in a subsequent shopping session.

Linked Items

Item	ID	Title	Status	Priority
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2 **1005 Order Status Page** USE CASE IN REVIEW Rel

Source	Morrison, Jack	Category	Created	08/31/01	Est Hours
Assigned To	Ranner, Sandy	Subcategory	Last Updated	10/07/02	
Approver	Williams, Bob	Priority	Medium	Version	3

Customers use the system to determine their order status, and want to know if their order has been placed, when it was shipped and what the expected delivery date will be.

WHAT

The system must provide a page for customers to view which shows the current status of their orders.

HOW

By clicking appropriate link from home page

WHEN

Will be a heavily used page, expected to be hit hundreds of times per day

WHO

Customers who placed on line orders

SECURITY

Customers must only be able to view their own orders via username/pw authentication

EXCEPTIONS

n/a

Linked Items

Item	ID	Title	Status	Priority
TASK	9507	Requirement:: Product Listing Page	NEW	HIGH
Due: 10/08/02 To:Malenke, Monte Est:42 Act:16 Rem:24 EV: 0.95				

3	14821	System must link to ship tracking system	REQUIREMNT	NEW	Rel
Source	Williams, Bob	Category	Created	10/04/02	Est Hours 41.8
Assigned To		Subcategory	Last Updated	10/04/02	
Approver		Priority	Version	3	

[Requirement must clearly identify WHAT the system MUST do in definitive terms, and not be open to interpretation. All necessary information to build system components, such as formulas for calculations etc., must be clearly specified. Brief examples are recommended.]

WHAT

[The system must...]

HOW

[Specific methods, formulas, processes etc.]

WHEN

[When and how often this functionality is expected or required to be used]

WHO

[Who must be able to utilize this functionality]

SECURITY

[What security restrictions must be implemented]

EXCEPTIONS

[What unusual cases, or variations from normal processing can occur and how they are do be handled]

3	1007	Order status page details	REQUIREMNT	IN REVIEW	Rel	1.1
Source	Morrison, Jack	Category	Created	08/31/01	Est Hours	24.0
Assigned To	Ellison, Larry	Subcategory	Last Updated	10/04/02		
Approver	Bowman, Jack	Priority	High	Version	3	

The order status page must be accessible from the main page and provide the user with the following information:

1. An initial area listing current orders
2. What was ordered for each order
3. Order date
4. Order status
5. Ship Date, or expected ship date
6. Expected delivery date
7. Link to UPS tracking database for order shipping information
8. Customer service web site, phone number and chat area.

2	14847	Product Maintenance	USE CASE	NEW	Rel
Source		Category	Created	10/07/02	Est Hours
Assigned To		Subcategory	Last Updated		
Approver		Priority	Very High	Version	1

Product managers must be able to login to the system and perform all required product maintenance functions, such as uploading new products and product categories, directly edit any product information, pricing etc. This functionality is in addition to the daily products updates that occur automatically.

³ 613 System must allow products to be updated REQUIREMNT APPROVED Rel 1

Source	Bowman, Jack	Category	FUNCTION	Created	07/31/01	Est Hours	67.0
Assigned To		Subcategory	MUST HAVE	Last Updated	10/07/02		
Approver		Priority	Very High	Version	6		

As part of the maintenance screens, the system must allow a support person to update product items individually, as well as in mass from new product files from suppliers.

Linked Items

Item	ID	Title	Status	Priority
REQUIREMENT	2792	Product Line Manager	NEW	
Link Note: Responsible to keep product listings current. Primary user of the product update screens.				

³ 5518 Products must be automatically updated in product list page at least daily. NEW Rel

Source		Category		Created	02/27/02	Est Hours	100.8
Assigned To		Subcategory		Last Updated	10/07/02		
Approver		Priority		Version	6		

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