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Business Report and Modelling

Individual

Name the file of your Assignment 3 submission as follow: Assignment 3_Student Surname_IDnumber.

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1. Requirement Elicitation Techniques (500 words max)

Interviews and prototype development are two main requirements eliciting tools I suggest for The Sustainable Outdoor Co.'s website/app development project. While addressing important issues such user data privacy, cross-platform compatibility, and browser performance, these methods are especially well-suited for compiling complete requirements.

Getting in-depth needs from both internal leadership and end users can be accomplished effectively with interviews (Cadle et al., 2021). The development team would one-on-one meet Rob and Jim in internal leadership interviews to get strategic business needs. These might be identifying key performance indicators, putting an automated inventory management system into use, and including tailored recommendations driven by artificial intelligence. Leadership interviews ensure that the end solution meets The Sustainable Outdoor Co.'s mission of transforming the online recycling of second-hand outdoor retail apparel and gear, therefore helping to match the project with broader business goals and strategy.

Interviews with end users—that is, possible users of the platform—including college students from clubs and organizations as well as other groups interested in reusing second-hand gear and apparel would entail direct communication. These interviews let developers get thorough comments on wanted features including virtual fitting room experience, payment alternatives, and general usability. Understanding real-world needs and pain spots calls both knowledge of end user input. This input allows the development team to prioritize features most likely to appeal to the target audience and hone requirements (Alexander & Maiden, 2004).

Interviews also give the development team a chance to investigate the possibilities of the points-based system for donations, therefore helping them to know how users might engage with this function and what expectations they have for its operation. This fits Rob and Jim's objective of building a platform that promotes environmentally friendly behavior in addition to selling second-hand goods.

Before complete deployment, prototype creation is a great way to validate needs and get further comments (Cadle et al., 2021). An interactive prototype for The Sustainable Outdoor Co. project would let important features be tested on several browsers and platforms. This guarantees the program runs on a wide spectrum of mobile devices, computers, and main web browsers, thereby addressing the cross-compatibility demand described in the project brief.

The prototype would satisfy the need to notify consumers about laws by including a clear warning on data privacy rules. Users would next test fundamental capabilities including the shopping cart, checkout system, virtual fitting room, and AI-driven recommendation system for combinations of outdoor wear. Early in the process, engineers can spot usability problems, confusing processes, or absent features by seeing users engage with the prototype.

Crucially, prototype testing offers a chance to assess performance using many browsers and devices. This guarantees that, independent of how consumers get it, the finished product will provide a consistent, high-quality experience. Prototypical input allows the development team to improve technical criteria like responsiveness and browser optimization.

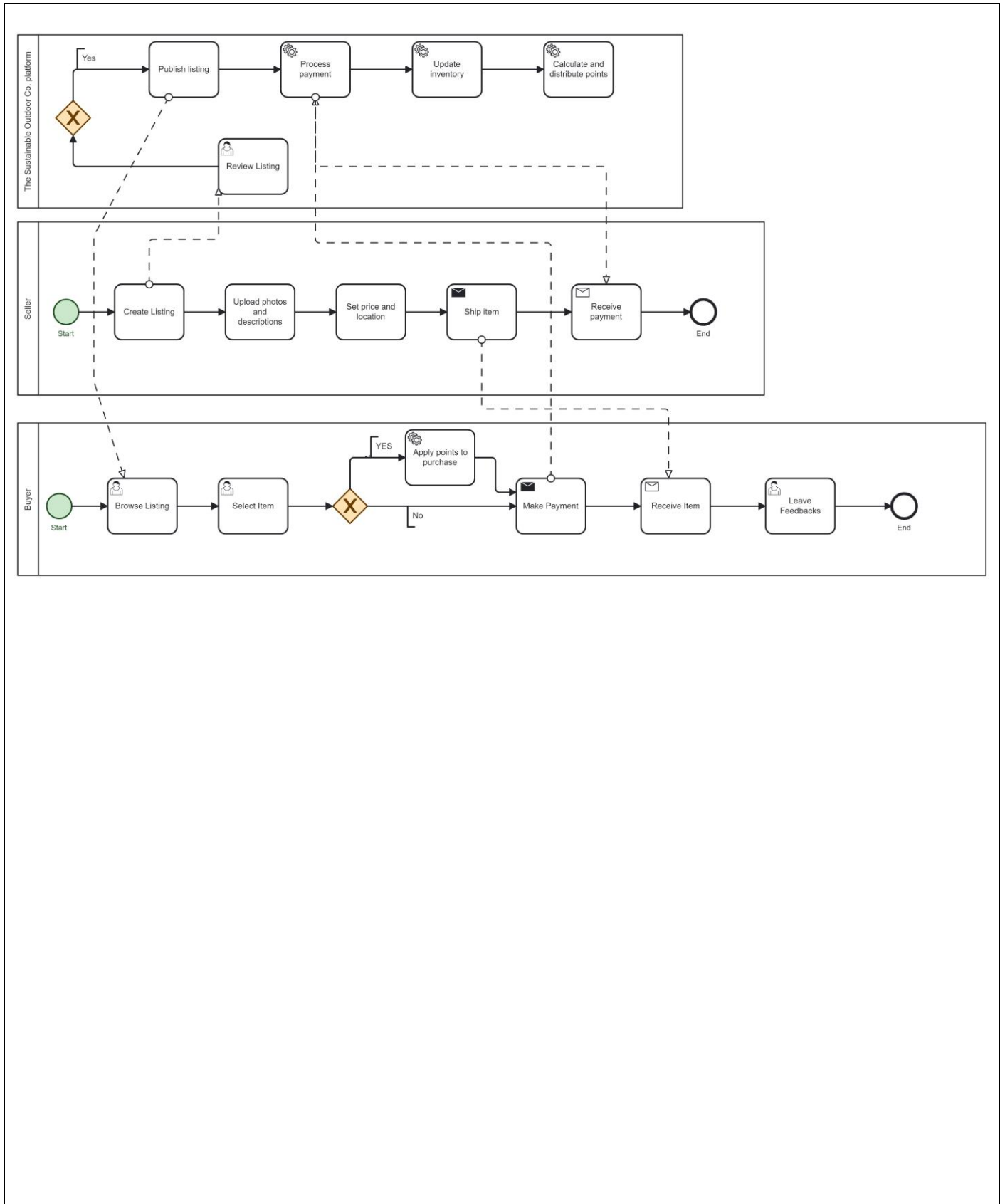
Prototyping and interviews both help to acquire iteratively required information. Stakeholders' comments allow the team to always improve and enlarge the requirements documentation. This iterative process guarantees that the end result really satisfies consumer wants and company objectives (Cadle et al., 2021).

Using these approaches will help the development team build a platform that not only satisfies the functional needs but also reflects the sustainable and community-oriented vision Rob and Jim have for their creative second-hand outdoor gear market.

2. Business Process Modelling (500 words max)

Please insert your BPMN diagram in the textbox below.

BPMN Diagram



Justification and Assumptions

Justification:

1. **Standard Compliance:** The diagram uses BPMN 2.0 notation, including proper representations of events, activities, gateways, and flows. This ensures that the model can be universally understood by business analysts and stakeholders familiar with BPMN.
2. **Participants:** The model includes three pools representing the key participants - Seller, The Sustainable Outdoor Co. Platform, and Buyer. This clearly delineates the responsibilities and interactions of each party in the marketplace ecosystem.
3. **Start and End Events:** Circular start and end events in each pool accurately represent the beginning and conclusion of processes for each participant.
4. **Activities:** Rectangular tasks with rounded corners represent the key activities performed by each participant, providing a clear view of the steps involved in the selling and buying process.
5. **Gateways:** Diamond-shaped exclusive gateways are used to model decision points, such as listing approval and the option to use points for purchases. This accurately represents the flow control in the process.
6. **Sequence Flows:** Solid arrows show the logical sequence of activities within each pool, clearly depicting the process flow for each participant.
7. **Message Flows:** Dashed lines with open arrowheads represent the communication between different pools, highlighting the interactions between sellers, buyers, and the platform.

Key Assumptions:

1. **User registration:** the model presumatively treats user registration as a precondition and does not expressly show to maintain the emphasis on the primary transaction flow.
2. **Listing Approval:** Assumed is an automatic first approval system with manual review for flagged items possible.
3. **Payment Processing:** Presumably by connection with a third-party service, the platform is supposed to manage payments.
4. **shipment:** Although the model says the seller controls shipment, the platform updates tracking data.

The project brief's stipulated points system for donations and purchases is included into the diagram.

Though not stated clearly, the AI recommendation system is thought to be included into the "Browse listings" activity for consumers.

There are various advantages this BPMN 2.0 model offers.

1. It provides a consistent, understandable picture of the corporate process, therefore enabling communication among stakeholders.
2. Process Analysis: The approach lets one find possible workflow bottlenecks or areas for development.

Clearly defined process steps enable scalability planning, hence guiding future operational scale.

4. System Requirements: The model provides a foundation for specifying thorough digital platform system needs.

By means of insights into the user experience for buyers and sellers, user journey mapping helps to maximize the platform design.

Managing the quality control process for listings, guaranteeing seamless integration of the points system with purchases, and preserving effective communication among all stakeholders during the transaction process are among the possible difficulties this model points up.

Ultimately, the fundamental business process of The Sustainable Outdoor Co.'s digital marketplace is really well captured in this BPMN 2.0 diagram. It is a useful instrument for communication with development teams, identification of process improvements, and additional system requirements refining. While offering a clear road map for implementation, the model fits Rob and Jim's goal of a sustainable, user-friendly platform for second-hand outdoor goods.

References

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